

MANTRA

Identity Devices & Systems Business Unit

GLOBAL SERVICE POLICY

PURPOSE

Mantra Identity Devices & System (MIDS BU) is one of the Business Unit of Mantra Softech India. The purpose of this Service Policy is to establish a standardised framework for technical support, service delivery, repair management, escalation procedures, and customer responsibilities for MIDS BU products and deployed in international markets.

This policy complements the Product Warranty Policy and defines the support services available during and after the warranty period.

1. Service Coverage

MIDS BU shall provide technical support, services and lifecycle management assistance for eligible Mantra-branded products, Identity Enrolment Kits, and integrated hardware-software solutions supplied directly by MIDS BU or through its authorised distributors, partners, and system integrators.

Service coverage includes technical support, fault diagnosis, root-cause analysis, configuration support, interoperability assistance, firmware maintenance and hardware service coordination for supported products operating within their specified design parameters.

Support services shall be provided only for products installed, operated, and maintained in accordance with the applicable product documentation, installation guidelines, technical specifications, environmental requirements, and recommended operating procedures published by MIDS BU. Any issues arising from unauthorised modifications, unsupported configurations, third-party integrations, operating system incompatibilities, network infrastructure limitations, or misuse of the product may be excluded from standard service obligations.

Customers shall be responsible for validating, deploying, and maintaining all firmware and software updates in accordance with MIDS BU's implementation guidelines and release documentation. MIDS BU shall not be responsible for issues resulting from delayed implementation, improper installation, unsupported rollback procedures, or customer-specific system modifications.

Support for third-party hardware, software applications, operating systems, middleware, databases, network infrastructure, cloud services, or peripheral devices not supplied or certified by MIDS BU shall be provided, where feasible, on a commercially reasonable best-effort basis and shall not form part of MIDS BU's standard service commitments, warranty obligations, or service level agreements (SLAs).

Under no circumstances shall MIDS BU be liable for indirect, incidental, consequential, special, punitive, or business interruption damages, including loss of revenue, profit, data, or goodwill arising from the use of products or services covered under this policy.

2. Service Levels

Level 1 (L1) – Remote Support

- Ticket, email, and telephone support
- Basic troubleshooting and diagnostics
- User guidance and operational assistance
- Log collection and issue verification

Level 2 (L2) – Advanced Technical Support

- Detailed technical investigation
- Remote diagnostic sessions
- Software and firmware troubleshooting
- Coordination with engineering teams

Level 3 (L3) – Engineering

- Product defect analysis
- Escalation to product engineering teams
- Root cause investigation
- Corrective action recommendations

3. Service Availability

A. Standard Support Availability

MIDS BU shall provide technical support services during standard business operating hours, unless otherwise specified under a separate Service Level Agreement (SLA) or support contract.

Support Window:

- Monday to Friday, 09:00 AM to 06:00 PM IST (UTC +5:30)
- Excluding weekends and officially recognised local, state, and national public holidays

B. Service Request Registration

All incidents, service requests, technical queries, and support cases shall be formally logged through MIDS BU's designated support channels, including the authorised service portal and official support email address.

- Support Portal: <https://identitysystems.mantratec.com>
- Support Email: support.identitysystems@mantratec.com

To facilitate efficient case management and resolution, customers shall provide relevant information including, but not limited to:

- Product model and serial number
- Software/Firmware version
- Detailed issue description
- Error logs, screenshots, or diagnostic information (where applicable)
- Site location and deployment details

C. Ticket Management

Upon successful registration of a support request, MIDS BU shall generate a unique ticket identification number for tracking, escalation, communication, and service history purposes. All subsequent correspondence related to the reported issue should reference the assigned ticket number.

D. Response and Resolution

Support requests shall be reviewed and prioritised based on severity, business impact, product category, and contractual service commitments. Response and resolution timelines may vary depending on issue complexity, availability of diagnostic information, remote accessibility, spare part availability, and customer cooperation during troubleshooting activities.

E. After-Hours Support

Requests submitted outside standard support hours, including weekends and public holidays, shall be automatically logged and processed on the next business day.

F. On Site Support

On-site support is not included under standard service coverage unless specifically agreed through a separate SLA, AMC, support contract, or commercial agreement. Travel expenses, accommodation, visa costs, freight charges, taxes, and related expenses shall be borne by the customer unless otherwise agreed.

4. Customer Responsibilities

- Maintain power and network infrastructure.
- Provide remote access when required.
- Maintain product security.
- Backup data before service activities.
- Cooperate during troubleshooting.
- Ensure qualified personnel are available during support activities.

5. Response Targets

MIDS BU shall use commercially reasonable efforts to provide responses to registered service requests within the target response times defined below. Response targets are based on the severity classification and business impact of the reported issue.

Priority Level	Severity Definition	Response Target
Priority 1 (Critical)	Complete service outage, system inoperability, or critical issue causing significant business disruption with no available workaround.	Within 4 Business Hours
Priority 2 (High)	Major functionality impaired, significant operational impact, or degradation of service where a temporary workaround may exist.	Within 1 Business Day
Priority 3 (Medium)	Partial loss of functionality, non-critical operational issues, or defects with limited business impact.	Within 3 Business Days
Priority 4 (Low / General Inquiry)	Product information requests, configuration assistance, documentation queries, feature clarifications, or other non-service-impacting issues.	Within 5 Business Days

Service Level Disclaimer

The response targets specified herein represent initial engagement commitments only and shall not be construed as guaranteed resolution times. Actual resolution timelines may vary depending on factors including, but not limited to, issue complexity, root cause analysis requirements, customer responsiveness, remote accessibility, third-party dependencies, product lifecycle status, and availability of replacement components or engineering resources.

Response targets are calculated during MIDS BU's standard support hours and exclude weekends and public holidays.

MIDS BU reserves the right to reclassify the priority level of a service request based on technical assessment, operational impact, and the availability of acceptable workarounds.

Response and service timelines shall automatically stand extended to the extent delays arise due to customer actions or omissions, including delayed responses, lack of site access, customs clearance, non-availability of authorized personnel, or failure to provide requested information.

6. OEM Product Support

Third-party OEM products supplied as part of a MIDS BU solution, including but not limited to laptops, cameras, printers, scanners, signature pads, USB hubs, power adapters, and accessories (including USB cables, Type-C cables, power adapters, and related peripherals.) shall be governed by the respective manufacturer's warranty terms, service policies, and regional support availability.

In the event that repair, replacement, upgrade, discontinuation, or design changes to an OEM product require modifications to the kit configuration, integration, mounting arrangement, cabling, software settings, or related components, such activities shall be treated as chargeable services unless otherwise covered under a separate agreement.

7. Exclusions from Service

The following are not covered under standard service support:

- User training beyond initial deployment
- Product relocation or reinstallation
- Infrastructure, network, or internet-related issues
- Third-party software not supplied by MIDS BU
- Custom software modifications
- Preventive maintenance visits
- Consumable replacement
- Cybersecurity incidents arising from customer networks, weak credentials, malware, ransomware, unauthorized access, firewall configurations, cloud infrastructure, or third-party systems.
- Compatibility with future operating systems, browsers, databases or third-party software unless expressly stated.

8. End of Service Life (EOSL)

MIDS BU periodically reviews its products and may designate certain products, components, or solutions as having reached their End of Service Life (EOSL). EOSL occurs when a product is no longer actively manufactured, supported, or maintained by MIDS BU or its original equipment manufacturer (OEM).

Upon EOSL declaration:

- Technical support shall be provided on a best-effort basis and may be limited or discontinued without notice.
- Standard service levels, response times, and resolution commitments shall no longer apply.
- Availability of spare parts, accessories, and replacement components is not guaranteed.
- Repair services shall be subject to the availability of parts, tools, and technical resources.
- Software updates, firmware releases, security patches, bug fixes, and feature enhancements shall no longer be provided.

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- Support and repair services for EOSL products may be subject to additional charges.
 - MIDS BU reserves the right to decline support or repair requests for obsolete, unsupported, or non-repairable products.
 - Customers are encouraged to migrate to currently supported products to ensure continued serviceability, security, and operational reliability.

MIDS BU may provide advance notification of EOSL status where commercially practical.

MIDS BU reserves the right to announce EOSL status and associated support timelines through appropriate customer, partner, or service communications.

9. Limitation of Liability

To the maximum extent permitted by applicable law, MIDS BU shall not be liable for any indirect, incidental, consequential, special, punitive, business interruption, loss of profits, loss of revenue, loss of data, loss of goodwill, or third-party damages arising from or related to the provision of support services, technical assistance, service interruptions, product downtime, delayed response, delayed resolution, or any other services provided under this Policy.

MIDS BU's total cumulative liability arising from or related to this Policy shall not exceed the original purchase price of the affected product.

The limitations and exclusions set forth herein shall survive termination, expiration, or withdrawal of this Policy.

10. Export control & Sanctions

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

Escalation Process

- All support requests shall be logged through the L1 Support email.
- Upon receipt of a service request, a unique ticket reference number shall be generated and shared with the customer for future tracking.
- If the issue cannot be resolved within the defined support scope or response timeline, it shall be escalated to L2 Support.
- Issues requiring specialised technical expertise, product engineering involvement, or management intervention shall be escalated to L3 Support.
- Customers are requested to quote the assigned ticket reference number in all communications related to the service request.

11. 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.

12. Language

In the event of any translation inconsistency, the English version shall prevail.

13. Policy Validity

MIDS BU reserves the sole right to amend, modify, suspend, replace, or withdraw this Policy at any time. Such modifications shall become effective upon publication on the applicable MIDS BU website, portal, or official communication channel.

The latest published version shall supersede all previous versions.

14. Cross Reference

This Service Policy shall be read together with the applicable Product Warranty Policy, RMA Policy, AMC Policy, Product Life cycle Policy, AMC Agreement, SLA 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)