

HARDWARE SUPPORT POLICY

by



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VERSION HISTORY

Version	Publish Date	Author	Notes
v1.0	04/10/2022	Jamie Cracknell jamie.cracknell@pointr.tech	<ul style="list-style-type: none">• Final version
v1.1	11/10/2022	Mert Yıldırım mert.yildirim@pointr.tech	<ul style="list-style-type: none">• Made some minor formatting changes
v1.2	17/10/2022	Mert Yıldırım mert.yildirim@pointr.tech	<ul style="list-style-type: none">• Specified limitation for the duration of license
v1.3	11/08/2023	Mert Yıldırım mert.yildirim@pointr.tech	<ul style="list-style-type: none">• Changed the names of support plans to Standard & Priority
v1.4	21/04/2026	Mert Yıldırım mert.yildirim@pointr.tech	<ul style="list-style-type: none">• Made some content changes to be compatible with product version 9

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1. OVERVIEW

This document explains the two levels of hardware cover available, the “**Standard Plan**” and “**Priority Plan**”, depending on the level of support your business may need.

2. SUPPORT PLANS

Scope	Standard Plan	Priority Plan
Equipment Warranty	1 Year	Duration of License (up to 5 years)
Training of Client/Partner Personnel for Installation & Self Service	✓	✓
Installation Support & Troubleshooting Assistance	✓	✓
Expected Beacon Battery Life	48 months	48 months
Periodic Health Check and Analysis	✓	✓
Crowdsourced Beacon Monitoring	Coming 2026	Coming 2026
Remote Support and Troubleshooting	✓	✓
On-Site Support and Troubleshooting	Available on day-rate	✓ ¹

3. EQUIPMENT WARRANTY

The hardware warranty begins from license commencement. Pointr will replace any hardware failures within the warranty period stated.

4. TRAINING OF PERSONNEL

At installation, Pointr, its authorized reseller(s), and/or contractor(s) shall demonstrate proper installation methodologies and tool usage to Client/Partner on-site. This includes optimal beacon placement, briefing on proprietary Pointr apps used to support installation, and general best practices.

If Client/Partner chooses not to employ Pointr or Pointr approved contractors for installation, Pointr will provide a guideline link to the Pointr Documentation Center, which contains several

¹ Excluding travel and hotel costs. TBC at time of request.

videos and instructions on proper hardware installation. The bluedot accuracy will be confirmed by deployment report validation.

5. PERIODIC HEALTH CHECK AND ANALYSIS

Self Serve On-site Recordings are required to be taken at the following intervals: 18 months after deployment report sign-off, then a further 12 months on, and each 6 months thereafter to ensure continued accuracy of systems.

Client/Partner will have access to the Pointr Recording App for self-serve of this process. If you require Pointr to carry this task out, costs and process can be discussed with your Account Manager.

The captured data will be reviewed by the Pointr Hardware Team and any required actions communicated back to Client/Partner.

6. CROWDSOURCED BEACON MONITORING

From product version 9 onwards, beacon monitoring can now be enabled.

Further information can be found [here](#).

7. SUPPORT AND TROUBLESHOOTING

Remote Support

Pointr will offer remote support and troubleshooting for any issues that may arise to ensure systems are operating efficiently.

On-Site Support

Pointr can offer on-site support and troubleshooting if required. For “Standard Plan” the pricing is detailed below. For “Priority Plan” Pointr will attend site to troubleshoot where required, excluding travel and hotel costs (invoiced at cost).

Support Pricing

Daily Rate: **\$1,600** per person/day

- Dedicates a single (1x) member of the Hardware Team
- Minimum **1 day** effort for On-Site Support
- Travel Expenses (Flights & Hotel) billed separately

8. END OF HARDWARE LIFE

In line with [Pointr's Environmental Policy](#), Pointr will work with clients and partners at the end of Hardware Life, defined as either Battery Life expiry, or the hardware becoming obsolete.

This support policy includes guidance on recycling of old hardware, abiding by local waste electrical recycling laws. (i.e. - [WEEE](#) in the UK).

The latest generation BLE beacons (Minew E5) support battery replacement - please contact hardware@pointr.tech for guidance.

9. SPARE EQUIPMENT

As general best practice, Pointr, its authorized reseller(s), and/or contractor(s) procure and leave a supply of extra maintenance beacons at each site for future requirements. This stock is typically 10% of the initial beacon install count, but may vary by individual deployment and maintenance needs.

Clients/Partners shall only use Spare Beacons provided by Pointr (if applicable). At Pointr's expense, Client/Partner shall package and ship the parts replaced with the Spare(s) to Pointr within fourteen (14) calendar days, and Pointr or its authorized reseller may invoice Client/Partner for such parts that are not promptly returned within such a time frame.

At installation, Pointr or its authorized reseller and/or contractor will store on-site the equipment used to install beacons, which can subsequently be used to access the beacons to perform maintenance or troubleshooting. Pointr will provide online access to self-serve guides in [Pointr Docs](#) to support installation. These materials will include, at a minimum:

1. Extending Pole
2. Proprietary Beacon Installation Cup
3. Extra Mounting Plates

10. EXCLUSIONS

Pointr shall not provide:

(i) support services or replacement(s) for defects or resolution of problems caused by accident, abuse, misuse, third party product(s), Force Majeure event, any unauthorized disassembly, repair or modification **(including deliberate human intervention in removing a beacon from its original location and method of installation)**, or any failure to maintain and use the hardware in a manner consistent with the training and documentation provided during installation and written instructions from Pointr; **(ii)** support or replacement of Hardware that Pointr determines in its reasonable discretion do not have a defect; **(iii)** third-party products required to operate the Hardware and Software; **(iv)** support for or replacement of any hardware in which the hardware

or parts have been replaced with any third-party product (excluding battery replacement at expected beacon End of Life), **(v)** consumable parts beyond expected End of Life (e.g. batteries)

This Support Policy is subject to change at Pointr's discretion; however, Pointr policy changes will not result in a material reduction in the level of the services provided for hardware during the support period.

Upon deployment report acceptance, hardware becomes property of the client.

11. INSTALLATION AND REFRESH DISCLAIMER

The physical environment (property) where beacons are installed (including walls, ceilings, structural plates, signages etc.) is the property of the client. Engaging Pointr for the installation or refresh of beacon devices, the client acknowledges and agrees to the following terms:

Assumption of Risk: The client assumes all risks associated with the installation, refresh, and removal of beacon devices, including but not limited to potential damage to property and equipment.

Limitation of Liability: Pointr shall not be held liable for any direct, indirect, incidental, or consequential damages to property arising from the installation, refresh, and removal of beacon devices, except in cases of gross negligence or willful misconduct by our personnel.

Client Responsibilities: Prior to installation, refresh, or removal the client is responsible for:

- Ensuring safe and clear access to installation areas.
- Notifying our team of any known structural vulnerabilities or hazards in writing.

Insurance: Clients are advised to maintain appropriate insurance coverage to protect against potential property damage during installation, refresh, and removal activities.

Indemnification: The client agrees to indemnify and hold harmless our company from any claims, damages, or liabilities arising from the installation, refresh, and removal of beacon devices, except where such claims result from our gross negligence or willful misconduct.

Please contact hardware@pointr.tech or reach out to your Account Manager for any questions or concerns.