

## Leader in *BIOMETRIC RFID IoT* Products & Solutions and Cloud Platform for Workforce Management and Access Control

*Last update made on February, 2018.*

\*Please note that as an IoT cloud solution, all software and hardware **MUST** be under warranty for any support services, due to product and solution complexity, problems occurred which often have nothing to do with our products but due to end user network settings etc, we end up trouble shooting end user network.

If only software is under warranty, we will **ONLY** support the software and **WILL NOT** service any issue related to hardware and vice versa for hardware.

### TA™ TERMS AND CONDITIONS STATEMENT

#### *Jakin® ID Management and Solutions.*

1. *Jakin®* provides TA™ as an alternative software to manage locally the terminal logs/events from *Jakin®* products, such as ACTAtek™ ACTA3 and IP Readers.
2. Since the software is distributed most of the time as gift, free of charge, or for a nominal sum, there is no warranty period or support provided free of charge. Except when otherwise authorized by written communication from *Jakin®*, or when its warranty package is properly purchased.
3. The minimum warranty period that can be purchased is one year.
4. The warranty only applies for authorized products. Parallel imports and counterfeit products are not covered and their usage may void your warranty at any time without notice.
5. The warranty protects the software against errors or bugs. Also provides limited support for its users. The warranty does not cover modifications or customizations in the software.
6. If a software repair or support is required/requested, the client must present either:
  - 6.1. The original invoice of the warranty;
  - 6.2. Warranty card containing the official sticker.
7. If for any reason the client fails to present the proper documentation, the costs of services/repair will be charged with no excuse.
8. Support for installation and administration of the software will be provided for clients under warranty, however the client must maintain personnel trained with adequate technical expertise that are able to follow technical guidelines in order to assist *Jakin®* technicians during the troubleshooting process.
9. *Jakin®* will not provide support covered by warranty if there is no personnel to follow its instructions and guidelines. *Jakin®* will not work directly with hands on the issue in order to fix it. Instead, *Jakin®* will diagnose the problem and provide instructions of how to solve it properly.
10. The client can address the issues and concerns via email or calls; however, the solution and assistance will be only provided through guidelines, step-by-step tutorials, and videos when

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available, sent by email for the client within 24 hours, except weekends. Instant support over the phone and/or using remote access lays out of scope offered by the warranty support, but can be provided and is ruled by terms present in the *Optional Support Statement*.

11. If the client does not have adequate technical personnel or needs immediate remote support and would like to request *Jakin®* to work as their technical support personnel, then optional support charges will apply. Please, check the *Optional Support Statement* for details.
12. Below are samples of support requests that are considered out of the warranty scope:
  - 12.1. All inquiries not related with the software itself;
  - 12.2. All out of warranty products or software, including trainings of how to use them;
  - 12.3. Migration of TA from old or faulty server to a new server;
  - 12.4. Technical support with database, server, network and other devices;
  - 12.5. Support for issues of connection or syncing between device and TA;
  - 12.6. SOAP or AMS API assistance;
  - 12.7. Integration assistance;
  - 12.8. AMS installation;
  - 12.9. Windows installation and set up as a server (IIS);
  - 12.10. Customization of reports.
13. The warranty will be voided without notice and *Jakin®* reserves the right to refuse support and/or shall demand charges for any optional service when:
  - 13.1. Software has received unauthorized customization, including improper installation, alteration or modification of the software;
  - 13.2. Defects arising from misuse, mishandling, abuse, accident, negligence and damage caused directly or indirectly by the user.
  - 13.3. The content of warranty statement has been modified without authorization.
14. *Jakin®* reserves the right to terminate or modify the terms and conditions of this warranty policy without previous notice. Exceptional cases are subject to *Jakin®* own investigation, reserving the right of terminating the warranty or modifying the terms of the statement.

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15. *Jakin*® will not be liable for any loss directly or indirectly caused by the breakdown of the software.
16. *Jakin*® offers extension of regular warranty period, which is named extended warranty. The client must request/accept the warranty contract renewal within 60 days before the expiration of the current ongoing period, in order to avoid contract reinstatement charge.
17. The extended warranty is billed annually and must be paid in advance.
18. If the client fails or does not desires to renew the warranty and later request a support, the client will have the following options to choose:
  - 18.1. Request optional support service, which is ruled by the *Optional Support Statement*;
  - 18.2. Purchase an extended warranty service. In this case, the client must also pay all the years which the product remained without warranty, plus the year of service requested. Be sure to check first if the support that will be requested fits under the hardware warranty scope.

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### END OF THE STATEMENT

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