

COMPREHENSIVE SERVICES

FIRSTLINE MAINTENANCE (DIEBOLD NIXDORF PROVIDING CASH HANDLING)

STANDARD FEATURES

Diebold Nixdorf technicians will perform the following First Line Services during primary hours of coverage as listed on the Equipment Schedule of the Managed Equipment and Services Agreement.

- Diebold Nixdorf will use commercially reasonable efforts to maintain a monthly aggregate average response time for First Line Maintenance within two (2) hours of Diebold Nixdorf's receipt of a call for such service by telephone 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 during the primary hours of coverage that elapses between the time the Client contacts Diebold Nixdorf and requests service and the time that the Diebold Nixdorf technician arrives on site.
- While on site for another service call, replenish consumable items supplied by Client - receipt paper, printer paper, printer ribbon cartridges, envelopes and deposit slips
- While on site for another service call, clear simple machine jams (i.e. receipt printer, card, depositor, dispenser, passbook printer) caused by ATM malfunctions.
- Labor required repairing a fault caused by an action, or lack thereof, by institution personnel (i.e. poorly loaded currency, improperly loaded paper, light printing due to low ink and consumer card jams). ATMs with excessive personnel error calls will be brought to the Client's attention for immediate problem resolution and Diebold Nixdorf may charge for such calls on a Time and Material basis. Excessive is generally defined as an ATM that exceeds an average of two (2) personnel errors within a 30-60 day period of time.
- Travel required when a service call is placed but upon arrival the ATM is running properly. ATMs with excessive no problem found calls will be brought to the Client's attention for immediate problem resolution. Excessive is generally defined as an ATM that exceeds an average of two (2) no problem found errors within a 30-60 day period of time.
- Cleaning of machine sensors and exterior surfaces. Diebold Nixdorf will also police the general machine area for debris.
- Repair and replacement of Kaba Mas lock as necessary.
- Perform functional tests to bring ATM on-line.
- Exclusions of FLM Service:
 - Installation of Kaba Mas Lock to begin performing FLM
 - Changing of combination on branch mode keys.
 - Specific coverage of and/or replacement of communication devices and peripheral wiring external to the ATM (cables, modems, routers, servers, hubs, converters, etc.) or vendor access requests
 - Additional branch mode keys above and beyond the keys provided at the time of installation
 - Cash Vendor Error:
 - Leaving the site with the currency cassette/divert bin/deposit bin not fully docked
 - Receipt roll not changed
 - Not clearing, replenishing, or archiving the EDC
 - ATM left in supply mode or left with an active fault