



# Lighting Services

Lifecycle Service  
Descriptions

for Dynalite

# I. Lifecycle Services

When investing in a state-of-the-art lighting System, reliability is paramount. Signify's Lifecycle Services ensure your lights never let you down. Signify is leading the way with customized lighting services that provide the quality of light your business deserves. You'll get a Service tailored to your specific needs, so you can rest assured that you'll be able to work in a safe and energy-efficient environment. Regular and continuous maintenance improves your business and allows you to deliver a positive experience to your customers and employees.



Lighting is an important part of your business. That's why we offer customized maintenance Service plans to keep your lighting System working at its best over time.

<p><b>Preventative Maintenance</b></p> <p>Maintenance and System health checks support early detection of potential failures before they impact the operation of the System. This provides:</p> <ul style="list-style-type: none"> <li>• increased System uptime</li> <li>• reduced problem resolution time</li> </ul>	<p><b>Corrective Maintenance</b></p> <p>Access to expert knowledge enables quick problem analysis and professional advice for solving the issue, to provide:</p> <ul style="list-style-type: none"> <li>• increased System uptime and reduced incident resolution time</li> <li>• economical and effective solution advice</li> </ul>
<p><b>On-Site Support</b></p> <p>On-Site support and System optimization by our experts offers peace of mind, assuring sustainable System operation and integrity over a longer period by having access to technical advisory support. This ensures:</p> <ul style="list-style-type: none"> <li>• increased System uptime and reduced incident resolution time and costs</li> <li>• possible energy usage avoidance through System optimization</li> </ul>	<p><b>Online Documentation</b></p> <p>A customer portal with updated information, to provide:</p> <ul style="list-style-type: none"> <li>• Service reporting</li> <li>• Service history retention</li> <li>• Secure access, via Customer specific login</li> </ul>

## 2. Service Descriptions

Signify offers lighting Services tailored to your specific needs, so you can work in a safe and energy-efficient environment. Regular and continuous maintenance improves your business and allows you to deliver a positive experience to your customers and employees. The Services included in the standard Service package for Philips Dyalite Systems are described below; other Services may be quoted upon request.

Table 1: Services Included in Standard Service Package for Philips Dyalite Systems

Service	Description
<p>1 <b>System Health Check</b></p>	<p>Signify will conduct an on-Site inspection of the System <b>once (1x)</b> per Year (the “<b>Annual System Health Check</b>”). The Annual System Health Check reviews the status of the System, operation conditions, usage and operational log. The Annual System Health Check is performed by a field service engineer of Signify or its Subcontractor, and includes the following:</p> <ul style="list-style-type: none"> <li>• Verification of completeness and condition of Customer-stored service parts kit (if applicable in the Offer and/or Agreement)</li> <li>• Verification of use conditions of the System</li> <li>• Inspection of System logs and incident reports</li> <li>• Identification of faults in use or misuse of System, and recommendations of corrective actions.</li> <li>• Verification of connectivity and ensuring critical firmware and software updates are applied (see item 2 below).</li> <li>• Checking back-up files and running System validation</li> <li>• Logging results of Annual System Health Check and report to Customer</li> </ul> <p>The Annual System Health Check will take place during a single (up to) two (2x) consecutive Business Day visit during the Year.</p>
<p>2 <b>System and Software Updates</b></p>	<p>Signify will provide any critical updates to the firmware and software on the System (performance, license and security) of the latest version that has generally been released to the public at that time. These firmware and software updates are intended to stabilize and promote basic System functionality and performance and do not include additional programming content or other updates, upgrades, enhancements, or features.</p> <p>System component software upgrades will be implemented remotely where possible and as needed on Site during a regularly scheduled System Health Check activity.</p>

Service	Description
	<p>In the event that the update will have an impact on the System at the Site, Signify will inform the Customer in advance.</p> <p>(Does not include any Software Services)</p>
<p><b>3 Service Ticketing</b></p>	<p>Signify provides a telephone number and an online contact form for the registration of Service tickets. A Service ticket is issued for scheduling remote activities, request for remote technical support, maintenance requests or calls for general information.</p>
<p><b>4 Remote Diagnostics and Fault Finding</b></p>	<p>After receipt of a valid Service ticket, Signify accesses the System remotely and contacts the Customer via MS Teams, Zoom, telephone or otherwise to assist in the identification of the failure mode and analyze the potential root cause of an issue (within Business Hours). Signify advises on the resolution of the reported issue and, insofar as commercially reasonably possible, resolves the issue remotely.</p>
<p><b>5 On-Site Diagnostics and Fault Finding</b></p>	<p>By Customer's request, and initiated by a registered Service ticket, Signify shall provide up to one Business Day (up to eight Working Hours per Business Day) of on-Site field Service support per Year for the purpose of investigating any reported deviation.</p> <p>As part of this on-Site diagnostic Service, Signify will verify that the System controller components are functioning properly and visually inspect System components, where possible, to identify any visible damage or signs of System malfunction. All on-Site support actions shall be performed from locations safely reachable from the ground and without need for Signify-owned or rented equipment or lifts.</p>
<p><b>6 Commissioning of Service Parts for Defects (On-site)</b></p>	<p>During the Term, Signify will Commission any Signify-manufactured device which is repaired or replaced pursuant to Signify's Product Warranty. This Service entitlement shall be as initiated by a Customer-raised Service ticket and performed during a scheduled on-Site Annual System Health Check or on-Site Diagnostics and Fault-Finding visit.</p>

Service		Description
7	<b>System Optimization (configuration)</b>	Upon Customer's request via a registered Service ticket, Signify's shall provide on-Site System optimization support during the Annual System Health Check visit. Signify can update the System configuration, based on Customer requests (via Service Ticketing), and/or Customer authorization of recommendations provided by technicians during the Annual System Health Check. The System configuration (software parameterization) is per the available functionality of the existing System and is performed on-Site by Signify during a session of up to 4 Working Hours. At completion of these optimizations, a System review will be performed, and the customer receives confirmation of the elements changed.
8	<b>Customer Portal-Online Documentation</b>	Signify provides a web-based portal with Customer-specific login. In this portal, all performance, Annual System Health Check and other reports used for the delivery of the Services are posted. Signify stores, updates and preserves the aforementioned information in the Customer Portal in a secure way during the entire Term.
9	<b>Ongoing User Training (on-Site)</b>	<p>During the Annual System Health Check, Signify trains the users of the System on fault finding, basic diagnostics, product installation, and System operation via the System Manager.</p> <p>Specific Training sessions must be requested by Customer via Service ticket in advance of the Annual System Health Check.</p> <p>All Training will not exceed 4 Working Hours during the Annual System Health Check.</p>

### 3. Specific Service Exclusions & Assumptions

This scope is subject to the following Specific Service Exclusions & Assumptions:

- A Commissioned System Manager software instance, Envision Gateway(s) and server must have been installed by Customer. Additionally, a working, hard-wired network infrastructure providing an Internet connection must be connected to the System. Customer is responsible for providing said network apparatus.
- Customer is responsible for the associated infrastructure to enable remote access to the System.
- Existing programming, programming groups, settings for wall switches, keypads, sensors, touchscreens, and pre-sets of the System shall be used (to the extent applicable). Requested adjustments shall be communicated by Customer to Signify in writing 14 days in advance of any Site visit, and such adjustments shall be completed as part of the designated Service elements and allocated time during such Site visit. Adjustments requiring additional time beyond the stated scope will result in additional Service Fees being charged.
- Site visits are only available during Working Hours.
- Third-party materials, components or services that are installed are managed by Customer's resources. Signify is not responsible for the ongoing management and service of these third-party materials, components or services, and any associated IT infrastructure, all such activities are outside of the Services' scope.
- Signify does not accept responsibility for the operation of third-party equipment, such as lighting fixtures or other equipment not provided by Signify, and the aforementioned is outside of the Services' scope.

## 4. Applicable Terms and Conditions

The Terms and Conditions for Lifecycle Services of Signify North America Corporation attached as an annex to any Offer and/or Agreement for Services and/or otherwise as published and made available at the following website: [https://www.signify.com/en-us/support/lifecycle-services#terms\\_and\\_conditions](https://www.signify.com/en-us/support/lifecycle-services#terms_and_conditions) (“**Terms**”) shall apply to and govern the provision of the Services notwithstanding anything to the contrary contained in or incorporated into any document from, or oral statement made by Customer. The Services are offered by Signify expressly limited to Customer’s acceptance of the Terms. Any different or additional terms in any purchase order, blanket instructions, terms of purchase or any other writing or documentation from Customer are deemed a material alteration of the Terms and are hereby expressly objected to and rejected by Signify and shall not be binding on Signify.

Capitalized terms used herein shall have the same meaning as ascribed to them in the Terms, an Offer and/or Agreement or otherwise as set forth herein.

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