

# TECHNICAL SUPPORT POLICY

## 1. Overview

This Technical Support Policy outlines the guidelines and procedures for the provision of technical support services for products/solutions sold by 75F APAC. We are committed to ensuring our customers receive timely and effective assistance to maximize the performance and reliability of our products. Policies are subject to change at 75F APAC's sole discretion. 75F APAC will post a notice of the policies and procedures changes on the 75F APAC website around the time such changes go into effect. Unless otherwise noted in this document, the Technical Support services described herein are included in 75F APAC's standard support offering.

## 2. Scope

This policy applies to all customers who have purchased 75F APAC products/solutions and are seeking technical support assistance.

## 3. Support Services

75F APAC provides a 12-month warranty period for products and services starting from the commissioning completion date and handing over the site. This warranty covers defects in materials and workmanship during normal use. During the warranty period, 75F APAC offers free technical support to the Client for the resolution of issues related to the fitted products. The support includes troubleshooting, issue identification, and basic technical assistance.

After the expiration of the warranty period, the Client can opt for the following annual paid support services:

- Comprehensive Annual Maintenance Contract (CAMC): The CAMC provides continued technical support, replacement of defective products, preventive maintenance, and priority service for the fitted products. Details of the CAMC terms and pricing will be agreed upon by the parties in a separate agreement.
- Managed Services: The Client may opt for proactively monitoring, diagnosis, and communicating building operation performance to reduce the burden on the facility managers. Managed Services takes on the burden of regularly reviewing BMS data so your site runs with industry-leading energy efficiency, comfort, and air quality. Details of the Managed Services terms and pricing will be agreed upon by the parties in a separate agreement.

## 4. Support Terms

On completion of the 12 months warranty period, technical support fees are due and payable annually in advance of a yearly support period. The Client's payment or commitment to pay is required to process the technical support order with 75F APAC (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt

of the Client to pay. Failure to submit payment for the payable services will result in the discontinuation of technical support services.

Unless otherwise stated in the purchase order, 75F APAC technical support terms, including pricing, reflect a 12-month support period (the "support period"). Once placed, the order for technical support services is non-cancelable and the sums paid non-refundable. 75F APAC is not obligated to provide technical support beyond the end of the support period.

## **5. Support Channels**

The Level 1 Support shall comprise of the following:

**Phone Support:** All problems reported to 75F APAC are initially handled by an employee who works with the client to identify and (in many cases) solve the reported problem. If the problem is not resolved during the primary contact, the employee may assign a ticket number to the problem and address it. On-call support can be reached at the following numbers:

Toll Free: 18001214575

WhatsApp: +91 8867842712

**Email Support:** Clients can email our support team at [customerareapac@75F APAC.io](mailto:customerareapac@75F APAC.io) for assistance. The client is required to provide an in-depth account of the problem that is faced with the products.

**Online Support Portal:** Customers can log in to our online support portal to access knowledge base articles, user manuals, and submit support tickets.

## **6. Problem Response Time**

Our goal is to respond to customer inquiries promptly. The details on service availability, monitoring of in-scope services and related components specific to the services are as follows:

- Email support: Monitored 9:00 A.M. IST to 6:00 P.M. IST
- Working Days: Monday – Friday
- 75F APAC will respond to the customer who reported the problem by any of the aforesaid support channels within 2 hours (during working hours) and resolution would vary from 48 hrs to 72 hours depending upon the severity of the issue raised.

If the repair requires spare parts or materials then the same will be resolved within 7 Working days. In the event of non-availability of any spare parts, the same shall be intimated to the client.

Note: Best efforts will be made to answer/action the calls that are received outside of office hours. The actions will be taken within 48 hours.

## 7. Escalating Problems

If the normal support process does not produce the desired results; Level 1 support channels remain unresponsive; or if the problem has changed in priority, the problem can be escalated to the following:

Escalation Level	Contact Details
Level 2	Usha Kiran – Sr. Manager <a href="mailto:ukiran@75F APAC.io">ukiran@75F APAC.io</a>
Level 3	Mahesh Reddy – General Manager <a href="mailto:mreddy@75F APAC.io">mreddy@75F APAC.io</a>

## 8. Resolving Problems

Despite the response time identified to resolve any ongoing issues, 75F APAC may face challenges that are beyond its control and may not be able to guarantee the time that it will take to resolve a problem. 75F APAC shall make its best effort to resolve problems as expeditiously as possible.

## 9. Client Responsibilities

To avail the support services, the following responsibilities may be considered by the client:

- No components or the settings of the products shall be changed by the client.
- No HVAC parameter should be changed from site. Only the assigned site engineer (from 75F APAC) will have access to changing any parameters.
- It shall be the responsibility of the client to inform 75F APAC in case there is any change/ removal/ addition in the equipment at the site that would directly affect the energy savings or comfort.

## 10. Warranty

75F APAC warrants that technical support services will be provided in a professional manner consistent with industry standards. The must notify 75F APAC of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, CLIENT'S EXCLUSIVE REMEDY, AND 75F APAC'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF 75F APAC CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALY REASONABLE MANNER, CLIENT MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO 75F APAC FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.

TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### **11. Support Inclusions**

Technical support is available to all customers who are utilizing the products of 75F APAC.

- Attending to breakdown calls, as and when they arise as per the timelines specified herein.
- Any controller, device, sensor, or accessory, if found faulty, will be replaced by 75F APAC at its own cost.
- If opted by the client, preventive maintenance can be carried out by 75F APAC once in a quarter.
- Service report will be provided after completion of breakdown calls or preventive maintenance.

### **12. Support Exclusions**

- Support does not extend to consequential damage or losses.
- 75F APAC will not be responsible for any support if repairs and modifications are carried out by the client on their own without and the same results in further damage to the 75F APAC products.
- 75F APAC will not repair or replace any third-party items connected to 75F APAC system.
- Issues arising out of negligence, accident and misuse.

### **13. Software Upgrade**

The Client will have to procure the annual license to the Facilisight software for use in conjunction with the integration of the Products. 75F APAC may, from time to time, release modifications, updates, or upgrades to the Facilisight software. Client agrees to accept and install such modifications, updates, or upgrades promptly.