

The table below describes all elements of service made available by FOSS. In order for the service description below to apply to your specific service contract, the service description must be clearly stated in your service quote and invoice. This description of services is valid from 20. October 2020.

Service Description

	Service description / Additional FOSS licenses required	Included in the service / Not included in the service	What you must do or permit FOSS to do on your behalf / Termination
Digital Service			
FossManager™ FossManager™ Pro	<p>Service description FossManager is an instrument management service through which users remotely can configure connected instruments, ensuring that analytic data are backed up and secured, and users can manage, use, report and export analytic data.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • Instructions on how to connect the instrument to the FossConnect server. • Remote support on how to get your instrument connected, if required. • Automatic upload of instrument configuration and analytical data to the FossConnect server. • Login access as Network Manager to your instrument network on the FossConnect server. • The rights to create and invite additional users to your instrument network on the FossConnect server, maximum five user accounts per connected instrument. • Access to on-line self-study training material in the form of help files, articles, tutorial videos and instructions. • Storage capacity of uploaded data on the FossConnect server limited to:¹⁾ <ul style="list-style-type: none"> ○ a maximum of 30.000 samples for FossManager and 50.000 samples for FossManager Pro • Features (example): <ul style="list-style-type: none"> ○ Configure your connected instruments in the instrument network. ○ Configure analytic products and settings to be publish to your instrument network. ○ Manage, use, report and export the analytic data your instrument has uploaded. ○ Web-access to instrument information via a FossAccount. 	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Ensure stable internet access to the FossConnect server, from the unit running the instrument operating software. • Update instrument software to latest available version to ensure a proper connection to the FossConnect server. • Configure the instrument operating software to connect and register to the FossConnect service. • Provide name and email address for user account registration on the FossConnect server. • Allow upload of instrument information to FossConnect service. • Allow FOSS or a distributor on the behalf of FOSS to access uploaded data. • Self-signup for a FossAccount. <p>Termination At termination of the contract:</p> <ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be exchanged between the instrument and the FossConnect server. • The network manager and other users with access to the instrument network can access the uploaded data and information for a period of minimum of 2 months <ul style="list-style-type: none"> ○ allowing user to export sample data, create and collect reports, export instrument configurations, export self-test data, export log-

		<p>1) <i>Uploaded data is automatically deleted when either of the two storage limits is reached. Additional storage capacity available. Storage limitation is not applicable for data stored on a FossConnect On-Premise server.</i></p> <p>Not included in the service²⁾</p> <ul style="list-style-type: none"> • Migration of existing instrument configuration or data from current instrument software to FossManager. • Optimization of current instrument configuration. • Instrument training or Software training (<i>except the access to on-line material as listed under “Included in the service”</i>). <p>2) <i>Support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.</i></p>	<p>files (if uploaded to the server prior to termination).</p> <ul style="list-style-type: none"> • The uploaded data and information will be kept on the server for a minimum of 6 months³⁾ after termination of contract. <p>3) <i>After 6 months the data will automatically be deleted from the server. The customer can at any time during or after the contract period request FOSS to delete their data stored on the server.</i></p>
<p>FossAssure™</p>	<p>Service description FossAssure is a reporting service for monitoring performance and optimization the uptime of the analytical solution.</p> <p>Additional FOSS licenses required FossAssure requires the installation of a LinkDiagnostic™ or FossManager™ service for the instrument in question.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • Monthly instrument surveillance report with guidance/comment and instrument status. • Login to FossAssure Portal for unified view of all connected and registered instruments, with historical reports and additional instrument information. • Monthly notification e-mail with link to the full report on the FossAssure portal. <p>Not included in the service¹⁾</p> <ul style="list-style-type: none"> • Follow up activities on reported instrument issues and/or repair/replacement of instrument and/or parts are not included in the FossAssure reporting service. <p>1) <i>Support and/or training (remote or face-to-face) will be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.</i></p>	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Allow sharing of instrument data and information between the FossConnect server and the FossAssure web service. • Self-signup of a FossAccount. • Linking your FossManager account (<i>created as part of the LinkDiagnostic or FossManager service</i>) with your FossAccount. <p>Termination At termination of the contract:</p> <ul style="list-style-type: none"> • No more FossAssure reports will be published for the instrument. • User will still have access to already published reports for a minimum of 6 months.

<p>FossAssure™ Pro</p>	<p>Service description FossAssure Pro is a reporting service for monitoring performance and optimization the uptime of the analytical solution plus validation and optimization of calibrations and analytical performance.</p> <p>Additional FOSS licenses required FossAssure Pro requires the installation of a FossManager service for the instrument in question.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • Instructions on how to register for the FossAccount. • Monthly instrument surveillance report with guidance/comment and instrument status. • Monthly calibration validation report with guidance/comment. • Login to FossAssure Portal for unified view of all connected and registered instruments, with historical reports and additional instrument information. • Monthly notification e-mails with link to the full reports on the FossAssure portal. <p>Not included in the service¹⁾</p> <ul style="list-style-type: none"> • Follow up activities on reported instrument issues and/or repair/replacement of instrument and/or parts are not included in the FossAssure reporting service. • Follow up activities on reported calibration performance issues and/or updating of calibration models are not included in the FossAssure reporting service. <p><i>1) Support and/or training (remote or face-to-face) will be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.</i></p>	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Allow sharing of instrument data and information between the FossConnect server and the FossAssure web service. • Self-signup of a FossAccount. • Linking your FossManager account (<i>created as part of the FossManager service</i>) with your FossAccount. • Reference results <ul style="list-style-type: none"> ○ Customer is responsible to obtain reference results for the products to be monitored and to upload the data to the FossConnect server. ○ Customer must ensure that the quality of the reference chemistry is good enough for validation of their products. <p>Termination At termination of the contract:</p> <ul style="list-style-type: none"> • No more FossAssure reports will be published for the instrument. • User will still have access to already published reports for a minimum of 6 months.
<p>LinkDiagnostic™</p>	<p>Service description LinkDiagnostic is a cloud service enabling the local service/support technician to support remotely in case of instrument malfunctions.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • Instructions on how to connect the instrument to the LinkDiagnostic server. • Remote support to get your instrument connected, if required. • Automatic upload of instrument diagnostic data and relevant instrument data to the FossConnect server. • Storage capacity of uploaded data on the FossConnect server limited to:¹⁾ <ul style="list-style-type: none"> ○ a maximum of 30.000 samples. <p><i>1) Uploaded data is automatically deleted when either of the two storage limits is reached</i></p> <p>Not included in the service²⁾</p>	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Ensure stable internet access to the LinkDiagnostic server, from the unit running the instrument operating software. • Update instrument software to latest available version to ensure a proper connection to the LinkDiagnostic server. • Configure the instrument operating software to connect and register to the LinkDiagnostic service. • Allow upload of instrument information to the LinkDiagnostic service. • Allow FOSS or a distributor on the behalf of FOSS to access uploaded data. <p>Termination</p>

		<ul style="list-style-type: none"> • Backup of instrument configuration • Customer access to instrument data on the LinkDiagnostic server. • Instrument training or Software training. <p>2) Support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.</p>	<p>At termination of the contract:</p> <ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be uploaded to the LinkDiagnostic server. • A copy of the backup data will be sent upon request, if requested within 2 months after termination of contract. • The uploaded data will be kept on the server for a minimum of 3 months³⁾ after termination of contract. <p>3) After 3 months the data is automatically deleted from the server. The customer can at any time during or after the contract period request FOSS to delete their data stored on the server.</p>
FossCalibrator™	<p>Service description FossCalibrator is a client-server solution where a thin client is installed on the PC. The client will communicate with the FossCalibrator service in the cloud using a secured internet connection. FossCalibrator is a subscription tool for calibration development to FOSS analytical solutions.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • Information and instructions on how to install the FossCalibrator client. • FossCalibrator is a one license account (one user license only). • Tools to develop calibrations models with features as PCA, PLS, mPLS and Outliers. • Access to FossCalibrator service using FossAccount, FOSS' unified login credentials. • Right to use the service at the feature level subscribed. • Data storage in FossCalibrator cloud, maximum data allowance is 2 GB. Storage of data will continue throughout subscription period and in coherence with the termination policy. <p>Not included in the service</p> <ul style="list-style-type: none"> • Training, remote instrument or software support, consultancy will be invoiced according to the current pricelist. 	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Ensure stable internet connection. • Self-signup on the FossAccount. <p>Termination</p> <ul style="list-style-type: none"> • Upon termination of subscription, stored data will be deleted after 30 calendar days. • When a customer has deleted data during the subscription period the final deletion of data will happen after 30 calendar days. • When a customer submits a support ticket to FOSS regarding data restoring, the customer can expect the data to be restored within 3-5 working days, if they submit the support ticket within the 30 calendar days. • Models, calibration reports and index vectors can be exported to file directly from FossCalibrator until the expiration of the subscription. After the expiration, the customer must contact FOSS within the 30 calendar days to get access to the data.
FossCalibrator™ Pro	<p>Service description FossCalibrator is a client-server solution where a thin client is installed on the PC. The client will communicate with the FossCalibrator service in the cloud using a secured internet connection. FossCalibrator is a subscription tool for calibration development to FOSS analytical solutions.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • Information and instructions on how to install the FossCalibrator client. • FossCalibrator is a one license account (one user license only). • Tools to develop calibrations models with features as PCA, PLS, mPLS and Outliers, LOCAL and ANN. 	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Ensure stable internet connection. • Self-signup on the FossAccount. <p>Termination</p>

		<ul style="list-style-type: none"> • Access to FossCalibrator service using FossAccount, FOSS' unified login credentials. • Right to use the service at the feature level subscribed. • Data storage in FossCalibrator cloud, maximum data allowance is 2 GB. Storage of data will continue throughout subscription period and in coherence with the termination policy. <p>Not included in the service</p> <ul style="list-style-type: none"> • Training, remote instrument or software support, consultancy will be invoiced according to the current pricelist. 	<ul style="list-style-type: none"> • Upon termination of subscription, stored data will be deleted after 30 calendar days. • When a customer has deleted data during the subscription period the final deletion of data will happen after 30 calendar days. • When a customer submits a support ticket to FOSS regarding data restoring, the customer can expect the data to be restored within 3-5 working days, if they submit the support ticket within the 30 calendar days. • Models, calibration reports and index vectors can be exported to file directly from FossCalibrator until the expiration of the subscription. After the expiration, the customer must contact FOSS within the 30 calendar days to get access to the data.
<p>FossConnect™ Private</p>	<p>Service description FossConnect™ Private is an instrument management software placed on a FOSS hosted server, which is dedicated for a specific customer. It allows users to remotely configure connected instruments, ensuring analytic data are backed up and secured and users can manage, use, report and export your analytic data.</p> <p>Additional FOSS licenses required A FossManager license is required per connected instrument.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • A dedicated FossConnect Private server in a secure environment. <ul style="list-style-type: none"> ○ Installation and 2 yearly software upgrades carried out by FOSS. ○ Hosting of data until termination of the contract (see below under Termination). ○ Server performance monitoring to ensure stable operation. ○ On-line training and guidance on structuring the Network and organizing instrument and data. • System Admin access to the server. <p>Not included in the service¹⁾</p> <ul style="list-style-type: none"> • Migration of existing instrument(s) or data from a current network platform to FossConnect. • Optimization of instrument configuration. • Instrument training or Software training (<i>except the "On-line training and guidance on structuring the Network and organizing instrument and data" as listed above under "Included in the service"</i>). <p><i>1) Support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.</i></p>	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Allow FOSS to extract instrument name and serial number from all connected instruments in order to monitor the utilization of the services. <p>Termination The Server software is license controlled and the license period is set to match the contract period. At termination of the contract, the license will expire.</p> <ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be exchanged between the instrument and the FossConnect server. • The network manager and other users with access to the instrument network can access the uploaded data and information for a period of minimum of 6 months. <ul style="list-style-type: none"> ○ allowing user to export sample data, create and collect reports, export instrument configurations, export self-test data, export log-files (if uploaded to the server prior to termination). • The uploaded data and information will be kept on the server for a minimum of 6 months²⁾ after termination of contract. <p><i>2) After 6 months the data will automatically be deleted from the server. The customer can at any time</i></p>

			during or after the contract period request FOSS to delete their data stored on the server.
FossConnect™ Customer Cloud	<p>Service description FossConnect™ OnPremise is an instrument management software placed on a Customer hosted server. It allows users to remotely configure connected instruments, ensuring analytic data are backed up and secured and users can manage, use, report and export your analytic data. The software is installed on a customer owned server and it the customers' responsibility to maintain the server and arrange a secure backup.</p> <p>Additional FOSS licenses required A FossManager license is required per connected instrument.</p>	<p>Included in the service</p> <ul style="list-style-type: none"> • FossConnect OnPremise server software. <ul style="list-style-type: none"> ○ Remote installation and setup of FossConnect OnPremise Server software. ○ On-line training and guidance on structuring the Network and organizing instrument and data. ○ General support/troubleshooting of the FossConnect OnPremise software. • Yearly access to software releases for FossConnect OnPremise software. <ul style="list-style-type: none"> ○ The software upgrade will be supported remotely by FOSS. • Remote support with major alterations to current FossConnect OnPremise Configuration, e.g. server migrations, SQL migrations. • Guidance on SQL configuration and data maintenance/growth. <p>Not included in the service¹⁾</p> <ul style="list-style-type: none"> • Migration of existing instrument(s) or data from a current network platform to FossConnect. • Optimization of instrument configuration. • Instrument training or Software training (except the "On-line training and guidance on structuring the Network and organizing instrument and data" as listed above under "Included in the service"). <p><i>1) Support and/or training (remote or face-to-face) can be offered and invoiced separately upon request. Please contact your local FOSS representative for more information.</i></p>	<p>What you must do or permit FOSS to do on your behalf</p> <ul style="list-style-type: none"> • Allow FOSS remote access to the network server for the installation and support. • Allow FOSS to extract instrument name and serial number from all connected instruments when supporting or updating the FossConnect server. <p>Termination The Server software is license controlled and the license period is set to match the contract period. At termination of the contract, the license will expire.</p> <ul style="list-style-type: none"> • Instrument to Server connection will be disabled, meaning that no more data will be exchanged between the instrument and the FossConnect server. • Access to software upgrades and FOSS support for the server software is denied. • The uploaded data will be kept on the server as long as this is maintained by the customer. • The customer will have access to data on the server as long as this is maintained by the customer.

For further information, please contact your local FOSS subsidiary.

Web www.fossanalytics.com