

COMPREHENSIVE SERVICES

VAT MAINTENANCE PARTS & LABOR (CP OR GOLD)

Parts & Labor coverage includes inspection, troubleshooting, adjustment, and replacement and/or repair of parts covered under the terms of the contract agreement.

- a. Diebold Nixdorf will use commercially reasonable efforts to maintain a monthly aggregate average response time that is within four (4) hours of Diebold's receipt of such a call for such service by telephone call to Diebold's call center or by means of another mutually agreed upon call initiation mechanism. Diebold's definition of response time is the number of hours that elapses between the time the Client contacts Diebold Nixdorf and requests service and the time that the Diebold Nixdorf technician arrives on site.
- b. The latest engineering changes or updates required to maintain equipment within specifications are called field change orders (FCO) will be performed when applicable. All parts and labor will also be covered for these updates.
- c. Diebold Nixdorf will provide a one-hour client training per site (not per piece of equipment) during the contract term to educate branch employees on routine care.
- d. A bill will not be generated for a service call occurring during the defined hours of contract coverage where there is no problem with the equipment. No Problem Found calls will be limited to two (2) per year.
- e. Diebold Nixdorf will replace one (1) 4" or 4 1/2" carrier per lane per year as requested by client during a regularly scheduled call. A call placed for the sole purpose of replacing the carrier will be billed.
- f. A PDPM is to be performed one schedule time per calendar year and includes:
 - Visual inspection of the unit
 - Clean both the client and operator units
 - Inspect the doors to ensure there is no chatter or premature binding
 - Check the carrier and carrier rings for wear
 - Check the facades for air leakage
 - Ensure that the client unit SEND and CALL buttons function properly
 - Check the audio for clarity and perform any adjustments

OUT OF SCOPE SERVICES

Out Of Scope Services related to physical and electronic security equipment for which there will be an additional Time and Materials Charge include but are not limited to the following items:

- a. Service as a result of abuse, misuse, electrical storms, power failures or fluctuations, glass breakage or damage, failure to follow user maintenance and operating instructions, or the failure or results of failure of interconnected equipment including, but not limited to, wiring, conduit, or voice data transmission equipment or facilities.
- b. Service as a result of vandalism, fire, flood, acts of God or other damage or destruction of the Equipment other than ordinary wear and tear thereof.
- c. Lockouts or damages caused by war, public disorder, fire, water or other liquids, burglary, blasting, mining, settling of foundations, expansions of doors or walls, loss of combinations or by imperfect changing of combinations or time locks.
- d. Services required because of service, inspection, or tampering with equipment by non-Diebold Nixdorf designated personnel, relocation of equipment, changes to configuration, installation of additional features, options or functions, major overhauls, or refurbishing the equipment.
- e. The changing of any locks or combinations, or the replacement of keys on safety deposit boxes.
- f. Return trips to Locations because of site conditions or Client personnel unwilling or unable to accommodate maintenance.
- g. Any work required by Client and performed outside of the Primary Hours of Coverage.

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- h. Any work that Diebold Nixdorf is required to subcontract or otherwise is prohibited from using Diebold's employees or personnel as a result of local union or other requirements not imposed by Diebold Nixdorf hereunder.
- i. Any work required as a result of Client's use of any third party media, supplies, and/or consumables not provided by Diebold, or any act or condition performed or caused by any third party not directly within Diebold's control.
- j. Software licensing/support and helpdesk support are not covered by this service plan.
- k. For camera services, heights exceeding 12 feet requiring special equipment will result in additional costs