

General information on Plek service plans

The purpose of this document is to describe and define details of the services that Plek provides to its customers. The amount and pricing of services can vary, dependent on the specific service plan. For all services described in this document Plek's General Terms of Services will apply, which are described in another document. The pricing and the amount of services included in the plans are described in the service plan price list.

- **Service plan types**

Plek offers different types of service plans at different price levels. At present there are four plans:

- 1) Services On Demand
- 2) Basic
- 3) Standard
- 4) Premium

- **Default plan**

For customers who want to make use of services offered by Plek and have not actively committed to a service plan, the On-Demand-Service plan and the standard price list will apply.

- **Plan duration**

All Plek service plans are valid for a minimum of 12 months and will automatically be extended for another 12 months, unless canceled by a written notice three months before the expiration of the contract period.

However, upgrading to a higher service plan level will be possible at any time, beginning on the first day of the subsequent month, with written notice no less than one week in advance. A higher service plan level means switching from a plan with a lower monthly base fee, or no base fee at all, to a plan with a higher base fee including further discounted prices for services and stocked parts.

- **Base fee**

For some service plans, Plek will charge a fixed monthly base fee for every Plek machine owned by the customer. The amount and the currency of the base fee is dependent on the service plan type and on the service area.

- **Accounting**

Services provided by Plek in a given month will be invoiced within the first two weeks of the following month. If applicable, that invoice will contain the monthly base fee, support time and software subscriptions. Details of services provided can be reviewed in an accounting report, which will be made available together with the invoice. Spare parts will be invoiced upon shipment.

- **Multiple machines**

If the service plan provides a discounted base fee for multiple machines, the base fee for every further machine will be lower than the base fee for the first machine.

A customer can choose only one service plan type for all machines. The service plan for one machine cannot be different from the service plan for other machines of the same customer.

Requirements on the customer's side

- The customer's Plek machine must be connected to the internet via a DSL cable, providing sufficient bandwidth for on-screen remote sessions and for voice-over-IP communication
- The Plek machine software must be a valid and supported version, which is no older than two versions behind the current version (usually one update per year)
- The Plek machine operator must be Plek-trained and speaking English sufficiently (or the language of the Plek support operator)

Service areas

- Plek provides services in different areas of the world. The currencies and prices are dependent on the country of the customer's place of business.

Plek support support time and availability

- Plek telephone and online support is available on working days between 9.00 AM and 17.00 PM CET/CEST ("Service Time").
- On German public holidays Plek support can not be provided, or may be restricted. Plek will notify its customer of such holidays in advance. If possible, local Plek support partners will register support requests.
- Support requests outside of the Service Time shall be processed during the next Service Time.
- Plek support can be contacted via a Softphone which is pre-installed on the machine computer. Alternatively, Plek Support can be contact via a "classical" telephone line, or e-mail.
- Phone: +49 30 5369 6338
e-Mail: support@plek.com

Remote support (telephone/online/offline)

- **Service case:** each customer request to Plek support for a specific technical issue will be registered as a service case. Different technical issues will be registered as different services cases, unless caused by the same reason.
- **Service case ticket fee:** For service plans with no monthly base fee (On Demand Services), a fee will be charged for every registered service case. The ticket fee does not include the time spent solving a service case.
- **Service case session:** Each time a Plek support team member works on solving a service case, a session is incurred. One service case can require multiple sessions. The time spent for solving a service case will be rounded up to increments of a quarter of an hour (15 minutes).
- **Online support** is provided by Plek in direct communication with the customer, either per telephone or remotely through the internet, for the purpose of solving a registered service case.
- **Offline support** is the time the Plek support team spends for solving a registered service case, without being in direct contact with the customer.

Data protection

- In order to ensure proper support, Plek will store the customer's Plek machine configuration data. Furthermore the customer's Plek machine will send error messages and information about its performance to Plek support.
- Plek will also store customer guitar data and template files from the customer's Plek machine, unless the customer enters an objection.
- All customer data stored by Plek are being handled by Plek with due diligence and according to Plek's general Terms of Services.
- Upon request Plek will provide information about the data stored from the customer's Plek machine.

Machine monitoring

- Plek will make daily backups of the customer's stored machine data, provided that the customer's machine is accessible via the internet.
- In case of data loss Plek will provide data and system restoration on demand.
- For customers who opt out of data storage, Plek will provide a system reset to a functioning machine including the last software version licensed to the customer, but not including customer-specific data.

Reporting

- On customer request, Plek will provide different types of reports, generated from the customers machine data and status messages.
- Reports will be provided in a digital format or online, via the internet.
- For the configuration of a customer-specific online database, a one time configuration fee may become due, dependent on the service plan.
- For providing access to a customer-specific online database, a monthly access fee may become due, dependent on the service plan.

Software

- **Machine and Software Purchase**

Every Plek machine will be delivered with the machine control software including its core functions. In addition to the software core functions, further software add-ons can be purchased or subscribed to and will be listed in the purchase documents.

- **Software license**

with the purchase of a Plek machine, Plek grants to the purchaser a non-exclusive license to the software, as purchased with the machine or later. The Plek software and the Plek machine are one unit. The purchaser shall not be entitled to copy or de-compile the software. The license is perpetual and solely entitles the purchaser to use the purchased Plek machine.

- **Core functions**

Every Plek machine can scan and perform selected processing procedures on standard guitars* and on selected similar stringed instruments. The following three software functions of a Plek machine are defined to be core functions:

- 1) Scanning the fingerboard with or without frets, and with or without strings, using the Plek machine's "Scanner Module"
- 2) Fret levelling and crowning, using the Plek machine's "Fret Cutter Head" (FCH) module
- 3) Cutting the top surface and the slots into a standard guitar nut**, using the Plek machine's "High Frequency Spindle" module.

* Standard guitars and related stringed instruments

Standard guitars and related stringed instruments are guitars of the types classical, electrical, acoustic, bass guitars. They can be fretted or fretless, with 12 to a maximum of 24 parallel frets, on one of the usual fingerboard scales, but not multiscale. They can be equipped with between 4 to a maximum of 12 non-paired strings, with a construction and body shape which is not so unusual as to preclude being loaded into the Plek machine.

** Standard guitar nut, or stringed instruments nut

A standard nut is a nut on a guitar or bass guitar for up to 12 non-paired strings, made of a material which can be cut by the Plek high frequency spindle cutter.

Software Add-ons

- **Add-Ons**

A software add-on is a function which is provided in addition to the core functions. Software add-ons can be purchased (perpetual license) and subscribed to (temporary license). Some add-ons require additional hardware, such as specific cutter bits, or holding vices, or customized fixtures. That additional hardware needs to be purchased extra, unless defined otherwise.

- **Add-on pricing**

Add-ons come in different price categories, i.e. A, B and C, or as a package (such as the BTK "Builder's Toolkit" package). The prices for purchase and subscription also depend on the service plan.

- **Add-on subscriptions**

Software add-ons can be subscribed to on a daily, monthly or unlimited basis.

A daily subscription will be valid for 24 hours from its initial activation time.

(e.g. starting on the 10th May at 10:05 AM, it will expire on 11th May at 10:05 AM)

A monthly subscription will be valid for one month from its initial activation time. Due to the different length of the months, a monthly subscription can be 28 days (Feb), 30 days (Apr, Jun, Sep, Nov) or 31 days (all other months). For example, if a subscription starts on 10th May at 10:05 AM, it will expire on 10th June at 10:05 AM)

- An unlimited subscription is a monthly subscription which will automatically be extended for another month, unless canceled. It can be canceled anytime before the expiration.

(e.g., starting on 10th May at 10:05 AM, and canceled BEFORE 10th June at 10:05 AM, it will expire on 10th June at 10:05 AM; if canceled AFTER 10th June at 10:05 AM, but BEFORE 10th July at 10:05 AM, it will expire on 10th July at 10:05 AM.)

Software updates

- **Major updates**
Plek provides major software updates, typically once a year. A major update will include bug fixing and improvements of the existing functionality, as already licensed to the customer.
Major updates will be announced by Plek and can be recognized by a different number in the number after the first period in the version number, i.e. from version v2.17.xxx to v2.18.xxx is a major update, but from version v2.17.123 to version v2.17.234 is not a major update, but a minor update. Minor updates include bugfixes and minor corrections.
- **Support**
Please note that Plek machine support can be provided only for machines with a valid software version (not more than two versions behind – typically two years)
- **Software fees**
The price for a software update depends on the service plan and differentiates between sequential updates, as opposed to non-sequential updates (skipping versions).
Sequential updates are updates from one major version to the subsequent major version, without skipping a major version in-between.
Non-sequential updates means that one or more major versions have been skipped. According to the service plan, non-sequential major software updates may be subject to an extra fee.
- For non-sequential major software updates skipping multiple versions, Plek reserves the right to charge support time in addition to the extra fee for non-sequential updates, if the update process is causing extra effort.
- Minor updates and bugfixes for supported versions are free of charge.

Replacement parts

- Plek will stock a number of frequently requested standardized replacement parts, including parts which are typically subject to wear and tear. Depending on the service plan, a price discount may be available.
- Non-stocked and customized parts can be requested by the customer and will be manufactured and delivered on demand.

Fretcutter (FC) resharpening

- Plek offers the resharpening of used (dull) fretcutters (FC). In order for a FC to be resharpened, the customer needs to send the used FC head to Plek, or to Plek's authorized local service partner.
- The FC handling fee covers:
 - the resharpening of a FC,
 - remote help from Plek for installing and calibrating the replaced FC,
 - the replacement of a FC blade, once its diameter has become too small for another resharpening,
 - the replacement of the FC module's motor, if required.
- **Service FC**
A service FC is a standardized fretcutter with three different shapes (narrow/wide/flat) covering the most common fret wire sizes. Plek does hold resharpened Service FC's in stock and will ship one to a customer in advance on request. The customer is obliged to ship their used FC back to Plek immediately after having received and replaced the resharpened FC.
- **Custom FC**
A custom FC is a fretcutter with a shape combination custom made to the customer's specifications. A used custom FC can be shipped to Plek for resharpening. Plek will send back the resharpened FC, usually within 5 working days after having received it.

Parts and module exchange

- **Repairs**
Plek will attempt to repair malfunctioning parts or modules, if a repair appears to be possible at a reasonable effort. If available, Plek will ship spare parts or modules, which are already repaired or refurbished, in advance on customer's request. If the customer sends a malfunctioning part or module back to Plek, only the effort for the repair, for replaced hardware parts and for shipping will be charged.
- **Refurbishments**
If Plek has refurbished parts or modules available, those will be shipped in advance on customer's request. Prices for refurbished parts are based on an exchange of the parts and do include a discount for the remaining value of the malfunctioning part. The customer is obliged to ship the malfunctioning part back to Plek, unless stated otherwise by Plek. If the customer fails to ship back a part for which Plek has provided a replacement, Plek reserves the right to charge the difference between the non-discounted price of the refurbished part and the remaining value of the malfunctioning part.
- **Lifetime tool module exchange**
For selected tool modules which typically can be resharpened, refurbished or repaired, such as fretcutter heads (FCH), high frequency spindles (HFS) and the Plek sensor module, Plek offers a lifetime module exchange cycle for a fixed price, dependent on the service plan. Standard modules will be stocked and be shipped immediately on request. All modules are quality controlled prior to shipping.
- Repaired, refurbished or resharpened modules come with a one year guarantee, except for the typical wear and tear of tools.

On-site maintenance

- Plek machines are recommended to receive onsite maintenance every four years.
- The maintenance fee depends on the service plan and can vary between different machine versions. It covers the labor, but not spare parts.
- If maintenance has not been performed within 12 months after the recommended cycle (i.e. five years after the last maintenance), the maintenance is considered overdue. For overdue maintenance, an additional fee will be charged.
- The maintenance needs to be performed by an experienced technician, trained and authorized by Plek. Plek cannot be held responsible for maintenance performed by the customer, unless this was authorized by Plek in advance and is being monitored by Plek support.
- In addition to the maintenance fee, the customer has to cover the travel and accommodation expenses for a Plek maintenance technician, including the travel time spent.
- If parts need to be replaced, these parts will be charged extra.

Other services

- **Onsite labor / training / consulting:**
Plek offers onsite services, at the customer's place of business. The hourly and daily rates do include preparation and documentation, but not any travel-related cost.
- **Onsite travel day:**
A travel time fee will be charged for the time a Plek trainer or technician spends traveling to a customer. The travel fee will be charged in minimum increments of two hours (1/4 work day).
- **Customization of parts**
On request Plek offers the customization of Plek specific parts, in order to better meet customer-specific needs.
- **Consulting**
Plek offers consulting services in order to optimize the use and the efficiency of a Plek machine in the customer's business.