

WARRANTY AND SERVICE

August 31, 2023

The Products that are manufactured by Manufacturer and resold and/or rented to the Customer by its authorized Distributor contain the warranties provided by the Manufacturer.

1. WARRANTY

1.1 Warranty Explanation

Warranty is a guarantee by Gausium for the repair or replacement of a defective or malfunctioning part, under the provisions of any applicable Warranty provided by Gausium for its Products.

1.2 Standard Warranty

The Manufacturer provides the following warranties in respect of the Products:

- (a) A product warranty of 12 months including the parts and components of the Product, excluding wear and tear items such as brushes, squeegees and other consumables deemed quick-wear parts (the “**Consumables**”) (the “**Product Warranty**”);
- (b) A free software license^{*1} installed on each individual Product to use and update for its lifetime. (the “**Software License**”); and
- (c) A free software warranty^{*2} for the lifetime of the Product (the “**Software Warranty**”).

1.3 Warranty Period

The Warranty shall start from commencing date of lease or date of sale, relevant copy of lease agreement, invoice is required when claiming warranty service. In the case where proof of lease, invoice or proof of purchase is not available, Manufacturer shall deem the date exactly 6(six) months after manufacture date manifested on product nameplate as de-fact date of sale.

In any case such **Warranty Period** shall not be longer than 18 months from the shipment date, though, the **Warranty Period** may vary by country and is subject to local laws and regulations.

Parts of the Products that replaced within the warranty scope or in non-warranty repair could enjoy a limited 180-day warranty period or shall be covered for the rest of the warranty period, whichever is the longer.

1.4 Out of Warranty

This warranty does not cover any Customer induced damages nor any of the following conditions, however, paid services are available.

- (a) Beyond the warranty period.
- (b) Non-Manufacturer official warranty commitments.
- (c) Natural wear and tear, damage due to improper care (accident, misuse, or negligence) and damage caused by acts of God such as floods, fires, or earthquakes etc.
- (d) Failure to use and maintain the product according to Manufacturer instructions that lead to damage or malfunction, such as use under extreme temperatures or circumstances, use of non-Manufacturer parts, peripherals, or recommended software, etc. Modification, refitting, rooting and other human behavior, which are not in accordance with Manufacturer instructions, that causes damage.

1.5 Handling of Epidemic Failure

If Distributor finds that the Products delivered during warranty period experience any homogeneous material failure occurred, it will notify Manufacturer on immediate basis. Manufacturer will then validate the cause of non-conformance and work with Distributor to develop a mutually agreed



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corrective action plan and will implement that plan to correct the defect. Manufacturer will provide Distributor with regular progress reports of the corrective action until the defect is corrected. Furthermore, Manufacturer shall perform all necessary rework or replacement of the defective Products.

2. SERVICE OBLIGATIONS

2.1 Obligations of Distributor

Distributor shall implement the following actions for Products leased or resold to Customer in the Territory, including but not limited to:

- (a) Qualify and pass Manufacturer's technical training and certification;
- (b) Provide training, including delivery inspection, deployment, basic troubleshooting courses & sessions and coaching Customer for the use of the Products;
- (c) Maintain sufficient stock of common warranty parts and consumables, and a qualified service team with competent abilities to take after the Products;
- (d) Provide technical support, diagnosis, troubleshooting, L0-L2 service and technical transformation(optional) in accordance with SLA timelines;
- (e) Accept supervision from Customer and Manufacturer in terms of quality and timeliness of services provided;
- (f) Utilize Manufacturer's CRM system or other systems agreed by both parties while claiming warranty services.
- (g) Provide efficient routine services training and guarantees for end users.
- (h) Be responsible for ensuring the safety of the Products operation and implementing necessary safety plans under the guidance of the Manufacturer;

2.2 Obligations of Manufacturer

Manufacturer shall provide following support to Distributor, including but not limited to:

- (a) Provide the latest technical documents and instructions in relation to the knowledge, deployment, use and maintenance of the Products from time to time;
- (b) Provide remote training;
- (c) Provide in-warranty parts free of charge;
- (d) Provide remote technical service via e-mail support.

3. WARRANTY CLAIM

So long as the Product is within warranty period, and has been properly deployed, used, and maintained under normal conditions and for the purpose in which the product was designed, Customer has the right to avail warranty service support from Distributor or its authorized service provider for manufacturing defects in materials and workmanship of the product.

Distributor undertakes an obligation to manage Customer's problems/needs in a timely manner for Products leased or resold to Customer in the Territory.

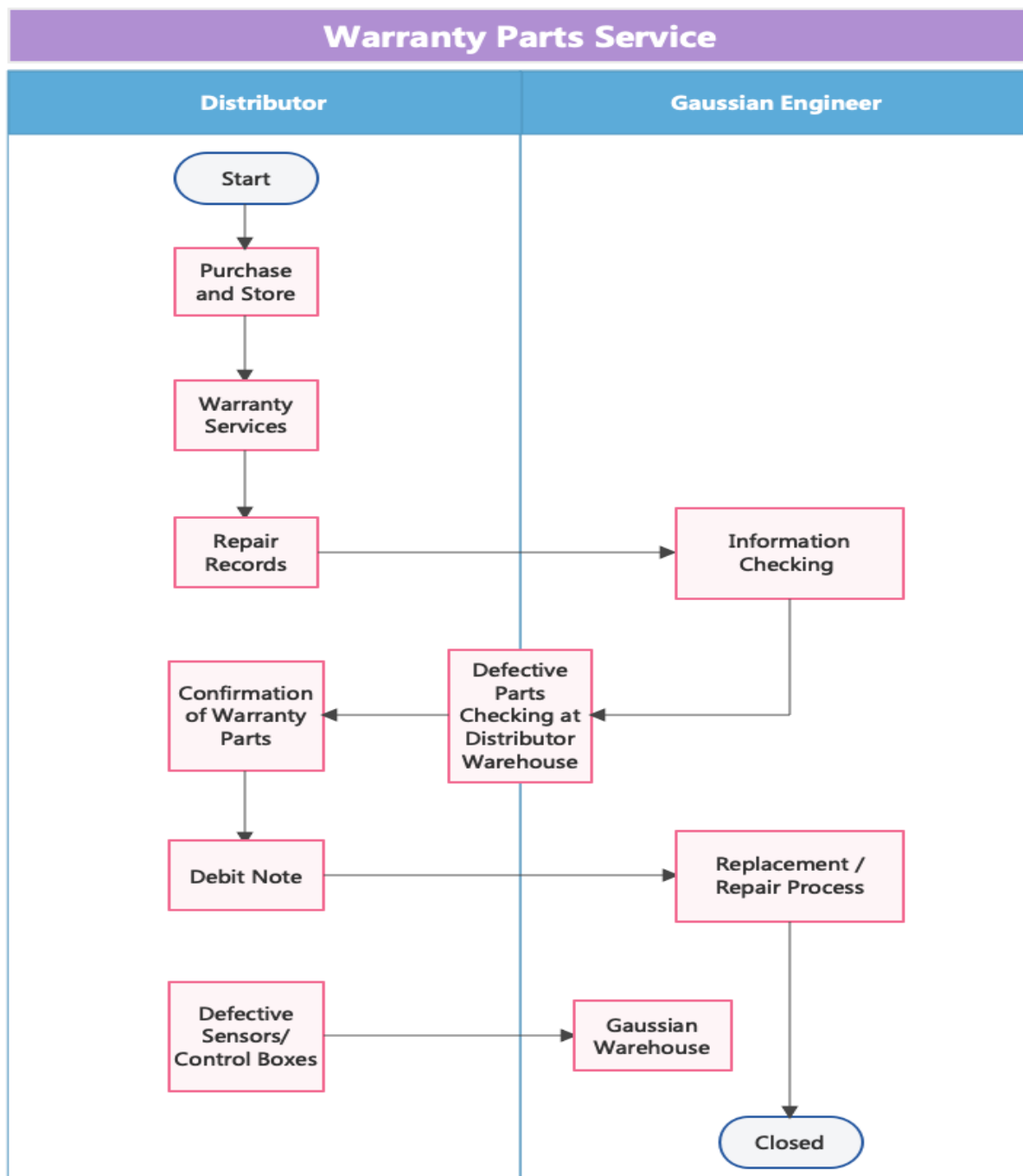
To ensure better user experience and service performance, Distributor and Manufacturer agree to carry out the warranty service and cope with warranty parts claims throughout the following procedures:

1. Distributor to procure spare parts from Gausium on a 100% prepaid basis to cater warranty/non-warranty services with regards to Manufacturer products in the authorized sales territory at its own costs.
2. Distributor shall provide GS Warranty Claim Sheet (Repair Records) to Manufacturer' designated contact window on the 25th day of each month and the information of records shall be including but not limited to:



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- a. Product info (serial number, product type...)
 - b. Maintenance info (failure reason, repair complete date, warranty status...)
 - c. Material info (part code, part name, usage quantity...)
 - d. Contact info.
3. Distributor shall get those defective parts ready for validation at the end of each month. Manufacturer' engineer shall visit Distributor warehouse before the 5th day of next month to validate the authenticity of those warranty parts in GS Warranty Claim Sheet issued by Distributor and return the confirmation of parts which are in accordance with Manufacturer warranty parts replacement or repair requirements to Distributor before the 7th day of next month.
4. Distributor shall issue a debit note based on the confirmation results to Manufacturer before the 15th day of next month and Manufacturer shall either replace or repair the warranty parts within 30 days.
5. Distributor shall initiate the return to vendor process as soon as possible in case there exist any sensor or control box among those defective parts and the defective sensors or control boxes (e.g., camera, ultrasonic module, laser, encoder, control box, upper computer, lower computer) shall be packed and handed over to Manufacturer in 7 days after the debit note issuance date.
6. Manufacturer engineer to return those sensors or control boxes to Manufacturer designated warehouse after the handover and the GS warehouse shall register the return parts information punctually and properly upon receipt.
7. Manufacturer to initiate the replacement or repair process and ensure that Distributor's warranty parts could be replaced or repaired within 30 days after the debit note's issuance date.



4. SERVICE DEFINITIONS

Manufacturer's recommended service level that describes as follows:

Service Level	Level Description	Details	Distributor	Gausium
L0	Deployment, Operation Training	Carry out delivery inspection, show-how, deployment, training, mapping or path planning, daily maintenance	Must Do	Paid Service
L1	Non-Part Repair	Software upgrade, parameter configuration, basic troubleshooting, consumables, or accessories replacement	Must Do	Paid Service



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L2	Repair	Mechanical/electrical parts repair	Must Do	Paid Service
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Service Level Agreement (SLA)	Method	Timeline
Response	email or phone	2 working hours upon receipt of the request
Remote Support	email or phone	1 business day upon failure after both party's confirmation
On-site Support	on-site	3 to 7 business days upon failure of Remote Support after both parties' confirmation

5. DISCLAIM

*1. Clause “1.1 Standard Warranty, (b)”, may not remain valid in the event of any legal disputes of Product's property encumbrances or outstanding payments in between the Customer and Distributor.

*2. Clause “1.1 Standard Warranty, (c)”, may not remain valid in the event of any legal disputes of Product's property encumbrances or outstanding payments in between the Customer and Distributor.