

General Support Conditions

Valid for all customers using our tracking systems.

These General Support Conditions apply to all support, commissioning, training and related technical service offerings unless explicitly stated otherwise in the applicable Service Description or quotation.

Customer Information and Technical Documentation

To allow a meaningful assessment and efficient technical support, the customer must provide sufficient technical information, including where applicable:

- A clear description of the observed behaviour
- The expected behaviour
- Relevant software and firmware versions
- System configuration logs
- Error messages, screenshots or other diagnostic information
- A description of the circumstances under which the issue occurs
- Information on any changes made before the issue first appeared
- Any additional information reasonably required for technical assessment

General statements such as "defective", "does not work" or "tracking is poor" do not constitute a sufficient fault description.

If the information required for a meaningful assessment is missing or insufficient, further investigation may be suspended until the requested information has been provided.

Response Times

Where a Service Description includes a guaranteed or defined response time, this response time refers to a qualified initial response.

A qualified initial response may include:

- An initial technical assessment
- A request for additional technical information
- A request for logs, screenshots, configuration files or other diagnostic data
- Proposal of initial troubleshooting steps
- Coordination of a remote support session where required

A response time does not constitute a guaranteed resolution, recovery or repair time.

Response times apply only to sufficiently documented support requests received within the applicable or agreed support hours.

Support Hours and Time Zones

Support services are generally provided Monday to Friday during regular business hours, excluding public holidays at our place of business.

For customers in other time zones, suitable support windows may be agreed separately. Any applicable surcharge may be included in the respective service article or quotation.

Agreed support windows do not constitute continuous availability or emergency support unless explicitly stated otherwise.

Warranty and Product Defects

Support packages and other technical services do not extend or modify the agreed warranty period of 24 months.

Valid warranty claims are handled independently of any purchased support package or service.

If an inspection shows that no warranty-covered product defect exists, further diagnosis, troubleshooting or technical assistance may be subject to charge and may require a separate order or an applicable support service.

Repairs, replacement parts, shipping and other hardware-related services outside the applicable warranty terms are charged separately unless explicitly stated otherwise.

Devices Submitted Without Adequate Fault Information

Devices sent or returned to us without prior authorization, or handed over to our personnel without an adequate fault description, may be subject to a handling and diagnostic charge.

This may also apply where requested technical information has not been provided after submission of the device.

Such charges do not apply where the inspection confirms a valid warranty claim.

Third-Party Systems and Interfaces

Assistance with the connection or interaction between the delivered tracking system and third-party systems is limited to the functions, configuration, standard interfaces and standard data outputs of the delivered tracking system, unless explicitly stated otherwise.

Basic assistance may include suggestions regarding configuration or straightforward connection to third-party systems where this can reasonably be achieved using standard functionality of the delivered tracking system.

Analysis and troubleshooting may be performed to the extent reasonably required to determine whether an issue originates from the delivered tracking system or from a third-party component. Once the issue has been identified as originating from a third-party system or infrastructure, further analysis or troubleshooting of that third-party system itself is not included.

The following are not included unless explicitly quoted separately:

- Support, troubleshooting or training of third-party hardware, software, networks or IT infrastructure itself
- Development or implementation involving SDKs, APIs, custom protocols, drivers or software interfaces
- Modification, debugging or development within third-party software
- Development, manufacture or modification of customer-specific hardware, adapters, cables or electronic interfaces
- Customer-specific engineering or software development

Development and engineering services require a separate technical evaluation and quotation.

Customer-Specific Requirements and Changed Applications

Support services may provide assistance regarding new or subsequently changed applications and requirements within the scope of the applicable Service Description.

Requirements that already existed at the time of purchase but were not communicated, specified or ordered are not automatically covered by subsequent support services and may require a separate technical evaluation and quotation.

Support services do not replace application-specific engineering, system design or customer-specific development.

Remote Services

Remote services are provided by video conference, telephone, remote desktop connection or comparable communication methods.

The effectiveness of remote services depends on the technical information, camera views, measurements, system access and other information made available by the customer.

Remote services do not include physical inspection of:

- Installation environments
- Mounting structures
- Component stability
- Cable routing
- Accessibility
- Ambient light conditions
- Customer machinery or other local circumstances

Recommendations provided remotely are therefore based solely on the information that can reasonably be assessed remotely.

On-site Services

On-site services are limited to the agreed scope and duration.

Unless explicitly stated otherwise, on-site services do not include:

- Drilling, cutting, welding or other construction work
- Structural modifications to walls, ceilings, furniture, machinery or other customer facilities
- Installation or routing of power, network or other cables
- Electrical installation work
- Manufacture or structural modification of customer-specific mounting systems
- Work on customer machinery or technical installations requiring special qualifications or authorization
- Provision of lifting equipment, scaffolding, access platforms or installation materials

The customer must provide a safe and technically suitable working environment together with all required access permissions and site-specific safety information.

Travel time, travel expenses, accommodation and other incidental costs are charged according to the applicable quotation or Service Description.

Customer Infrastructure and Responsibilities

Unless explicitly stated otherwise, the customer is responsible for providing and maintaining:

- Suitable mounting positions and mounting structures
- Electrical power
- Network infrastructure
- Computer systems
- Required software environments
- Administrative access rights
- Site access
- Required tools, lifting equipment or installation materials
- A safe and technically appropriate operating environment

Assistance with network configuration and connectivity is limited to aspects directly related to the operation of the delivered tracking system. Administration, redesign, maintenance or repair of the customer's IT or network infrastructure itself is not included.

No Guaranteed Resolution

Technical support, commissioning and troubleshooting services are provided on a best-effort basis within the agreed service scope.

No service constitutes a guarantee that a reported issue can be resolved, that a system can be restored within a specific period, or that a requested application can be achieved under the existing technical or environmental conditions unless explicitly stated otherwise.

Service Scope and Additional Work

Services are limited to the scope and duration stated in the applicable Service Description, quotation or active support contract.

Any additional work identified during a support session, commissioning activity, training session or on-site visit may require separate approval, an additional support allowance or a separate quotation.

Priority of Documents

In case of differences between these General Support Conditions and an individual quotation or Service Description, the explicitly agreed terms of the individual quotation or Service Description take precedence for the respective service.