



ACTAtek Unified Platform — Managing People · Security · Environment · Energy

TERMS & CONDITIONS STATEMENT

AMS™ Terms & Conditions

Access Manager Suite — Licensing & Support Terms

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Contact	support@actatek.com

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WHAT IS AMS™?

AMS™ stands for Access Manager Suite—a proprietary software provided by ACTAtek Limited as a solution to manage remotely one or multiple ACTAtek Limited products, such as ACTAtek™ terminals. It offers user administration, biometric and RFID card data management, time zones, log/events, and much more.

LICENSING TERMS

2. AMS™ requires a paid license to use. ACTAtek Limited offers a live demo version of AMS™ synced with a live demo ACTAtek™ terminal for testing purposes.
3. ACTAtek Limited may also provide the software for download free of charge with a 30-day demo key for further testing when the client demonstrates genuine interest. The demo key can only be applied one time. To obtain a demo key, please send an email to support@actatek.com including:
 - Description of the purpose of trying the software;
 - If already installed: the Product Identification Key provided by the software after installation;
 - Client contact information: email, phone, address, company name, etc.
4. Since the software and demo key are distributed free of charge, no warranty is provided (no free support). Optional support charges apply in these circumstances. Clients can access the knowledge base at www.actatek.com/support for instructions on common issues.
5. Exceptions may apply when authorized by written communication from ACTAtek Limited. ACTAtek Limited reserves the right to void or invalidate previous written authorizations at its own discretion.
6. By purchasing a full license, the client receives an Activation Key valid for one year and warranty coverage offering limited technical support and free software version upgrades. Warranty coverage applies only while the license/key is valid.

License Expiry — Client Options

7. Once the full license expires, the software will continue to function on the existing version but without further technical support or version upgrades. The client has the following options:

Option	Description	Support Included?
7.1 Continue as-is	Use the software with limitations—no warranty, no free version upgrade.	No
7.2 Renew Full License	Renew based on number of ACTAtek™ terminals synced, restoring full warranty.	Yes

8. If the client followed option 7.1 for one or more years and then later requests a newer version or support, they may choose:
 - 8a. Purchase optional hourly paid support to address and fix concerns/issues;
 - 8b. Rejoin the full license membership. The client will pay for the coming year plus a reinstatement charge for all previous years without coverage, back-dated to the first expiration date.

9. If the client used an expired license and then purchases a new ACTAtek™ terminal for use with the current AMS™, a new license will be required with back-dated charges on all old licenses.
10. ACTAtek Limited will only service syncing assistance for ACTAtek™ products currently under warranty.
11. Technical support within the warranty only applies for authorized versions of the software. Parallel modifications or old versions are not covered and will immediately void your license.
12. ACTAtek Limited will continue to develop the software against errors or bugs with future enhancements. Having a valid full license entitles the client to receive these releases. Any modifications or customizations requested by the client will be subject to charges.

SUPPORT PROCEDURES

13. If software repair or support is required/requested, the client must present the original invoice of the initial handling charge or the invoice of the purchased license.
14. If for any reason the client fails to present the proper documentation, or the license is expired, the costs of services/repair will be charged with no excuse.
15. Limited support for installation and administration will be provided for clients with a valid license. The client must maintain personnel trained with adequate technical expertise to assist ACTAtek Limited technicians during troubleshooting.
16. ACTAtek Limited will not provide support if no adequate personnel are provided to follow instructions and guidelines. ACTAtek Limited will diagnose the problem and provide resolution instructions—not work hands-on.
17. Clients may address issues via email or phone. Solutions will be provided through guidelines, step-by-step tutorials, and videos when available, sent by email within 24 hours (except weekends). Instant phone or remote access support is outside the warranty scope and is governed by the Optional Support Statement.
18. If the client requires immediate remote support or lacks adequate technical personnel, optional support charges will apply. Please refer to the Optional Support Statement for details.

OUT-OF-SCOPE SUPPORT REQUESTS

Clause 19: The following are samples of support requests considered outside the AMS warranty scope:

#	Out-of-Scope Support Request
1	All inquiries not related to the AMS software itself
2	Out-of-warranty products or software, including training on how to use them
3	Migration of AMS from an old or faulty server to a new server
4	Technical support with database, server, network and other third-party devices
5	Support for issues of connection or syncing between device and AMS
6	SOAP or AMS API assistance
7	Integration assistance
8	AMS installation
9	Windows installation and setup as a server (IIS)

10	Customization of reports
11	Support for ACTAtek™ terminals that are out of warranty or discontinued, even if running in parallel with covered units
12	Support for AMS beyond its licensed device count (e.g., if 100 devices are installed but only 5 AMS licenses are under warranty, only those 5 will be serviced)

WARRANTY VOID CONDITIONS

WARNING — WARRANTY VOID CONDITIONS

The warranty will be voided without notice and ACTAtek Limited reserves the right to refuse support and/or demand charges for any ad-hoc service when any of the following conditions apply:

- Software has received unauthorized customization, including improper installation, alteration or modification;
- Defects arising from misuse, mishandling, abuse, accident, negligence, or damage caused directly or indirectly by the user;
- The content of the warranty statement has been modified without authorization.

GENERAL PROVISIONS & RENEWAL

21. ACTAtek Limited reserves the right to terminate or modify the terms and conditions of this warranty statement without previous notice. Exceptional cases are subject to ACTAtek Limited's own investigation.
22. ACTAtek Limited will not be liable for any loss directly or indirectly caused by the breakdown of the software.
23. ACTAtek Limited offers extension of the warranty period through license renewal. The client must request/accept contract renewal within 60 days before the expiration of the current license to avoid a contract reinstatement charge.
24. Once the renewal is purchased, a new activation key will be generated and provided within one week before the expiration date. It is recommended to apply the new license one day before expiry to avoid interruption of functionality.

IMPORTANT NOTE

As an IoT cloud solution, all software and hardware MUST be under warranty for any support services. Problems often occur due to end-user network settings, not ACTAtek Limited products. If only software is under warranty, ACTAtek Limited will ONLY support the software and WILL NOT service any hardware-related issue, and vice versa.

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