FRONTMATEC

INSTRUMENTS // BCC-3™

SERVICE AGREEMENT FOR
THE BCC-3™

Essential Service Agreement

This is the service solution for those that simply want to have the instrument monitored, the classification data stored on a secure back-up server, and the instrument hardware and software thoroughly checked once a year.

You will receive monthly reports on the instrument status and recommendations for maintenance or repair actions.

Included in the Essential Service Agreement:

- Remote Access Subscription, including loan of Remote Ethernet Device Box
- Storage on Frontmatec server of grading result/image of each half-carcass for 1 year
- Monthly report on performance & alarms
- Annual on-site visit (travel time and costs excluded)
  - cleaning and control of system and critical components
  - verification of camera alignment and measurement validity

Comprehensive Service Agreement

For those that want to avoid unplanned or irregular costs, this is the service contract that includes preventive replacement of servers every 5 years as well as free replacement of failed electronics and wear parts. Damage by inappropriate use, maintenance or protection excluded.

Included in the Comprehensive Service Agreement:

- Everything also included in the Essential Service Agreement
- Delivery of new windows and sealants if annual on-site visit recommends replacement.
- Repair of servers, network switches, internal cables, cameras, LED panels and power supply units*
- Preventive replacement of servers including software migration (every 5 years)
- Software maintenance and support, including free patching and version upgrades

*) Parts less than 10 years old are replaced for free, while parts more than 10 years old are replaced with 25% discount.

IT/OT Security Package

As an extra option for those customers that have a Comprehensive Service Agreement for their BCC-3™, Frontmatec will offer an IT/OT security solution that is compliant with the Cyber Resilience Act and can be used by customers that wants to implement network protection according to EU's NIS2 directive. This solution is currently under development but is expected to become available in 2024.

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