



Safe Solutions

Beschreibung des Service

SafeSolutions ("SSG") provides Liftlog™ - Services to Customer as specified in this Liftlog™ Service Description ("Service Description")

1 GENERAL

(1) Liftlog™ Service ("Service") is a lift monitoring and usage information reporting service suitable for any brand or type of lift. This Service enables Customer to regularly receive information, in a standardized format, about the lifts and the lift portfolio. Over time the Service supports Customer in getting insight in the performance of the lift(s).

(2) The Service is entirely passive and does not require any active communication of the Liftlog™ with the operating and controlling system of the lift and therefore does not in any way affect the performance of the lift itself, as certified by TÜV Süd (document available on www.safesolutions.de).

2 LIFTLOG

(1) The Service uses a SSG proprietary Liftlog™, installed in the machine room or equivalent of the lift that is the object of the Service. A technical description of Liftlog™ and the Service is available from SSG upon request.

(2) The Installation and Support Services of Liftlog™ device are subject to the Liftlog™ Installation and Support Terms.

3 APPLICATION

3.1 Location

(1) Liftlog™ is connected to a proprietary internet-based application of SSG ("Application") the use of which is always subject to the Terms of Use of the Application as valid from time to time and available within the Application or upon request.

(2) SSG operates the Application based on state of the art cloud technologies with multiple physical locations and high redundancy. This is to maximize continuous uptime, data security and integrity.

3.2 Web Portal

The Service includes access to the Customer and its users access to the Application through a web portal maintained by SSG.

3.3 Passwords

Depending on agreed services SSG provides Customer with such number of access codes that Customer specifies necessary for the users of the Application and the respective passwords. Customer is responsible for the security of the access codes and passwords in accordance with the Terms of Use. Each access code provides access to all of the data relating to the lifts of Customer unless otherwise expressly agreed.

3.4 Service Level



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The Application operates 24 hours/7days. In case of scheduled maintenance, transaction latency can increase, but no data will be lost. SSG does not warrant the uninterrupted availability of the Service.

3.5 Security

Transactions are transmitted with unique event codes. Data transfer is encrypted and validated. Only personnel approved by SSG have access to the Application. SSG maintains a database of Application and device links, where parameters such as; Unit ID, FW version, SIM card IMSI, GSM modules IMEI and unit IP, are noted. Only communication containing the correct parameters are accepted.

4 REPORTS

4.1 Reporting

Customer is provided with the periodical reports as agreed from time to time or may also be given access to the Application to retrieve such reports or collected data on the lifts that are being monitored with the Service.

4.2 Use of the Reports

SSG may use the reports and the reported data itself for the purposes of improving the Service or analyzing and reporting the overall average performance of the lifts within the Service to its Customers generally and always excluding customer identification and lift reference.

4.3 Regular reports

The following Reports are available from the Application

- (i) Portfolio overview giving a dash board single page view where colours signal the state of all the lifts in Customer's portfolio
- (ii) Each lift can be accessed starting with over-view reports, down to time stamped event details

4.4 Additional Reports

Customer can specify his own reporting formats, compiled by SSG upon separate request (subject to separate agreement), as additional service. Such reports can be sent by e-mail, or collected on-line and be triggered by time (e.g. monthly) or event based (e.g. lift out of order for more than 24 hours).

4.5 Online Reports

Customer has access to a pre-defined set of reports online. Customer can, upon separate agreement, access raw data in CSV format, for the input to his own report generating tools. SSG maintains the list of lifts of Customer within the scope of the Services within the Application.