

Liebherr SmartMonitoring Service Licence Conditions

I. SmartMonitoring Licence Conditions

The licences are exclusively intended for commercial end customers. With the SmartMonitoring fixed-term Licence (hereinafter "Licence") of 12 or 36 months, depending on the scope of the individual licence acquired, you can use the Liebherr SmartMonitoring Service (hereinafter "SmartMonitoring") provided by Liebherr-Hausgeräte GmbH with the following basic functions:

- Use of all the basic functions of SmartMonitoring
- Dashboard to monitor the associated appliances: Graphic processing of appliance data
- Alarm protocol with commentary function
- Preparation and storage of temperature reports
- Configuration of alarm signals by email
- User and instrument management (role based)

The Licence applies only to a SmartMonitoring-ready appliance that can be used with a Liebherr company account. You need a separate Licence for each appliance. The conditions of use for the Liebherr SmartMonitoring Service apply (and are available at <https://home.liebherr.com/smartmonitoring>). You can also find further information about SmartMonitoring at <https://home.liebherr.com/smartmonitoring>.

The Licence key can be activated in the SmartMonitoring dashboard up to three years after receipt. After this period, the Licence key will no longer be valid. Once activated, the Licence will be valid for 12 or 36 months, depending on the scope of the individual licence acquired. Licences are activated at <https://smartmonitoring.liebherr.com>.

Once purchased, a Licence Key cannot be returned or refunded.

II. Additional Licence Conditions for

a) SmartMonitoring Licence Key, free of charge for six months (download)

Upon registering the appliance at <https://home.liebherr.com/smartmonitoring>, one test licence can be acquired free of charge for each SmartMonitoring-ready appliance for a term of six months. At the end of this term, SmartMonitoring will no longer be available for use with this appliance. However, you can purchase a fee-based licence for the term of 12 or 36 months.

b) Licence key cards

In exceptional cases, Licence keys purchased as a print version may be returned if the scratch-off area is intact. The fee for the use of the Licence must be paid within the period indicated on the invoice. If payment is not made on time, Liebherr shall be entitled to temporarily block the functions of the Licence or to cancel the Licence without notice. Cash payments are not accepted.

c) Licence for Add-on SMS and telephone call notices

To use the 12- or 36-month fixed-term Add-on SMS and licence for telephone call notices ("Add-on Licence"), you must have at least one valid SmartMonitoring Licence. In addition, you can use the following functions of SmartMonitoring with the Add-on Licence:

- Notification in the event of an alarm via SMS or telephone call to designated recipients.

The Add-on Licence is valid for all associated appliances that are covered by a valid SmartMonitoring Licence.