

MANTRA

Identity Devices & Systems Business Unit

ANNUAL MAINTENANCE CONTRACT (AMC) POLICY

PURPOSE

Mantra Identity Devices & System (MIDS BU) is one of the Business Unit of Mantra Softech India. This Annual Maintenance Contract (AMC) Policy establishes the framework governing post-warranty maintenance, technical support, repair services, preventive maintenance, and service commitments for products covered under a valid AMC Agreement with MIDS BU.

The purpose of this Policy is to ensure continued product performance, operational reliability, and service availability following expiration of the standard warranty period.

1. Eligibility for AMC Coverage

Products shall be eligible for Annual Maintenance Contract (AMC) coverage only if all of the following conditions are satisfied:

- The product has not been designated as End of Service Life (EOSL) under the applicable Product Life cycle Policy.
- The product is in operational, serviceable, and maintainable condition at the time of AMC enrollment or renewal.
- The product successfully passes any technical inspection, evaluation, health assessment, or serviceability review required by MIDS BU.
- The customer has fulfilled all outstanding payment obligations related to the product, previous service agreements, warranty services, repairs, or prior AMC contracts.

MIDS BU reserves the sole right to approve, reject, suspend, or restrict AMC coverage based on product condition, supportability, spare-part availability, technical feasibility, or commercial considerations.

AMC coverage may be denied, suspended, or discontinued for products that are obsolete, unsupported, modified without MIDS BU's authorization, damaged beyond economical repair, or otherwise deemed non-repairable by MIDS BU.

2. AMC Service Coverage

Subject to the terms, conditions, and service level commitments defined in the applicable Annual Maintenance Contract (AMC), MIDS BU may provide one or more of the following services depending upon the selected AMC package:

- Remote technical support and troubleshooting assistance.
- Support through approved communication channels, including email, service portal, telephone, and remote support platforms.
- Priority incident management and escalation handling.
- Fault diagnosis, root cause analysis, and corrective action recommendations.
- Firmware, software, and product configuration guidance.
- Product installation, configuration, and operational assistance where applicable.
- Preventive maintenance activities intended to maintain product performance and reliability.
- Repair coordination and repair services in accordance with the applicable RMA Policy.
- Onsite support services where expressly included within the AMC Agreement.
- Replacement of eligible spare parts where specifically covered under the AMC package.
- Product health assessments, performance evaluations, and serviceability reviews.
- Access to applicable product updates, technical advisories, and support documentation, where available.

Where technically feasible, firmware and software updates will be deployed remotely. If remote deployment is not possible due to technical limitations, updates may require on-site support or return-to-service-center procedures, as applicable.

The scope of services, service levels, response commitments, exclusions, coverage limitations, and customer entitlements shall be governed exclusively by the applicable AMC Agreement, Service Level Agreement (SLA), commercial proposal, quotation, purchase order, or other mutually executed contractual documents.

Services not expressly included within the applicable AMC package shall be deemed excluded and may be subject to additional charges.

No onsite service or spare-part coverage is included unless separately contracted.

3. Service Request Process

Customers seeking support under an active AMC Agreement shall submit service requests through MIDS BU's approved support channels, including the support portal, email, telephone, or designated customer service platform.

To facilitate efficient issue resolution, customers must provide the following information with each service request:

- Product model and configuration details.
- Product serial number.
- Installation site or deployment location.
- Detailed description of the issue or service requirement.
- Relevant error logs, screenshots, photographs, or diagnostic information, where applicable.
- AMC Agreement or contract reference number.

MIDS BU reserves the right to request additional technical information or perform remote diagnostics to assess the reported issue. Customers shall cooperate with reasonable troubleshooting procedures and diagnostic activities as requested by MIDS BU.

Where applicable, customers may be required to complete specified troubleshooting steps prior to the dispatch of replacement parts, field service engineers, or initiation of advanced support services.

4. Response and Service Targets

MIDS BU shall provide support services in accordance with the service priority levels defined in the applicable AMC Agreement or Service Level Agreement (SLA).

Unless otherwise specified in the AMC Agreement, the following response targets shall apply:

Priority	Service Impact	Response Target
Priority 1	Critical Service Impact	Within 4 Business Hours
Priority 2	Major Functional Impact	Within 1 Business Day
Priority 3	Limited Functional Impact	Within 3 Business Days
Priority 4	General Inquiry or Information Request	Within 5 Business Days

Response targets represent the time within which MIDS BU will acknowledge, assess, and initiate engagement on a reported issue. Response targets do not constitute guaranteed resolution, repair, replacement, or restoration times.

Actual resolution timelines may vary depending on factors including issue complexity, availability of replacement parts, customer responsiveness, third-party dependencies, site accessibility, logistics, customs clearance, and other circumstances beyond MIDS BU's reasonable control.

5. Onsite Support

Where specifically included in the applicable AMC Agreement, MIDS BU shall provide onsite support services to assist with the diagnosis, repair, maintenance, or resolution of covered issues.

The provision of onsite services shall be subject to:

- Availability of qualified service engineers or authorized service partners.
- Accessibility of the customer site and required facilities.
- Compliance with applicable security clearance and site access requirements.
- Availability of necessary travel documentation, visas, work permits, and governmental approvals.
- Customer cooperation and provision of reasonable assistance during service activities.
- Compliance with applicable local laws, regulations, and health and safety requirements.

Customers shall ensure that MIDS BU personnel are provided with safe and reasonable access to the site, equipment, network resources, and other facilities necessary to perform the required services.

Unless expressly included in the AMC Agreement, travel expenses, accommodation costs, visa fees, work permit charges, transportation expenses, and other related out-of-pocket costs incurred in connection with onsite support services may be invoiced separately and shall be payable by the customer.

6. Repair Services and RMA

Return Material Authorization (RMA) Policy, as amended from time to time. Products requiring repair, replacement, refurbishment, or technical evaluation may be required to undergo inspection and diagnostic assessment before repair authorization is granted. MIDS BU reserves the right to determine the appropriate corrective action based on the results of such evaluation.

Customers shall obtain a valid RMA authorization prior to returning any product for repair or service. Products returned without an approved RMA may be refused or returned at the customer's expense.

Repair and service turnaround times are estimates only and may vary based on several factors, including but not limited to:

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- Nature and complexity of the reported fault.
 - Availability of required spare parts, components, or replacement units.
 - Shipping and transportation transit times.
 - Customs clearance, import/export regulations, and related governmental procedures.
 - Product condition and inspection findings.
 - Availability of technical resources and repair facilities.

MIDS BU shall make commercially reasonable efforts to complete repairs within applicable service targets; however, repair completion dates are not guaranteed unless expressly stated in a separate written Service Level Agreement (SLA).

7. Spare Parts Availability

The availability and supply of spare parts under an AMC Agreement shall be subject to MIDS BU's product support policies, inventory availability, supplier support, and applicable product lifecycle status.

MIDS BU shall make commercially reasonable efforts to maintain adequate spare parts inventory for products that remain within their active support lifecycle. However, spare parts availability may be affected by factors including, but not limited to, component obsolescence, supplier discontinuation, manufacturing constraints, regulatory changes, and other circumstances beyond MIDS BU's reasonable control.

For products that have reached End of Sale (EOS) status, spare parts availability may be limited and shall be subject to remaining inventory levels and continued supplier support.

For products that have reached End of Service Life (EOSL) status, spare parts availability is not guaranteed. MIDS BU reserves the right to discontinue repair, replacement, maintenance, or spare part supply services for EOSL products where parts are no longer commercially or reasonably obtainable.

MIDS BU reserves the sole right to determine the availability, allocation, and supply of spare parts based on inventory levels, supplier availability, product lifecycle status, and operational requirements.

Customers are encouraged to plan product upgrades, migrations, or replacement strategies prior to EOSL to ensure continued operational continuity and service availability.

8. Exclusions

Unless expressly stated otherwise in the applicable AMC Agreement, the services provided under the AMC shall not include, and MIDS BU shall have no obligation to provide, support, repair, replacement, or other services relating to the following exclusions:

The AMC does not include product upgrades, feature enhancements, technology refresh programs, or product replacement services. Coverage excludes any damage resulting from misuse, abuse, negligence, improper handling, accidents, unauthorized repairs, modifications, or alterations performed by the customer or third parties.

The AMC further excludes consumables, accessories, batteries, cables, and other components subject to normal wear and tear. Support for third-party hardware, software, products, or services not supplied or expressly supported by MIDS BU is not included.

Data backup, data restoration, data migration, and data recovery services are outside the scope of the AMC. Additionally, custom software development, application modifications, professional services, system integration activities, customization requests, and interface or integration development services are not covered unless expressly specified in a separate written agreement.

Failures or performance issues arising from customer network infrastructure, internet connectivity, power supply, or environmental conditions. Service interruptions, delays, or failures resulting from force majeure events, including but not limited to natural disasters, acts of government, war, terrorism, civil unrest, labor disputes, epidemics, pandemics, transportation disruptions, or other events beyond MIDS BU's reasonable control.

Any services requested by the customer that fall outside the scope of the AMC Agreement may be provided at MIDS BU's discretion and shall be subject to separate quotations, service charges, and applicable terms and conditions.

9. Customer Responsibilities

Data Protection: Before submitting any product for repair, preventive maintenance, inspection, or other AMC services, Customers shall remove or securely protect all personal, biometric, confidential, and application data. Any biometric or personal data that remains on the product shall be handled in accordance with the Product Warranty Policy 8 (Data Protection) and applicable data protection laws. MIDS BU will access such data only where strictly necessary to perform the requested service.

Customers shall maintain covered products in accordance with MIDS BU's documentation, operating guidelines, and manufacturer recommendations. Customers are responsible for providing MIDS BU personnel with reasonable access to the equipment, facilities, systems, and relevant information necessary for the delivery of support services.

Customers shall perform and maintain appropriate data backups and implement suitable data protection measures. MIDS BU shall not be responsible for any loss, corruption, or recovery of data. Customers shall cooperate with MIDS BU during troubleshooting, diagnostic, repair, and maintenance activities and shall promptly provide any information reasonably required to facilitate service delivery.

Customers shall ensure that the applicable AMC Agreement remains active and in good standing and shall maintain the equipment in a suitable operating environment, including compliance with specified power, temperature, humidity, security, and other environmental requirements.

Failure by the customer to comply with these responsibilities may result in delays in service delivery, suspension of support services, exclusion of certain service obligations, or other limitations on coverage until the non-compliance is resolved.

10. Product Lifecycle Alignment

All AMC services shall be provided in accordance with MIDS BU's Product Life cycle Policy, as

amended from time to time. Product support eligibility, service availability, repair options, and spare-part availability may be affected by the product's lifecycle status.

Products designated as End of Service Life (EOSL) may not be eligible for new AMC agreements, AMC renewals, repair services, replacement parts, technical support, or other service commitments. MIDS BU reserves the right to limit, modify, or discontinue support services for EOSL products at its sole discretion.

Customers are encouraged to review lifecycle notifications and plan product upgrades, migrations, or replacements before products reach EOSL status to ensure continued operational continuity and support availability.

11. Renewal

AMC Agreements may be renewed upon mutual written agreement between MIDS BU and the customer, subject to the terms and conditions then in effect. Renewal eligibility shall be determined based on a review of the product's supportability, lifecycle status, technical condition, and continued service feasibility.

Prior to renewal, MIDS BU may assess the availability of spare parts, components, technical resources, and supplier support required to maintain service coverage. MIDS BU reserves the right to decline or modify renewal terms where continued support is not commercially or technically feasible.

Renewal of the AMC shall be subject to payment of all applicable AMC fees and any other charges specified in the renewal quotation or agreement. Unless otherwise agreed in writing, AMC coverage shall not be considered renewed until the applicable renewal documentation has been executed and payment has been received by MIDS BU. Renewal pricing may vary based upon product age, lifecycle status, inflation, supplier pricing, spare-part availability and support costs.

12. Termination

Either party may terminate the AMC Agreement in accordance with the termination provisions, notice requirements, and other conditions specified in the applicable contract or service agreement.

MIDS BU reserves the right to suspend or terminate AMC services in the event of non-payment, breach of contractual obligations, misuse of services, or any other material violation of the AMC Agreement by the customer.

MIDS BU may suspend AMC services during periods of undisputed payment default until outstanding dues are cleared.

Termination of the AMC Agreement shall not affect any rights, obligations, liabilities, payments, or claims accrued prior to the effective date of termination. Any provisions that by their nature are intended to survive termination, including payment obligations, limitations of liability, confidentiality obligations, and dispute resolution provisions, shall remain in full force and effect following termination.

13. Force Majeure

MIDS BU shall not be liable for any delay, interruption, or failure in the performance of its obligations under the AMC Agreement to the extent such delay, interruption, or failure results from circumstances beyond its reasonable control.

Such circumstances may include, but are not limited to, natural disasters, acts of God, floods, earthquakes, fires, epidemics, pandemics, war, terrorism, civil unrest, labor disputes, transportation disruptions, utility failures, government actions, import or export restrictions, customs delays, supply-chain shortages, shortages of raw materials or components, and failures or delays of third-party suppliers, carriers, service providers, or subcontractors.

During the existence of a force majeure event, MIDS BU's performance obligations shall be suspended to the extent affected by such event. MIDS BU shall make commercially reasonable efforts to resume performance as soon as reasonably practicable after the force majeure condition ceases.

Force majeure events shall not constitute a breach of the AMC Agreement and shall not give rise to any claim for damages, penalties, or service credits against MIDS BU.

14. Limitation of Liability

To the maximum extent permitted by applicable law, MIDS BU shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including but not limited to loss of profits, loss of revenue, loss of business opportunities, loss of goodwill, loss of anticipated savings, loss of data, business interruption, or any other economic or commercial losses arising out of or relating to the AMC Agreement or the provision of AMC services, regardless of the legal theory under which such damages are claimed.

MIDS BU's total cumulative liability arising from or related to the AMC Agreement, whether in contract, tort (including negligence), statutory liability, or otherwise, shall not exceed the total AMC fees actually paid by the customer to MIDS BU during the twelve (12) months immediately preceding the event giving rise to the claim.

The limitations and exclusions set forth in this section shall apply regardless of whether MIDS BU has been advised of the possibility of such damages and shall survive the termination or expiration of the AMC Agreement.

15. Export Control & Sanctions

MIDS BU shall not be obligated to provide AMC services, onsite support, repair services, replacement products, spare parts, software updates, firmware updates, or any other services where prohibited by applicable export control laws, trade sanctions, embargo regulations, or governmental restrictions.

16. Language

In the event of any inconsistency between translated versions of this Policy, the English language version shall prevail and govern.

17. Governing Law and Jurisdiction

This Policy shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles.

Any dispute, controversy, or claim arising out of or relating to this Policy, including its interpretation, validity, performance, or enforcement, shall be subject to the exclusive jurisdiction of the competent courts located in Ahmedabad, Gujarat, India.

The parties agree to submit irrevocably to the jurisdiction of such courts for the resolution of any disputes arising under or in connection with this Policy.

18. Policy Validity

MIDS BU reserves the right, at its sole discretion, to amend, modify, update, suspend, replace, or withdraw this AMC Policy, in whole or in part, at any time without prior notice, unless otherwise required by applicable law or contractual obligations.

Any amendments or revisions to this Policy shall become effective upon publication or such other effective date as specified by MIDS BU. The latest published version of this Policy shall supersede and replace all previous versions, revisions, communications, or representations relating to the subject matter herein.

Customers are responsible for reviewing the current version of the Policy and ensuring compliance with its applicable terms and conditions. Continued use of AMC services following the effective date of any revised Policy shall constitute acceptance of the updated terms, unless otherwise agreed in writing.

19. Cross Reference

This AMC Policy shall be read together with the applicable Product Warranty Policy, Service Policy, RMA Policy, Product Life cycle Policy, Service Level Agreement (SLA), AMC Agreement, quotation, purchase order, and other applicable contractual documents.

In the event of any conflict between this Policy and a separately executed agreement, statement of work, service agreement, purchase order, or other contractual document signed by the parties, the terms of the executed agreement shall prevail to the extent of such conflict.

Contact Information

For warranty claims and technical support:

Email : support.identitysystems@mantratec.com

Website : <https://identitysystems.mantratec.com>

Support Hours : Monday–Friday, 09:00–18:00 IST (excluding public holidays)