



Safe Solutions

Bedingungen für Installation und Service

The installation of the Liftlog™ devices is subject to these Liftlog™ Installation and Support Terms (“**Support Terms**”).

1 LIFTLOG™ INSTALLATION

Customer informs any party involved about the Services and the installation of the Liftlog™ to maintain mutual confidence and good cooperation in the interest of Customer. SSG or a third party certified installer (“**Installer**”) installs the Liftlog™ in the machine room of each lift specified by written communication between Customer and SSG through the “Installation Details sheet”, in annex to the Contract, or any installation instructions provided by Customer by e-mail to SSG. (“**Installation**”). SSG trains and certifies third party Installers and maintain a list of certified Installers. SSG accepts the installed Liftlog™ to be within the Warranty in accordance with the Contract after SSG or a certified Installer has performed the installation or SSG has otherwise accepted the installation.

2 INSTALLATION

Scope

The Installation includes: installing of the Liftlog™ by trained and fully qualified staff; and the configuring and commissioning of the Liftlog™. The Installation does not imply any transfer of title or intellectual property rights to the Liftlog™ which is either sold to Customer or rented by SSG to Customer as part of the Services, as specified in each Contract.

Requirements

The Installer performs the Installation during office hours, unless otherwise agreed. Customer provides the Installer access to the lift for the performance of the Installation at the agreed time. During the Installation the lift must be fully available to the staff of the Installer and they may shortly immobilize the lift if required during the time of the work. Customer cannot claim any compensation or for interruption in the lift operation, or for any inconvenience resulting from the presence of the Installer workers or technicians.

Location of the Liftlog™

The Installer installs the Liftlog™ in a location within the machine room of the lift or equivalent that allows for a rational management and normal conditions of Installation for the Liftlog™ and the use thereof. Customer allows access to the machine room only to authorized persons, in accordance with the EN81 standard.

3 SUPPORT SERVICES

What has been agreed in Section 1 for the Installation is also applied for any repair, replacement or removal of the Liftlog™ (“**Support Services**”) during the validity of the Contract. Only a certified Installer is authorized to perform any Support Services of the Liftlog™ or any of its peripheral elements. SSG responds to any notice of a fault in the Liftlog™ within seven (7) working days. SSG decides the measures necessary to restore the Services upon any malfunction of the Liftlog™. SSG may perform or instruct its subcontractor to perform Support Services either on site or remotely, within normal office hours, unless otherwise specifically agreed with Customer. The Support Services after the expiration of the warranty specified in the General Terms, or resulting at any time from the damage or fault of the Liftlog™ not attributable to SSG or the Installer are always subject to separate charges based on the standard price list of SSG valid at the time. Especially the Support Services are always subject to separate charges if and to the extent arising as a result of the following:



Safe Solutions

- water or other liquid, corrosion or oxidation;
- accidental or willful damage or negligence;
- abnormal operating conditions such as overvoltage;
- failure to follow the manufacturer's instructions (whether they be oral or written); or
- misuse, alteration or repair of the Liftlog™ without the approval of SSG (including the opening of the Liftlog™ by a person not authorized by SSG).
- SSG maintains the Liftlog™ and any firmware included therein updated following its standard operating procedures.

For the sake of clarity, the obligation of SSG to perform Support Services are conditional on Customer having paid the respective Service Fees in full.