

Liebherr SmartMonitoring 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 business account. You need a separate Licence for each appliance. The conditions of use for SmartMonitoring 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 twelve months 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 can be activated at <http://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 until a new license is purchased.

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) Add-on: Company License SMS / Voicemail

At least one valid SmartMonitoring License is required to use the company-bound fixed-time License for sending SMS and voice calls in the event of an alarm ("Company License 'SMS / Voicemail']"). The following SmartMonitoring functions can also be used with the 'SMS / Voicemail' Company License:

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

The 'SMS / Voicemail' Company License applies to all connected SmartMonitoring-capable devices for which a valid SmartMonitoring License exists.