



signify

# Lighting Services

interact

Lifecycle Service  
Descriptions

for Interact Landmark

# I. Lifecycle Services

When investing in a state-of-the-art lighting System, reliability is paramount. Signify's Lifecycle Services ensure your lights never let you down. Signify is leading the way with customized lighting services that provide the quality of light your business deserves. You'll get a Service tailored to your specific needs, so you can rest assured that you'll be able to work in a safe and energy-efficient environment. Regular and continuous maintenance improves your business and allows you to deliver a positive experience to your customers and employees.



Lighting is an important part of your business. That's why we offer customized maintenance Service plans to keep your System working at its best over time.

<p><b>Preventative Maintenance</b></p> <p>Maintenance and System health checks support early detection of potential failures before they impact the operation of the System. This provides:</p> <ul style="list-style-type: none"> <li>• increased System uptime</li> <li>• reduced problem resolution time</li> </ul>	<p><b>Corrective Maintenance</b></p> <p>Access to expert knowledge enables quick problem analysis and professional advice for solving the issue, to provide:</p> <ul style="list-style-type: none"> <li>• increased System uptime and reduced incident resolution time</li> <li>• economical and effective solution advice</li> </ul>
<p><b>On-Site Support</b></p> <p>On-Site support and System optimization by our experts offers peace of mind, assuring sustainable System operation and integrity over a longer period by having access to technical advisory support. This ensures:</p> <ul style="list-style-type: none"> <li>• increased System uptime and reduced incident resolution time and costs</li> <li>• possible energy usage avoidance through System optimization</li> </ul>	<p><b>Online Documentation</b></p> <p>A customer portal with updated information, to provide:</p> <ul style="list-style-type: none"> <li>• Service reporting</li> <li>• Service history retention</li> <li>• Secure access, via Customer specific login</li> </ul>

## 2. Service Descriptions

Signify offers Services tailored to your specific needs, so you can work in a safe and energy-efficient environment. Regular and continuous maintenance improves your business and allows you to deliver a positive experience to your customers and employees. The Services included in the standard “Basic” and “Advanced” Service packages for Interact Landmark Systems are described below; other Services may be quoted upon request.

*Table 1: Services included in the Standard Service Packages for Interact Landmark Systems*

Service		Basic	Advanced	Description
1	<b>Remote Monitoring</b>	<input checked="" type="checkbox"/> 4 per Year (once every 3 months during a Year)	<input checked="" type="checkbox"/> 12 per Year (once every month during a Year)	<p>Signify will remotely connect to the System to monitor the lightpoint availability of the System. This scan identifies Interact-connected luminaires or control components that are reporting (a) an offline status, or (b) as not properly working within the System (each a “<b>Reported Variation</b>”).</p> <p>If the total lightpoint availability of the System falls below 90%, Signify will perform remote analytics to aid in the identification of the root cause of the issue(s). Signify will notify the Customer and provide details of the issue as well as the recommended corrective action to address the issue (if possible).</p> <p>On a regular frequency, a Performance Report is issued with a summary of the System’s performance (see item 4 below).</p>
2	<b>Remote Operations</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>In case of a deviation from expected performance noticed by Signify when performing Remote Monitoring, within 24 hours since the completion of such Remote Monitoring session, Signify raises an internal Service ticket to initiate a remote response. In case of deviation, Signify connects to the Customer’s System to identify the fault condition mode, analyze the potential root cause, and will initiate a corrective action to remotely resolve if possible. When needed, the Customer representative shall be notified of actionable incidents requiring their response for resolution. Further follow up actions are described in items 9 and 10.</p>
3	<b>Remote Content Management</b>	<input checked="" type="checkbox"/> 2 per Year	<input checked="" type="checkbox"/> 4 per Year (once every 3 months)	<p>Signify will provide remote content support sessions of up to two Business Hours per session; two times per Year (once every 6 months during a Year) for the Basic Service package, or four times per Year (once every 3 months during a Year) for the Advanced Service package. This Service is to</p>

Service		Basic	Advanced	Description
		(once every 6 months during a Year)	during a Year)	support calendar updates and changes to existing static content and is not intended to develop dynamic content. Customer can provide the content for support by Signify, or content can be designed by Signify. Content is uploaded and/or created remotely. Additional support sessions may be provided by Signify at Customer's request, subject, however, to additional Service Fees being charged by Signify to Customer.
4	<b>Performance Reporting</b>	<input checked="" type="checkbox"/> 4 per Year (once every 3 months during a Year)	<input checked="" type="checkbox"/> 12 per Year (once every month during a Year)	<p>In association with Remote Monitoring activities (item 1), Signify will provide a standardized report identifying data and inputs relating to and summarizing certain performance and activity metrics of the System (including for the applicable reporting period) (each, a "<b>Performance Report</b>"). Each Performance Report will be uploaded to the Customer Portal.</p>
5	<b>System and Software Updates</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Signify will provide critical updates (performance, license, and security) to the firmware and software of on-premises System components of the latest version that has generally been released to the public at that time. These firmware and software updates are intended to stabilize and promote basic System functionality and performance, and do not include additional programming content or other updates, upgrades, enhancements or features.</p> <p>The System's component software upgrades will be implemented remotely where possible and, as needed, on-Site during a regularly scheduled System Health Check.</p> <p>If the update will have an impact on the lighting at the Site, Signify will inform the Customer in advance.</p> <p>(Does not included any Software Services)</p>
6	<b>On-Site System Health Check</b>	<input checked="" type="checkbox"/> Once per Term	<input checked="" type="checkbox"/> Once per Year	<p>Signify will conduct an on-Site inspection of the System, once per Term for the Basic Service package, or once per Year for the Advanced Service package, in each case for up to eight Working Hours per visit (the "<b>System Health Check</b>"). The System Health Check reviews the status of the System, operating conditions and the usage log. The System Health Check is performed by a Signify authorized representative and includes the following elements:</p>

Service		Basic	Advanced	Description
				<ul style="list-style-type: none"> <li>Daytime inspection – Physically inspect System components accessible from locations safely reachable from the ground and without need for Signify-owned or rented equipment or lifts.</li> <li>Photograph current conditions, such as aiming, debris, reported deficiencies and any observed issues (where possible)</li> <li>Review and perform a physical inventory of all the Customer-stored Service parts (if included in the Offer and/or Agreement)</li> <li>Nighttime visual inspection – verify operation of fixtures, light distribution and visual effect. Whenever possible, this task shall be undertaken during Working Hours. However, if not possible due to sunset at the location of the Site not occurring during Working Hours at the time this task is performed, then this task shall be performed within 2 hours after Working Hours ending, in which case the performance of this task will be deemed included in the Service Fees; in all other cases of on-Site work performed outside of Working Hours, additional Service Fees shall be charged by Signify.</li> <li>Identify System components that need any adjustments resulting from incidents such as, performance anomalies, obstruction and control responsiveness.</li> </ul> <p>At completion of the System Health Check, the Customer will receive a report summarizing the System status and a list of any suggested corrective actions for the Customer to perform.</p> <p>Except if the Advanced Service package has been selected by the Customer in the Offer and/or Agreement, and with the exception of any subject matters that are excluded per Section 3 hereof, any such corrective actions are not included in this Service but can be performed by Signify for an additional Service Fee.</p> <p>Each System Health Check Report will be uploaded to the Customer Portal.</p>
7	<b>Service Ticketing</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Signify provides a telephone number and an online contact form for the registration of Service tickets. A Service ticket is issued for scheduling remote activities, request for remote technical support, maintenance requests or calls for general information.</p>

Service		Basic	Advanced	Description
8	<b>Remote Diagnostics and Fault Finding</b>  (within Business Hours)	<input type="checkbox"/>	<input checked="" type="checkbox"/> Up to 8 times per Year	After receipt of a valid Service ticket, Signify accesses the System remotely and contacts the Customer via MS Teams, Zoom, telephone or otherwise to assist in the identification of the failure mode and analyze the potential root cause of an issue (within Business Hours). Signify advises on the resolution of the reported issue and, insofar as commercially reasonably possible, resolves the issue remotely.
9	<b>On-Site Diagnostics and Fault Finding</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Up to once per Term	By Customer request, and initiated by a registered Service ticket, Signify shall provide up to one (1) Business Day (up to eight Working Hours per Business Day) of on-Site field support for the purpose of investigating any reported deviation.  As part of this on-Site diagnostic Service, Signify will verify that System controller components are functioning properly and visually inspect System components, where possible, to identify any visible damage or signs of System malfunction. All on-Site support actions shall be performed from locations safely reachable from the ground and without need for Signify-owned or rented equipment or lifts.
10	<b>Commissioning of Service Parts for Defects</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	During the Term, Signify will Commission any Signify-manufactured device which is repaired or replaced pursuant to Signify's Product Warranty. This Service entitlement shall be initiated by a Customer-raised Service ticket and performed during a scheduled on-Site System Health Check or on-Site Diagnostics and Fault-Finding visit.
11	<b>Customer Portal - Online Documentation</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Signify provides an online portal with a Customer-specific login for storing all performance, System Health Check and other reports used for the delivery of the Services. Signify stores, updates and preserves the aforementioned information in the Customer Portal in a secure way during the entire Term.
12	<b>Ongoing User Training</b>  (Remote)	<input checked="" type="checkbox"/> Once per Year (2 Business Hours per session)	<input checked="" type="checkbox"/> Once per Year (2 Business Hours per session)	Signify trains the users of the System on fault finding, basic diagnostics, product installation, and System operation via the Interact Landmark Monitoring & Maintain application. These sessions shall be provided, via remote web training, once per Year (up to 2 Business Hours per session). Training sessions are arranged in advance by the Customer's registration of a Service ticket.

### 3. Specific Service Exclusions & Assumptions

This scope is subject to the following Specific Service Exclusions & Assumptions:

- A Commissioned Interact System must have been installed by Customer. Additionally, a working, hard-wired network infrastructure providing an Internet connection must be connected to the System and the Interact Landmark Gateway which is part of the System. Customer is responsible for providing said network apparatus.
- Site visits are only available during Working Hours.
- Third-party materials, components or services that are installed are managed by Customer's resources. Signify is not responsible for the ongoing management and service of these third-party materials, components or services, and any associated IT infrastructure, all such activities are outside of the Services' scope.
- Signify does not accept responsibility for the operation of third-party equipment, such as lighting fixtures or other equipment not provided by Signify, and the aforementioned is outside of the Services' scope.

---

## 4. Applicable Terms and Conditions

The Terms and Conditions for Lifecycle Services of Signify North America Corporation attached as an annex to any Offer and/or Agreement for Services and/or otherwise as published and made available at the following website: [https://www.signify.com/en-us/support/lifecycle-services#terms\\_and\\_conditions](https://www.signify.com/en-us/support/lifecycle-services#terms_and_conditions) (“**Terms**”) shall apply to and govern the provision of the Services notwithstanding anything to the contrary contained in or incorporated into any document from, or oral statement made by Customer. The Services are offered by Signify expressly limited to Customer’s acceptance of the Terms. Any different or additional terms in any purchase order, blanket instructions, terms of purchase or any other writing or documentation from Customer are deemed a material alteration of the Terms and are hereby expressly objected to and rejected by Signify and shall not be binding on Signify.

Capitalized terms used herein shall have the same meaning as ascribed to them in the Terms, an Offer and/or Agreement or otherwise as set forth herein.



©ignify

the meaning of light