



REMOTE TECHNICAL SERVICES

Biesse offers free lifetime technical guidance during standard business hours. Free guidance includes:

- ✓ Documentation, machine or parts manuals
- ✓ Basic guidance or interpretation of error codes [no machine down or diagnostic issues to resolve]
- ✓ General questions about machine function or software compatibility
- ✓ Identify a part number
- ✓ Initial direction prior to determining if paid support is needed
- ✓ Free guidance is provided for the first 15 minutes of each case

Biesse offers advanced remote technical support to help minimize downtime and keep your production running efficiently. At Biesse, our Technical Support Team is dedicated to helping you maintain productivity by addressing issues efficiently from remote avoiding an on-site visit. Our technical specialists can assess, support, and troubleshoot equipment in real time saving time, costs, and reducing the need for field service calls.

Remote Technical Support Pay per Incident Program includes the following:

- ✓ Remote diagnostics and troubleshooting
- ✓ Remote connections to equipment for diagnostics
- ✓ Communication and Network issues
- ✓ Controllers/PC and software support
- ✓ Replacing components support (step by step guidance)
- ✓ Operating guidance

Remote Technical Services are available at \$200 per case, unless the equipment is currently under warranty or an active support contract.

TERMS AND CONDITIONS

The Terms and Conditions govern the delivery of Remote Technical Services provided on a per case ("Case") basis. By requesting remote support, the Customer ("Customer") agrees to the below Terms and Conditions.

1. **Scope of Services:** Biesse will deliver remote technical support for the equipment on a per case basis for a flat fee. A case is defined as a single technical issue, question, or request related to a specific problem or task. Follow-up communication related to the same case is included until the case is closed.
2. **Service Availability:** Support services will be available during Biesse standard business hours, EST, unless otherwise agreed. Response times may vary based on volume, machine age, and urgency.
3. **Customer Responsibilities:** The Customer agrees to provide accurate machine information and error details, ensure stable internet connectivity to the equipment, follow all safety instructions, maintain safe working conditions, and allow access to machine interfaces upon request (e.g., remote desktop, machine logs, system screenshots). Biesse is not responsible for any loss or corruption of Customer files nor for issues related to networking hardware, software, or third-party equipment and/or software compatibility. Customers are strongly encouraged to maintain regular data and program file backups. Customer understands and acknowledges that trained and skilled operators must be available during support sessions to ensure the Remote Technical Services are delivered as effectively and efficiently as possible.
4. **Limitations of Remote Support:** Remote support does not include: Physical repairs or activity requiring physical interaction with the machine. If an onsite visit is required, offers shall be issued for onsite technical interventions.
5. **Term, Fees and Billing:** The Services shall be provided on a per case basis. Fees are billed per incident and Customer is responsible for applicable sales and use taxes.
6. **No Guarantee of Immediate Resolution:** While Biesse will make every reasonable effort to resolve issues remotely, successful resolution cannot be guaranteed, as some problems may require onsite intervention or parts replacement.
7. **Liability:** Biesse is not responsible for any incidental and/or consequential damages, direct or indirect, incurred by Customer including, by way of example only, production downtime, lost revenue, issues caused by misuse, modification, or improper maintenance of the machine or actions taken by the Customer based on instructions not followed correctly.
9. **Confidentiality:** Both parties agree to keep all shared technical information, machine data, and communication confidential.
10. **WARRANTY:** BIESSE WARRANTS THAT SERVICES WILL BE PERFORMED IN A PROFESSIONAL AND WORKMANLIKE MANNER. WARRANTY DOES NOT COVER: ISSUES ARISING FROM IMPROPER OPERATION, MISUSE, NEGLIGENCE OR UNAUTHORIZED MODIFICATIONS BY THE CUSTOMER, FAILURES RESULTING FROM NORMAL WEAR AND TEAR, ENVIRONMENTAL CONDITIONS, NETWORK OR ELECTRICAL SUPPLY ISSUES, REPAIRS, ADJUSTMENTS OR DIAGNOSTICS PERFORMED BY ANY OTHER PARTY OTHER THAN BIESSE, OR ANY PARTS, COMPONENTS OR THIRD PARTY PRODUCTS. THE BUYER'S SOLE REMEDY IS LIMITED TO THE REPERFORMANCE OF THE SERVICES. BIESSE DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
11. **Acceptance:** Use of the Biesse remote support services constitutes acceptance of these Terms & Conditions. Any statements not included in this Support Agreement are not part of the agreement and are not binding on Biesse. Biesse expressly objects to and rejects any terms or conditions in any order submitted by or in any communication provided by Customer.

The parties agree that an email confirming agreement shall constitute a valid and binding acceptance of the fees, Term and Conditions, and shall have the same legal effect as a handwritten signature.

Note: Software upgrades, new software installations, PC image installations or restorations, and related services are not included. These are billable services



beyond the scope of the standard Remote Technical Services.