

KERNO AFTER-SALES SERVICE POLICY

Version 1.0 revision 01.08.2025

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APPLICABILITY OF KERNO'S AFTER-SALES SERVICE POLICY

The terms and conditions of warranty service for KERNO Products, as well as the terms and conditions of basic installation of the Equipment, are set forth in the KERNO Product Warranty Statement (hereinafter referred to as the "Warranty Statement"). The terms and conditions of the KERNO Product Warranty may be supplemented, replaced and/or excluded by the terms and conditions of the After-Sales Service Policy (hereinafter "After-Sales Service Policy") provided in accordance with the terms and conditions hereof or the terms and conditions agreed upon in separate agreements. The terms of this KERNO After-Sales Service Policy (hereinafter referred to as the "Policy") shall take precedence over the terms of the Warranty Policy and, in case of conflict, supersede them. The applicability of this Policy shall be determined by the presence of a after-sales service certificate in the specification of the transferred KERNO Products or as separate nomenclature items in the handover documents, or by the existence of a signed after-sales service agreement.

The KERNO After-Sales Policy is available on the official website: <https://kernoenterprises.com> (hereinafter referred to as "Site") and is accepted by the Customer by joining it without any exceptions or reservations. The Customer agrees that KERNO has the right to unilaterally make any changes to the KERNO After-Sales Policy by publishing a new version of the Policy on the Site, without giving notice of the changes made. The new version of the Policy shall come into force from the moment of its publication on the Website.

TERMS AND DEFINITIONS

Restoration (Return-to-Service) – a set of measures provided by KERNO Service as a solution to ensure that the Equipment functions without any signs of the situation that caused the Incident. During the period of restoration of the defective Equipment, KERNO Service is entitled to replace the defective Equipment handed over for repair by the Customer with a serviceable, identical equipment from its replacement stock.

Recovery Time – the period of time from the moment of registration of the Incident Type Request until the Equipment is restored or until the Bypass Solution is applied, which allowed the User to use the Equipment and its functionality as intended. The Recovery Time does not include the time for installation, upgrade or customization of the firmware,

System and Request Software, as well as the waiting time for actions performed by the Customer himself.

Response time – the period of time from the moment of registration of the Request to the moment of the first contact of the KERNO engineer with the Customer.

Resolution Time – the period of time from the moment of creation of the Request until the moment of elimination of the reason that caused the necessity to open this Request.

Dedicated Service Manager – a KERNO employee who is the contact for all Customer's questions related to After-Sales Services of KERNO Products, carries out planning of preventive maintenance and services provided, preparation and sending of personalized reporting, escalation of registered Requests, represents Customer's interests within KERNO Service, provides feedback function and initiates necessary corrections/additions in the work of KERNO Service.

Customer – a recipient of after-sales services under these Policy. Depending on who applied to KERNO for after-sales service, the Customer can be either a User or a Partner.

Spare part – a component provided by the KERNO Service Department as part of the work on Requests and used to repair KERNO Equipment.

Customer Replaceable Units (CRU) – components provided by the KERNO Service Department for self-installation/replacement by the Customer. CRU replacement parts are supplied with installation/replacement instructions.

Field Replaceable Units (FRU) – components provided by KERNO Service, which must be installed/replaced by a KERNO Service Engineer or a certified Service Partner engineer.

Request – a Request registered on the KERNO Service Portal by an authorized representative of the Customer. Depending on the reason for the Request, Requests are divided into types: Incident, Installation, Consultation, and Proactive. The type of request affects the KERNO Service Department's target response time.

Incident Request (Incident) – a request for an event resulting from a failure or other malfunction of the KERNO Products that leads or may lead to the inability to use the KERNO Products and their functionality as intended.

Request for Consultation (Consultation) – request for questions related to the operation of KERNO Products, questions regarding service levels and timing, etc.

Installation request – a request for installation of KERNO Products or for questions arising during the commissioning of KERNO Products.

Request for Proactive Support (Proactive) – a request for maintenance services included in the Support Program, including routine and preventive maintenance.

Service Campaign Request (Service.Campaign) – a request within the framework of a service campaign, opened on the initiative of the KERNO Service Department to perform mandatory service work to proactively eliminate identified vulnerabilities or significant risks to the functioning of KERNO Products. Example of Service Campaign Requests: mandatory upgrade of firmware or OS version to the target values recommended by the manufacturer, installation of a critical patch that closes a vulnerability, mandatory replacement of a certain type of component.

Service Area – a territory or other indication of the area where KERNO Products are serviced by KERNO Service or a KERNO Service Center within the target time parameters for providing after-sales service. The following Service Areas exist:

"Territory 1" – service area specified in the after-sales service certificates and covering the cities of Dubai, Sharjah, Ajman and locations within 50 km from them.

"Territory 2" – a service area specified in the after-sales service certificates and covering locations of the UAE outside "Territory 1", in cases when the address of the Equipment installation location in the UAE is known as of the date of sale.

"Territory 3" – a service area specified in the after-sales service certificates and covering locations outside "Territory 1" and "Territory 2", in cases when the address of the Equipment installation location outside the UAE is known as of the date of sale.

"Territory X" – the service area specified in the after-sales service certificates in cases when the address of the Equipment installation location is unknown at the date of sale. "Territory R" is also specified in the certificates for the "No Drive Back" and "Fixed Time Parts Shipment" options.

IS – Information Security.

Installation – the procedure for installing the Equipment, including commissioning and adjustment (C&A).

Firmware – a set of machine codes and human-readable scripts, as well as configuration files required for their operation and user input data (such as settings, passwords, etc.),

providing the basic functionality of the Equipment, being an integral part of the Equipment and delivered directly as part of the Equipment or as a set of update files.

Hardware – the physical devices (hardware) that make up the KERNO Products.

Inquiry – an inquiry of the Customer's authorized representative to the KERNO Service Department on issues related to the operation of KERNO Products.

Workaround – reducing or eliminating the impact of a failure in KERNO Products for which full resolution is not currently available or appropriate.

Operating System (OS) – software designed to manage the Equipment resources and organize interaction with users.

Partner – a reseller or integrator who purchases KERNO Products from a distributor for subsequent sale to the User.

Action plan – a sequence of instructions, actions to be performed during repair or restoration of the KERNO Products.

Replacement Stock – KERNO equipment designed to temporarily replace defective Equipment under repair.

User – an end user of KERNO Products who has purchased KERNO Products for their own use and not for resale purposes.

Priority – a parameter of the Request used to understand the importance and urgency of the Request. The priority of the Request is set based on the data in the Request and can be further adjusted by the KERNO Service staff.

Support program – a set of organizational and technical measures consisting of consultations and repair and recovery works, which are provided according to certain conditions and terms.

Software (software) – a set of programs that provide processing or transmission of data, intended for multiple use and Request by different users. According to the types of functions performed, software is subdivided into system, Request and development tools software:

System software – software that solves tasks of a system nature – allocation and sharing of resources, access to devices, and provides an environment for developing, running and executing other programs.

Request software – software installed on top of the OS, designed to solve specific tasks, designed to interact with the user.

Development tools software – software intended for use during program design, development, and maintenance.

Software Products – Software included in KERNO Products.

KERNO Products – equipment and Software Products under the KERNO trademark.

Regulatory and preventive maintenance – a set of preventive measures performed on the basis of normative-technical or operational documentation in the amounts and within the terms established by this documentation.

KERNO Service – a set of KERNO subdivisions providing reception, registration and control of the life cycle of Requests; includes several support lines and service warehouses.

KERNO Service Center – an office of KERNO or an authorized KERNO Service Partner where KERNO Products are repaired in case of malfunction.

KERNO Service Partner – an organization engaged by KERNO to provide service for a specific type of KERNO Product.

Service Portal (Portal) – a digital resource located at: <https://service.kernoenterprises.com/>, where after registration, the Customer can create Inquiries, track Request, access the documentation, download files for Firmware update and perform other actions available.

Service Level Agreement (SLA) – the terms and conditions for the Policy of After-sales service, formalized in the form of a purchasable After-sales service Certificate or an addendum to a After-sales service Agreement with KERNO, or a corresponding section in a contract with KERNO. The SLA describes the services, documents the service level targets, and specifies the areas of responsibility of the parties.

Specification – a document, containing the name, quantity and list of KERNO Products under after-sales service corresponding to the contract or a transfer document.

After-sales service – a set of organizational and technical measures implemented by the KERNO Service Department on the basis of Requests and consisting of repair and recovery consultations and other measures set out in the Policy.

INTERACTION POLICY

After-sales service is aimed at maintaining the operational condition of the supported Equipment and Software Products, as well as restoring their functionality in the event of failures.

RECEPTION AND REGISTRATION OF REQUESTS

Acceptance of Requests for After-sales service shall be made by:

1. By phone at _____
2. By e-mail at boxbox@kernoenterprises.com
3. Through the Service Portal

Inquiries are received 24 hours a day, including working days, weekends and holidays. In case of opening the Inquiry with the highest priority, the Customer shall duplicate the Inquiry by calling _____.

Inquiries may include requests for consultation on configuration, installation, basic administration, firmware or Software Product update policies, fault diagnosis, and repair or restoration work related to the serviced Equipment and Software Products.

In order to register the Request it is mandatory to mention:

1. Name (model) and serial number of KERNO Products.
2. The address of the location where the Equipment is to be installed, including zip code.
3. Name and contact details of the Customer's representative with whom further communication on the Request will be conducted.
4. Description of situation/failure/issue.
5. Priority of Inquiry.

The fact of registration of the Inquiry is confirmed by a reply with the number of the registered Inquiry.

The priority of the Inquiry shall be determined by the Customer in accordance with the following principles:

Priority	Description
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Priority 1 (Critical)	Loss of performance of the Equipment or Software Product resulting in a shutdown of the User's entire technological or business process.
Priority 2 (High)	Loss of operability of one of the components of the Equipment or Software Product that does not result in stoppage of the entire technological or business process, but creates a critical situation in which loss of full operability of the Equipment or a Software Product can happen at any time.
Priority 3 (Medium)	The malfunction of the Equipment or Software Product is minor and does not affect the performance of the Equipment or jeopardize the shutdown of the Equipment of an entire technological or business process.
Priority 4 (Minimum)	Information or advice on the capabilities of the Equipment or Software Products is required. Configuration changes are required in the Equipment or Software Products being serviced due to deviations in the functioning of the Equipment or Software Product that do not lead to a decrease in the quality of the User's operational business processes. It is required to carry out Regulatory and preventive maintenance.

The KERNO Customer Service may change the priority of the Inquiry in the following cases:

1. Existence of a Bypass solution that reduces the criticality of the fault. In this case, KERNO changes the priority to match the criticality level.
2. The priority of the Request is set incorrectly by the Customer – KERNO changes the priority to the appropriate criticality level.
3. Customer's response time to a request for information/action from KERNO exceeds 50% of the regulated Response Time/Recovery Time – KERNO will downgrade the priority by one level.

Incident Requests can be opened with priorities 1, 2 and 3; all other types of Requests can be opened with priority 4 (consultation, proactive, installation).

KERNO processes personal data received from the Customer (its representatives) strictly in accordance with the legislation and only for the purpose of providing After-sales service for KERNO Products. Processing of personal data of the Customer's representatives for other purposes is not carried out.

Personal data processing refers to actions (operations) or a set of actions (operations) performed with or without the use of automation means with personal data, including collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, transfer (Policy, access), depersonalization, blocking, destruction of personal data, performed by maintaining databases by automated, mechanical, manual methods.

At the first request of the Customer (its representatives), KERNO shall immediately stop processing personal data, and material and other media containing such personal data shall be guaranteed to be destroyed (except in cases provided by the legislation).

Processing of personal data of the Customer's representatives are published by KERNO on the following information resource:
<https://kernoenterprises.com/privacy-policy/>

ORDER OF PROCESSING

After reviewing the Request and performing diagnostics, KERNO will provide the Customer with an action plan, which may include the required spare parts for replacement, proposals for Software Product upgrades, and a list of recommended actions to resolve the issue. KERNO shall inform the Customer of the expected delivery time for Spare Parts or the timeline for implementing Software Product updates.

If a visit by a KERNO engineer is required, the assigned specialist will contact the Customer to coordinate the visit time. Upon completion of the work at the equipment installation site, a Field Service Report related to the Request may be issued.

The Request shall be considered resolved and may be closed by KERNO if the root cause that necessitated the creation of the Request has been eliminated. In cases where resolving a technical malfunction in the operation or functionality of the Equipment or Software Products requires a Firmware or Software Product patch, the Request may also

be closed after KERNO provides information on the expected timeline for the corresponding update, or on other grounds specified in this Policy.

Upon completion of work under the Request, KERNO shall issue a closure confirmation request to the Customer by email or via the Portal. If no response is received within two (2) working days from the date of the request, KERNO reserves the right to close the Request without further consent from the Customer. If the Customer disagrees with the closure, they must submit a new Request to the KERNO Service Desk, referencing the number of the previously closed Request in the description.

SPARE PARTS

If, as part of the service work, diagnostics reveal the need to replace defective components in the Equipment, KERNO shall provide the necessary Spare Parts for replacement at its own expense. The Spare Parts supplied may not be new, but will be in good working condition and at least functionally equivalent to the components being replaced.

Delivery of the Spare Parts will be carried out by KERNO to the address where the Equipment is installed. Acceptance of the Spare Parts at that location and transportation to the exact point of installation within the site shall be the responsibility of the Customer.

Depending on the nature of the fault and the type of Spare Part, installation may be performed either by the Customer's representative (in the case of a CRU – Customer Replaceable Unit) or by a KERNO representative (in the case of a FRU – Field Replaceable Unit), as advised by the assigned KERNO specialist.

Replacement of FRU-class Spare Parts shall be carried out by a KERNO engineer at the Equipment's installation site. It is the Customer's responsibility to ensure timely access to the installation location. KERNO will provide reasonable assistance to support the Customer in arranging access passes or permits in advance.

When the Spare Part is replaced by the Customer's engineer, the Customer is responsible for verifying its completeness and using the original packaging of the supplied Spare Part to return the defective component, in accordance with the return instructions included on or within the packaging.

All defective or replaced components remain the property of KERNO and must be returned. The Customer shall return the replaced components to KERNO within fifteen (15) calendar days from the date of delivery of the serviceable Spare Part. Return shipping costs for defective components replaced under warranty shall be borne by KERNO. If the defective component is not returned within the specified timeframe, the Customer will be invoiced for the full retail price of the delivered Spare Part.

When replacing data storage devices (hard disks, flash memory devices, etc.), the Customer shall independently organise the guaranteed destruction of information from the defective data storage devices within a period not exceeding 15 calendar days from the date of the work. The Customer's representative shall notify KERNO of the readiness to hand over the defective data storage devices by e-mail as part of the correspondence on this Request. This requirement does not apply if you have purchased the option of not returning the data storage devices to the Support Program.

The Customer warrants that all replaced components of the Equipment will be properly prepared for shipment to the KERNO Service Department in the same condition and configuration as prior to their removal from the Equipment.

If the Customer independently performs diagnostics, defines a restoration plan, and requests the necessary Spare Parts or Software Product updates from KERNO, KERNO reserves the right to request relevant diagnostic data and verify the proposed action plan before approving the request and dispatching the Spare Parts.

All installed Spare Parts, whether classified as CRU or FRU, are subject to the same terms and service levels as the Equipment into which they are installed. The After-sales service period for such Spare Parts shall expire on the same date as the After-sales service period for the associated Equipment.

START DATE AND SUPPORT PERIOD

The effective date of After-sales service is defined as follows:

1. For Equipment installed by the Customer – the service period begins on the date of shipment from KERNO, as indicated on the delivery note.
2. For Equipment installed by a KERNO Service Department engineer – the service period begins on the date installation is completed by the KERNO Service Department, but no later than fifty (50) calendar days from the shipment date (as indicated on the delivery note), whichever occurs first.

The packaging of Equipment designated for installation by KERNO Service engineers is clearly labeled with contact information for arranging the installation. Such packaging must only be opened in the presence of a KERNO representative. Failure to comply with this requirement may result in refusal of installation in accordance with the terms of this Policy.

TERMS OF SUPPORT

After-sales service for the Equipment includes the following:

1. Remote support for configuration guidance, troubleshooting, and issue resolution.
2. Diagnosis and action planning by KERNO technicians to address the root cause of the failure or performance issue, either by fixing the issue directly or applying a temporary workaround to restore functionality.
3. Provision of spare parts, when the action plan requires replacement of defective hardware components.
4. On-site support, where KERNO technicians visit the Equipment location to perform repairs or other necessary actions, if KERNO determines an on-site intervention is appropriate.
5. Firmware updates are provided when available, in accordance with the purchased Support Program.

Request handling is carried out based on the level of support included in the Customer's Support Program. Target response and resolution times are defined by the terms and service levels specified in the applicable Support Program.

After-sales service for the Software Products includes:

1. Software updates are provided when available, in accordance with the terms of the purchased Support Program.
2. Remote support is available for the following:
 - a. Operational issues with supported Software Products, including analysis of diagnostic data to identify the root cause, and—if the issue is linked to a known defect—providing available fixes, patches, or workarounds.
 - b. Questions related to installation, usage, and configuration of supported Software Products.
 - c. Inquiries regarding product documentation for supported Software Products.

Requests related to Software Products are handled in accordance with the purchased Support Program.

However, unless the Request is classified as Priority 1, support for Software Products is provided during standard business hours — from 9:00 a.m. to 6:00 p.m. UAE time, Monday through Friday, excluding weekends, public holidays, and other non-working days.

Response times for Priority 1 Software Product Requests are defined by the service levels specified in the applicable Support Program.

If a Request requires the development of a new update or version of a Software Product, KERNO reserves the right to unilaterally close the Request, without liability for SLA violations or compensation for any direct or indirect losses incurred by the Customer.

Exclusions from Software Product After-Sales Service

1. Support for Application Software.
2. Assistance with the design or development of Application Software.
3. Support for Software Products used in operating environments not recommended by the software manufacturer.

Customer's Responsibility:

1. Provide KERNO with access to the Equipment and Software Products at the installation site, and remote access to the Equipment (if applicable), as required to deliver After-sales service. The Customer is also responsible for ensuring safe disconnection/connection of power to the Equipment, when needed.
2. Appoint a designated representative responsible for:
 - a. Facilitating communication and cooperation between KERNO specialists and all relevant departments of the Customer or Partner, including security, administrative, finance, and facility services.
 - b. Assigning appropriate personnel to support and coordinate After-sales service activities.
 - c. Provide access to relevant data and technical information necessary for KERNO to deliver After-sales service effectively.
 - d. Inform KERNO of all applicable safety and fire protection policies in place at the Customer's facilities where service will be performed. If required, involve internal teams responsible for data protection on the Equipment.

- e. Notify KERNO of any changes to the infrastructure in which the Equipment is operated, especially if such changes may affect serviceability or system compatibility.
3. The Customer shall notify KERNO of any configuration changes made to the supported Equipment within one (1) month of such changes. The Customer must also ensure that all access credentials provided by KERNO are used solely by authorized personnel and exclusively for the supported Equipment and Software Products covered under the current After-sales service agreement.
4. If KERNO initiates a Service Campaign Request, the Customer must respond within five (5) business days of receiving the Request, either by providing written consent to perform the proposed work or by formally declining it. If the Customer fails to respond within this period or explicitly refuses the work, the Service Campaign Request will be closed. In such cases, the Customer assumes full responsibility for any resulting risks, including potential inoperability of the KERNO Equipment.

Exclusions from After-Sales Service

1. Third-party software included with the Equipment is provided “as is.” KERNO does not guarantee that such software is free from defects and shall not be held liable for any direct or indirect losses arising from its use. This includes, but is not limited to, loss of profits, property damage, or loss of confidential information caused by software errors, limitations, or typographical inaccuracies. KERNO also does not guarantee the availability of updates or technical support for third-party software that is bundled with the Equipment or used by the Customer. Such updates and support may be offered on a best-effort basis, only if KERNO has the capability to provide them.
2. KERNO Shall Not Be Responsible For:
 - a. The functionality or performance of third-party software bundled with the Equipment.
 - b. Failures or damage resulting from:

improper use or handling of the Equipment, unauthorized or non-KERNO-approved installation of Software Product updates or new software versions, accidents, modifications to the Equipment, operation in unsuitable physical or environmental conditions not aligned with the Equipment documentation, or improper maintenance performed by third parties.

- c. The operation of the Equipment when KERNO Service instructions are not followed.
- d. Compatibility issues between KERNO Equipment and third-party hardware or software, including cases where:
 - i. the Partner/User utilizes hardware, software, or components not supported by KERNO;
 - ii. components are installed by the Partner/User without prior approval or confirmation from KERNO for use in the specific Equipment model.

If the User or Partner modifies the Equipment configuration by installing an additional component that is not supported, approved, or certified by KERNO, and subsequently submits a service request for diagnostics, the KERNO Service Department may require diagnostic information for review.

Based on the results of this analysis, KERNO may request that the unsupported component be removed from the configuration before further diagnostics or service can proceed. The removal of any such unauthorized components must be performed by the User or Partner at their own responsibility.

- 3. After-sales service does not include troubleshooting or resolution of compatibility or integration issues resulting from:
 - a. The use of hardware, software, or components that are not supported by KERNO.
 - b. The installation of components that are not certified by KERNO for use with the specific Equipment model.
- 4. After-sales service is available only for Equipment that has been operated under the prescribed usage conditions, shows no evidence of unauthorized access or repair, and is free from mechanical damage or defects resulting from improper transport or storage. After-sales service is not provided in the following cases:
 - Removal or replacement of identification labels on the Equipment or its components.
 - Accessories (e.g., signal cables, patch cords, plugs), KERNO-branded consumables and materials (e.g., replacement batteries, tape library cartridges), structural components (e.g., frames, covers), and KERNO-labeled components purchased through an authorized reseller — these

items are covered solely under the Warranty Statement, unless expressly stated otherwise.

5. By providing updates to Software Products or third-party firmware, KERNO makes no additional warranties regarding the Software Products, firmware, Equipment, or their performance. The delivery of third-party updates does not guarantee resolution of the issues described in the Customer's Request. If the malfunction persists or reoccurs after applying such updates, KERNO may propose further troubleshooting actions in agreement with the Customer. If no agreement is reached, KERNO reserves the right to close the Request on the grounds that no alternative technical solution is available. In such cases, KERNO shall not be considered in breach of its obligations to provide After-sales service under this Policy.
6. If a malfunction in the Equipment is caused by an unauthorized upgrade of Software Products, a configuration change not supported by KERNO, or the use of non-original or non-KERNO-approved components (i.e., components not certified by KERNO for installation in the Equipment), KERNO reserves the right to:
 - Refuse replacement or servicing of such components; and
 - Limit After-sales service to remote consultation only — covering configuration, basic troubleshooting, and general maintenance guidance.

In such cases, the standard timeframes defined in the After-sales Service Policy shall not apply to the affected Equipment, starting from the date the issue is identified, and lasting until the Equipment and/or Software Products are restored to a supported configuration.

7. If a Request is received and KERNO identifies that the inoperability of the Equipment and/or Software Product is due to the Customer's or User's refusal to participate in a KERNO-initiated Service Campaign, the timeframes defined in the After-sales Service Policy shall not apply to the affected Equipment and/or Software Product until it is restored to operational condition.
8. If a Request is received and KERNO determines that the inoperability of the Equipment and/or Software Product is due to the Customer's or User's incorrect replacement of a CRU spare part, or the use of non-original spare parts, the timeframes defined in the After-sales Service Policy shall not apply to the affected Equipment and/or Software Product until it is restored to operational condition. In such cases, KERNO shall not be held liable for any failure to meet the service time commitments defined in the Policy.

9. KERNO reserves the right to refuse the provision of After-sales service if, prior to the installation of the Equipment, a KERNO specialist identifies damage to the packaging or visible external defects affecting the Equipment. This includes, but is not limited to: activated shock indicators, severe crushing, compromised packaging integrity, moisture exposure, or any external physical damage to the Equipment. In such cases, the KERNO specialist shall complete an Inspection Report, including photo or video documentation of the observed issues that prevent the provision of After-sales service under this Policy. The Inspection Report will be offered to the Customer's or Partner's representative for signature. If the representative refuses to sign the Report without a valid reason, or is not present at the installation site, the KERNO specialist is authorized to unilaterally sign the Report and send a scanned copy to the Customer's designated contact by email or via the Service Portal. The Inspection Report is legally binding and may serve as the basis for refusal to provide After-sales service. KERNO shall notify the Customer's contact person of its decision regarding After-sales service and installation via email or the Service Portal. If KERNO decides to refuse service, it reserves the right to unilaterally close the Request, stating the reason for refusal. In such case, KERNO shall not be considered in breach of its obligations under this Policy.
10. KERNO does not guarantee the same level of service under the purchased Support Program if the original installation address of the Equipment is changed. In the event of relocation, the Customer is required to notify KERNO of the new Equipment installation address in advance.
11. If a Request cannot be resolved remotely or by dispatching a Spare Part, and requires on-site work by a certified KERNO engineer, such service is only available within the designated "Territory X" — defined as within 100 km of the nearest KERNO Service Center. If the Equipment is located more than 100 km from a KERNO Service Center, the Customer shall be responsible for delivering the Equipment to the nearest KERNO Service Center at their own expense.
12. KERNO is not responsible for any costs incurred by the Customer in contacting the KERNO Service Department.
13. KERNO shall not be liable for any confidential, proprietary, or personal information contained in any component of the Equipment or in the Equipment as a whole that is returned to KERNO by the Customer for any reason.
14. To the extent permitted by applicable law, the After-sales Service Policy for Hardware and Software Products excludes any liability on the part of KERNO for

indirect, incidental, or consequential damages, including but not limited to loss of profits, loss of data, or incompatibility with third-party software, arising from or in connection with the provision of such services. KERNO's liability, if any, shall be limited to the actual direct damages incurred by the Customer and shall not exceed 5,000 AED under any circumstances.

AFTER-SALES SERVICE PROGRAMS

Under this Policy, KERNO offers three After-Sales Service Programs, each differing in service scope and delivery parameters.¹

"CRUISE"

1. Request Processing and Registration

Provided in 9x5 mode, during business hours from 09:00 to 18:00 UAE time, Monday to Friday, excluding weekends and public holidays.

2. Equipment After-Sales Service

Includes service, repair, and replacement of spare parts. Performed in 9x5 mode, during the same working hours and business days noted above.

3. On-Site Service

If KERNO determines an on-site visit is required, it will be carried out within the defined KERNO Service Area.

4. Spare Parts Delivery Timeframe

The delivery period for spare parts shall not exceed 60 calendar days from the date the decision is made to replace the defective component.

5. Target response time by Priority:

¹ The fixed troubleshooting timeframes defined in the relevant Support Program or selected option do not apply during the commissioning period. If any technical defects are identified during installation—provided they are not related to physical damage—KERNO's Service Department will make every reasonable effort to restore the Equipment's functionality as quickly as possible.

Priority	Service time	Reaction time
1	9x5	No more than 4 hours
2		No more than 6 hours
3		No more than 8 hours
4		No more than 16 hours

"PERFORMANCE"

1. Request Processing and Registration

Provided 24 hours a day, 7 days a week, including weekends and public holidays.

2. Remote Equipment Monitoring

Continuous 24x7 monitoring, if supported by the Equipment type and granted access is available.

3. Equipment After-Sales Service

Includes maintenance, repair, and spare part replacement, performed 24x7.

4. On-Site Service

If KERNO determines that an on-site visit is necessary, it will be carried out within the defined KERNO Service Area.

5. Engineer Arrival Time

For FRU replacement (and CRU, if the option for KERNO-engineer replacement is active), the scheduled arrival time is within 48 hours from confirmation of spare part arrival at the Equipment location (Territory 1²).

6. Spare Parts Delivery Timeframe

² If the Equipment installation site is located outside Territory 1, the stated engineer arrival time does not include the travel time required for the KERNO engineer to reach the site.

Spare parts will be delivered within 45 calendar days from the decision to replace the defective component, unless otherwise specified in additional After-Sales Service Program options.

7. Target response time by Priority:

Priority	Service time	Reaction time
1	24x7	No more than 2 hours
2		No more than 4 hours
3		No more than 6 hours
4		No more than 24 hours

8. Installation of Critical Firmware and OS Updates

Installation of Firmware and Operating System updates that KERNO considers critical is performed by KERNO 24x7 via remote access, according to a schedule agreed with the Customer. If the Customer is unable to provide remote access, KERNO may perform the update on-site at the Equipment location. In such cases, the cost of the on-site visit shall be borne by the Customer.

9. Preventive Maintenance

Preventive maintenance may be carried out at the Customer's request, up to two times per year per unit of Equipment. Activities include proactive analysis of Firmware and OS versions, evaluation of Equipment health, and development of recommendations to mitigate identified risks. Unless otherwise agreed, preventive maintenance is performed remotely. Following each session, KERNO will provide a summary report listing the Equipment reviewed during the reporting period, any risks identified, and the actions taken or recommended to address those risks.

10. Request Reporting

At the Customer's request, KERNO will provide a report on registered service Requests, no more than twice per year, for a specified reporting period and in KERNO's standard format. The report includes the following details for each Request related to Equipment maintenance: Request number, date of registration, Request status, associated

Equipment, reason for the Request, time to resolution, brief description of the applied solution. If a Request is still open at the time of report generation, the report will reflect its current status and the most recent comment. Reports are delivered either by email or via the Service Portal, at KERNO's discretion.

11. Escalation Support

Engagement of the KERNO Duty Manager for escalation of Priority 1 and Priority 2 Incidents.

"FULL THROTTLE"

1. Processing and registration of Requests

Provided 24 hours a day, 7 days a week, including weekends and public holidays.

2. Remote monitoring of Equipment performance

24 hours a day, 7 days a week, including weekends and holidays (if the monitoring function is available for this type of Equipment, and access is granted).

3. After-sales service of the Equipment

Maintenance, repair, and replacement of spare parts in 24x7 mode.

4. On-site service of the Equipment

If KERNO determines that such a visit is appropriate. Performed within the specified KERNO Service Area.

5. Engineer Arrival Time

Scheduled arrival time of a KERNO engineer to replace FRU spare parts, and CRU spare parts if the CRU replacement option by a KERNO engineer is applicable: Within 24 hours of confirmation of the arrival of the spare part at the Equipment location for Territory 1³.

6. Spare parts delivery timeframe

³ If the Equipment installation site is located outside Territory 1, the stated engineer arrival time does not include the travel time required for the KERNO engineer to reach the site.

No more than 30 calendar days from the date of the decision to replace the defective component (unless otherwise provided by additional After-Sales Service Program options).

7. Target response time by Priority:

Priority	Service time	Reaction time
1	24x7	No more than 1 hour
2		No more than 2 hours
3		No more than 4 hours
4		No more than 24 hours

8. Firmware and OS update notifications

As updates are released — but no less than once per quarter — KERNO will provide personalized notifications regarding the availability of updates and the need to schedule their installation on the Equipment.

9. Installation of Firmware and OS updates

Installation of Firmware and OS updates is carried out by KERNO on a scheduled basis using remote access to the Equipment in 24x7 mode. If the Customer is unable to provide remote access, KERNO will perform the updates onsite at the Equipment location.

10. Preventive Maintenance

Preventive measures are carried out quarterly for each piece of Equipment. These include proactive analysis of Firmware and OS versions, assessment of Equipment performance, and development of recommendations to address identified risks. Preventive actions may be performed remotely or through an onsite visit by a KERNO representative. A brief quarterly report is provided, listing the Equipment inspected, risks identified, and actions taken or planned to address them.

11. Request Reporting

Submission of reports on registered Requests for the previous calendar quarter. Reports are provided in KERNO's format by email no later than the 15th day of the month following the reporting quarter. Each report includes: Request number, registration date, status, Equipment, reason for Request, time to resolution, and a brief description of the applied solution. If a Request remains open at the time of report preparation, the current status and latest comment are included.

12. Incident Root Cause Analysis Report

Based on the results of remediation work on a Priority 1 Incident Request, KERNO may provide a root cause analysis report with recommendations to mitigate the risk of recurrence. The report is issued only if complete diagnostic data was collected during the Incident and KERNO has the technical ability to determine the root cause. The report is provided in KERNO's standard format.

13. All reports are delivered electronically by KERNO to the authorized representative of the Customer via email.

14. A Dedicated Service Manager is assigned to the Customer.

15. The Dedicated Service Manager or the KERNO Duty Manager may be engaged to support the escalation process for Priority 1 and Priority 2 Requests, if needed.

ADDITIONAL AFTER-SALES SERVICE PROGRAM OPTIONS

OPTION FOR NON-RETURN OF DATA STORAGE DEVICES

If this option is purchased under the relevant item of the Specification, the Customer is not required to return defective data storage devices (e.g., disks) to KERNO after replacement.

OPTION FOR KERNO ENGINEER TO REPLACE CRU SPARE PARTS ON-SITE

If this option is purchased under the relevant item of the Specification, KERNO will dispatch a service engineer to the Equipment installation site to replace CRU spare parts, as recommended by diagnostics.

OPTION FOR FIXED DISPATCH TIME OF SPARE PARTS

For Equipment covered by this option under the applicable item of the Specification, KERNO will ship the required Spare Parts from its inventory within the target timeframe defined in the Support Certificate or in the relevant item of the Specification.

The fixed dispatch time for Spare Parts is calculated from the moment KERNO confirms the decision to replace the defective component until the part is handed over to the logistics provider.

Unless otherwise agreed, the Spare Part will be delivered by KERNO to the Equipment's installation address. The Customer is responsible for accepting the delivery at that address and transporting the Spare Part to the actual installation site of the Equipment.

For next business day (NBD) dispatch, the replacement decision must be confirmed by KERNO before 16:00 UAE time. If the decision is made at or after 16:00, the dispatch timeline is extended by one additional business day.

This option does not include the provision of a Customer-dedicated Spare Parts stock.

OPTION FOR GUARANTEED DISPATCH TIME OF SPARE PARTS

For Equipment covered by this option under the applicable Specification item, KERNO guarantees the dispatch of necessary Spare Parts from its warehouse within the target timeframe stated in the certificate or Specification item for the relevant Equipment.

The dispatch time is calculated from the moment the replacement decision is made until the Spare Part is transferred to the logistics provider.

Unless otherwise agreed, delivery is to the Equipment installation address. The Customer is responsible for accepting the Spare Part at this address and transporting it to the actual point of installation.

KERNO ensures the availability of sufficient Spare Parts in stock to fulfil Priority 1 and 2 Incident Requests within the guaranteed timeframe for Equipment under this option.

FIXED DELIVERY TIME OPTION FOR SPARE PARTS

For Equipment covered by this option as specified in the relevant Specification item, KERNO will deliver the necessary Spare Parts from its stock within the target time parameter indicated in the certificate or the applicable Specification item for the respective Equipment.

The delivery timeframe is calculated from the moment KERNO makes the decision to replace the defective component until the Spare Part is delivered to the Equipment installation address.

Unless otherwise agreed, delivery is made by KERNO directly to the Equipment installation address. Responsibility for acceptance of the Spare Part at the installation address and its transportation to the specific installation site lies with the Customer.

Next Business Day (NBD) delivery is applicable to Requests where KERNO makes the replacement decision no later than 16:00 UAE time. For decisions made at or after 16:00, the delivery time is extended by one (1) business day.

This option does not include the provision of a dedicated spare parts stock reserved specifically for the Customer.

GUARANTEED DELIVERY TIME OPTION FOR SPARE PARTS

For Equipment covered by this option, as specified in the applicable Specification item, KERNO will deliver the Spare Parts required for repair within the target delivery timeframe indicated in the certificate or relevant Specification item.

The delivery timeframe is measured from the moment the decision to replace the defective component is made until the Spare Part is delivered to the Equipment's installation address.

Unless otherwise agreed, KERNO delivers the Spare Part directly to the installation address. The Customer is responsible for accepting the Spare Part at that address and transporting it to the actual installation site.

For Equipment under this option, KERNO will maintain sufficient spare parts in stock to meet Priority 1 and Priority 2 Incident Requests within the defined delivery timeframe specified in the certificate or relevant Specification item.

FOUR-HOUR ON-SITE RESPONSE OPTION WITH SPARE PART DELIVERY

For Equipment covered by this option, as specified in the applicable Specification item, KERNO will, in the event of a critical failure significantly impacting the Equipment's performance or essential functionality, dispatch a KERNO engineer along with the required Spare Part (subject to stock availability) within four (4) hours of the decision to proceed with the replacement.

The response time is calculated from the moment the decision is made to dispatch the engineer until the engineer arrives at the Equipment installation address and delivers the Spare Part.

This option does not include the provision of a dedicated spare parts reserve for the Customer.

OPTION FOR LOCAL STOCK RESERVATION OF CRITICAL SPARE PARTS

For Equipment covered by this option, as specified in the applicable Specification item, KERNO will maintain a local stock of critical Spare Parts for this type of Equipment. The

list of critical Spare Parts is determined based on the recommendations of the KERNO Service Department.

FIXED RECOVERY TIME (FT) OPTION

For Equipment covered by this option, as specified in the applicable Specification item, KERNO will restore the Equipment to operational status following an Incident Request within the target recovery time defined in the certificate or applicable Specification item, based on the assigned priority level:

Priority	Recovery time
1	In accordance with the applicable item in the Specification
2	In accordance with the applicable item in the Specification
3	For 240 hours

The fixed recovery time for Equipment under this option is measured from the moment the Incident Request is registered. The target recovery time, indicated in hours, is marked as "FT" in the certificate or in the relevant Specification item.

If recovery involves the replacement of a defective CRU spare part, KERNO will either (a) ship the CRU part to the Customer for self-replacement, or (b) carry out the replacement itself, subject to agreement with the Customer.

Special Conditions:

Within sixty (60) calendar days from the start of After-sales service, KERNO will complete preparations necessary for delivering services under the Fixed Recovery Time commitment. During this preparatory period, KERNO will take all reasonable measures to enable FT compliance; however, liability for non-compliance with the FT target does not apply during this time.

Exceptions to the fixed recovery time option:

1. Failures caused by errors in system administration, command execution, or file transfers performed by Customer representatives.

2. Failures resulting from work initiated at the Customer's request or performed under the Customer's supervision.
3. Cases where, after KERNO has taken recovery actions, the Equipment still shows signs of malfunction due to a known issue in the Firmware or Software Products identified by KERNO.
4. Failures caused by software not listed as covered under the applicable Specification item.
5. Failures due to incompatibility between hardware and software components of the Equipment.
6. Failures resulting from the Customer's failure to update Firmware or Software Products to the versions recommended by KERNO.
7. Delays caused by the unavailability or non-responsiveness of the Customer's contact person in Incidents requiring Customer involvement, or if the Customer fails to meet obligations that are a prerequisite for service delivery.
8. Uninterruptible power supplies (UPS) are excluded from fixed recovery time coverage.
9. Events outside KERNO's control, including but not limited to: malicious attacks, natural disasters, regulatory changes, strikes, civil unrest, war, restricted access to Equipment, and other force majeure circumstances.
10. Failures caused by the unavailability of necessary Firmware, Software Products, or their updates.

HARDWARE INSTALLATION PROGRAMS

Depending on the type of KERNO Products, installation may be performed either by the Customer's engineers or exclusively by certified KERNO specialists. The basic installation requirements are defined in the Warranty Statement. The terms of installation are supplementary to the terms set out in the Warranty Statement.

The presence of an installation certificate, as specified in the applicable Specification item, entitles the Customer to request installation services from KERNO.

The installation certificate remains valid for six (6) months from the date of the Delivery Note. If the Customer does not submit a request for installation services within this period, any payments made to KERNO for this optional service are non-refundable.

To request installation of KERNO Products, the Customer must contact the KERNO Service Department no later than seven (7) calendar days in advance, using the contact details provided in the [RECEPTION AND REGISTRATION OF REQUESTS](#) section or via email: install@kernoenterprises.com

The installation request must include the following information:

1. Name (model) and serial number of the KERNO Product
2. Installation address, including map pin point
3. Name of the Customer's or User's organization
4. Name and contact details of the Customer's representative for coordination
5. Confirmation of site readiness for installation

Before starting the installation, KERNO specialists will request necessary information regarding site readiness and, in the case of an extended installation, coordinate with the Customer on technical parameters for configuration and connection to the User's infrastructure. This is done by sending a questionnaire to be completed via email.

If additional access passes are required for KERNO specialists to carry out installation works at the Customer's site, the Customer must notify KERNO in advance and arrange for the passes with the help of KERNO Service Coordinators.

Upon completion of the installation, an Installation Completion Certificate shall be issued. The certificate is signed in two copies—one by the KERNO representative who performed the installation and one by the Customer's representative present at the site. One signed copy remains with the Customer, and the other is retained by KERNO.

If, upon arrival at the agreed time, the KERNO engineer finds that the site is not ready for installation, the work will be postponed. KERNO reserves the right to invoice the Customer for a second visit. The cost of the installation itself will still be covered under a valid Installation Certificate.

If the KERNO engineer determines during the installation that the machine room or operating conditions do not meet KERNO's specifications, this will be recorded in the Installation Completion Certificate. KERNO reserves the right to suspend or refuse technical maintenance until proper operating conditions are restored and any required remedial work is completed at the Customer's expense.

If mandatory installation by KERNO is required and the Customer fails to comply, and KERNO discovers packaging damage or visible external damage to the Equipment, KERNO may refuse technical or warranty service until the damage or discrepancy is resolved. In such cases, KERNO reserves the right to invoice the Customer for diagnostics and corrective actions.

Not included in the installation work:

1. Routing of power and data cables to the server rack.
2. Loading and unloading operations.
3. Installation of application-level or business enterprise software.
4. Configuration of the Equipment beyond the scope defined in the applicable Installation Program.

STANDARD INSTALLATION “DRIVE”

Depending on the type of Equipment and as specified in the applicable Specification item, the standard installation service may be either mandatory (to be performed by a KERNO specialist) or optionally purchased for Equipment intended for Customer-led installation.

The Customer may request the standard installation service within six (6) months from the date of Equipment shipment by KERNO (as per the delivery note). If the Customer does not make the request within this period, any payment received by KERNO for this optional service will not be refundable.

The standard installation is a scheduled service and is carried out during regular business hours on working days.

General Scope of Work (The actual scope may vary depending on the Equipment type)

1. Installation of the equipment will be installed into the server rack according to the layout plan provided by the customer.
2. Connection of the purchased KERNO Equipment modules, as specified in the applicable Specification items, into a single system within the same rack.
3. Internal routing and connection of power cables from the Equipment’s power supply units to the PDUs within the server cabinet.

4. Connection of control interfaces to the Customer's control network, provided that pre-connected and labeled patch cords are available in the cabinet.
5. Labeling of power cables according to the Customer's standards, subject to the Customer's labeling policy.
6. Power-up of the Equipment and basic functionality check.
7. Activation of remote monitoring, if applicable to the Equipment type and permitted under the Customer's information security policy.
8. Firmware upgrade to the latest version recommended by KERNO at the time of installation (if applicable).

ADVANCED INSTALLATION "RACE"

Extended installation service involves comprehensive preparation of KERNO Equipment for commissioning into commercial operation. This is a scheduled service and may be carried out at a time convenient for the Customer, including weekends, public holidays, or night hours, provided the schedule is agreed in advance. The Customer may request the extended installation service within six (6) months from the date of shipment (delivery note). If the Customer does not request the service within this period, any payment made for this additional option is non-refundable.

General Scope of Work: (the actual scope of work may vary depending on the type of Equipment):

1. Coordination of technical parameters for configuring and connecting the Equipment to the Customer's infrastructure.
This is a preparatory stage performed remotely, subject to the Customer completing the relevant questionnaires
2. On-site work includes:
 - Installation of the Equipment into the server rack according to the layout plan provided by the Customer;
 - Connection of the purchased KERNO Equipment modules, as specified in the applicable Specification items, into a single system within the same rack.
 - Internal routing and connection of power cables from the Equipment's power supply units to the PDUs within the server cabinet.
 - Connection of control interfaces to the Customer's control network, provided that pre-connected and labeled patch cords are available in the cabinet.

- Labeling of power cables according to the Customer's standards, subject to the Customer's labeling policy.
 - Power-up of the Equipment and basic functionality check.
 - Firmware upgrade to the latest version recommended by KERNO at the time of installation (if applicable).
 - Additional configuration based on pre-agreed technical parameters, subject to the Customer's completion of the relevant questionnaires.
 - Activation of remote monitoring, if applicable to the Equipment type and permitted under the Customer's information security policy.
3. Provision of a document listing the installed KERNO Equipment and the configurations performed, based on the questionnaire completed by the Customer.