

## COMPREHENSIVE SERVICES

### VAULT MAINTENANCE LABOR ONLY (C OR SILVER)

Labor coverage includes the cost of labor and travel 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 eight (8) hours of Diebold Nixdorf's receipt of such a call for such service by telephone call to Diebold Nixdorf's call center or by means of another mutually agreed upon call initiation mechanism. Diebold Nixdorf'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. A PDPM is to be performed one schedule time per calendar year and includes:
  - Inspect and clean exterior surfaces
  - Apply protective covering to prevent rust
  - Inspect, clean, oil and adjust timelock movements, case and linkage
  - Adjust boltwork, door contacts
  - Check door control gears; adjust hinges
- d. 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 and feeding at no additional charge.
- e. Calls as a result of client error are included during contract hours. Examples are programming errors and incorrectly set timer. Two error calls allowed per year per branch. Vandalism and abuse are not considered client-error. Vault lookouts as a result of client-error are not covered.
- f. 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 per year per site.
- g. Diebold Nixdorf will open vaults that lock due to equipment failure and cause a lockout.

### 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.
- h. Any work that Diebold Nixdorf is required to subcontract or otherwise is prohibited from using Diebold Nixdorf's employees or personnel as a result of local union or other requirements not imposed by Diebold Nixdorf hereunder.

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- i. Any work required as a result of Client's use of any third party media, supplies, and/or consumables not provided by Diebold Nixdorf, or any act or condition performed or caused by any third party not directly within Diebold Nixdorf'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.