

# DEVICE MAINTENANCE PROCESS

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## **Maintenance and troubleshooting**

If the customer suspects a technical problem, customers are advised to contact the local distributor's service or the distributor's appointed contact person as soon as possible.

### **Problem solving**

The Distributor strives to solve the customer's problem as soon as possible. This can mean, for example, instructions by phone, on-site repair, delivery of a replacement device, or receiving and delivering a defective device to the Manufacturer for maintenance. The distributor will consider whether solving the problem requires an on-site visit by a technician.

### **A replacement device for the customer**

If the technician assesses that the device is broken and it must be sent to the manufacturer for maintenance, the aim is to ensure that the customer gets a replacement device as quickly as possible.

The replacement device is delivered from the distributor's own spare parts storage. If the Distributor does not have a replacement device in stock, the customer will have to be without the device during the Manufacturer's maintenance process.

### **Logging device problems to the admin service**

The distributor's technician records all maintenance and failure cases in the "maintenance events" log of the device in question in SmartKitchen's admin service. A short description of the detected problem is also written.

### **Delivery of the broken device to the Manufacturer's service**

The device suspected of being broken is delivered to the Manufacturer (SmartKitchen) for evaluation and repair. Before delivery, send a message about the return to [helpdesk@smartkitchen.solutions](mailto:helpdesk@smartkitchen.solutions). Remember to include the serial number of the device in the message. Based on that, the Manufacturer finds the information related to the failure in the admin service.

### **Repair and payment of repair costs**

After testing the device returned to the Manufacturer's service, the Manufacturer sends a summary of the findings and proposed measures. The manufacturer and the Distributor agree on the maintenance costs.

After this, the device is repaired or replaced with a new one. If the device has a manufacturing or material defect and the warranty period has not expired, the Manufacturer will pay the repair costs or send a replacement device free of charge. Otherwise, the repair costs are paid by the Distributor, or the Distributor buys a new replacement device from the Manufacturer in the normal way. The distributor decides whether to charge the costs to the customer.

### **Return of the repaired device to the customer**

The Manufacturer returns the repaired or replacement device to the Distributor. The Distributor delivers the device to the customer.