

LifeSpan Support and Maintenance Specifications

Apollo

Introduction to Your LifeSpan Support and Maintenance Plan Specifications

It is our goal to make sure you have a full and complete understanding of the services we provide under any LifeSpan support and maintenance plan which you have purchased. The specifications provided herein describe the details related to the level of support and maintenance service you have purchased for your specific product, and shall consist of the support of the hardware, software, and supporting infrastructure of your simulator system. Along with the Support and Maintenance Agreement (found here <https://elevatehealth.net/legal>), these Specifications govern the terms of the support and maintenance services you have purchased.

Description of LifeSpan Support and Maintenance Services

Levels of LifeSpan Support and Maintenance Plans Offered:

Base, Peak, and Apex

Scope of Services:

Elevate Healthcare's Base, Peak and Apex Support and Maintenance Services include and cover the following services:

Services	Base	Peak	Apex
Software Updates	X	X	X
Learning Module Software Updates	X	X	X
Unlimited technical phone/ email support	X	X	X
Virtual remote assistance	X	X	X
Unlimited clinical phone/ email support		X	X
Parts and labor		X	X
Training For Life **		X	X
Shipment on replacement components of the simulator, as described below		X	X
Shipment of full simulator for repairs - one way, as described below		X	
Shipment of full simulator for repairs - both ways, as described below			X
Annual Preventative Maintenance*			X
On-Site Repairs at customer site			X
Loaner unit (at Elevate Healthcare discretion and availability)			X
Priority scheduling for on-site repairs			X

*Annual Preventative Maintenance ("PM") visits under Apex coverage will provide Customer with one (1) onsite maintenance check which includes access to replacement parts as provided in that simulator's prescribed PM kit. PMs must be scheduled by Customer at least two (2) months prior to the requested date.

**Training For Life entitles the Customer to access to Elevate Healthcare's virtual Training For Life events. Availability, scheduling, duration, cadence and subject matter of the training events shall be at the discretion of Elevate Healthcare. The subject matter of the Training For Life events may not necessarily pertain to your specific simulator, and may cover broader topics related to patient simulation. It is the responsibility of the Customer to sign up for any available Training For Life events. Training for Life is expressly not a full product training. Product training must be purchased by Customer an additional cost.

Exclusions

Elevate Healthcare's Support and Maintenance Services do not include or cover:

- Any defects or failures of the SBC Board or the Remote Haptic Modules (RHM), as these are considered obsolete parts. (Note, if the Customer wishes to purchase unrestricted coverage that does not have this exclusion, Customer must first elect to purchase the applicable upgrades for the simulator which replace the SBC Board and the RHM).
- On-site repair work and associated travel costs (if under Base or Peak). If a Customer wishes to purchase a technician visit, Customer shall be required to pay Elevate Healthcare for the travel and living associated costs for the visit at the then-current list price.
- Replacements of computers, laptops, tablets, and routers that are over five (5) years old. Replacements of batteries that are over one (1) year old. The age of the device is based upon date of shipment to the Customer.
- Replacement of obsolescent parts that are not essential to the underlying function of the simulator as initially purchased. In such an even, Elevate Healthcare shall not be required to perform any sort of system upgrade to accommodate the obsolescence.
- Preventative Maintenance visits (if under Base or Peak). Peak Customers may elect to purchase PMs. Purchased PMs shall be performed at Elevate Healthcare's facilities and shall require Customer to ship the unit both ways.
- Software Upgrades.
- Any damage resulting from excessive heat or light exposure, or resulting from rips, punctures, blemishes, or tattoos affixed to the product by the Customer.
- Any damage to tablets or other portable devices resulting from dropping or mishandling.
- Any normal wear and tear due to normal use and aging, included but not limited to fading, scuffing, stains, or rips to the skin and airways of the simulator.
- Any broken limbs or joints resulting from non-standard use of the product.

- 3rd party devices (such as Microsoft HoloLens or Meta Quest), if purchased from Elevate Healthcare, shall only receive the warranty provided by the original manufacturer.
- Consumable Material, which includes but is not limited to: skins, lubrication, food coloring, tapes, defib pads, batteries, plugs and commonly misplaced parts such as genitalia.
- Any additional exclusions set forth in the Support and Maintenance Agreement.

Customer's Responsibilities

In order for Elevate Healthcare to provide these Support and Maintenance Services, Customer will:

- Maintain network connectivity when required for the product.
- Designate a point of contact at Customer's premises.
- Carry out the procedures indicated by Elevate Healthcare in answer to queries made by Customer within a reasonable time after such procedures have been communicated to Customer.
- Ensure easy access and availability to the Products by Elevate Healthcare personnel when required.
- Return any defective hardware components, per the instructions of Elevate Healthcare.

Delivery of Support and Maintenance Services

General:

At Elevate Healthcare's discretion, Elevate Healthcare shall repair or replace a defective hardware component with a current configuration of an identical or equivalent hardware component. Replacement hardware components may be refurbished.

Procedure:

Customer should contact their Customer Experience Specialist (CXS) via telephone or online for technical assistance and repairs. Customer may be asked to provide photographic confirmation of the broken part or functionality.

If Elevate Healthcare determines that the defective hardware component requires repair and replacement, Elevate Healthcare will provide procedures to the Customer in order to assist in the component replacement process, which shall require the following:

- Elevate Healthcare will provide the Customer with a return label along with the replacement component for the defective component. Customer must inform the CXS of when the defective component is shipped for return.
- Customer will reuse the packaging in which the replacement component is sent to the Customer for the return of the defective component.
- Customer must return the defective component within seven (7) days or otherwise will be charged for the defective component.
- Elevate Healthcare is responsible for all costs for shipment of the replacement components to and from the Customer.
- Elevate Healthcare will retain the original defective parts.
- In the event the Customer wishes to receive back the repaired defective component rather than a replacement component, the Customer must wait for the defective component to be repaired, and a replacement component will not be provided.

If Elevate Healthcare determines that an on-site repair or a shipment of the entire simulator is required for in-house repairs, Elevate Healthcare's CXS will contact Customer with further details. Customer must ship the simulator in an Elevate Healthcare approved box. If Customer has not retained its original packaging, a Elevate Healthcare approved box may be purchased by the Customer.

Customer Support Contact Information:

<u>United States</u> Hours: 8:00 AM – 8:00 PM EST (Monday-Friday) Phone: US +1.866.462.7920 CAN +1.877.223.6237 Email: support@elevatehealth.net	<u>Canada</u> Hours: 8:00 AM – 8:00 PM EST (Monday-Friday) Phone: US +1.866.462.7920 CAN +1.877.223.6237 Email: support@elevatehealth.net
<u>United Kingdom and Ireland</u> Hours: 9:00 AM – 5:00 PM GMT (Monday-Friday) Phone: +44 (0) 1444 722054 Email: uk.service@elevatehealth.net	<u>France</u> Hours: 8:00 AM – 5:00 PM CET (Monday-Friday) Phone: +49 (0) 6131 4950354 Email: france.service@elevatehealth.net
<u>Germany, Austria & Switzerland</u> Hours: 8:00 AM – 5:00 PM CET (Monday-Friday) Phone: +49 (0) 6131 4950354 Email: kundenservice@elevatehealth.net	<u>Europe & Africa</u> Hours: 8:00 AM – 5:00 PM CET (Monday-Friday) Phone: +49 (0) 6131 4950354 Email: international.service@elevatehealth.net
<u>Middle East</u> Hours: 8:00 AM – 5:00 PM CET (Monday-Friday) Phone: +49 (0) 6131 4950354 Email: me.service@elevatehealth.net	<u>Updates:</u> Periodic system software updates are available at: https://elevatehealth.net/solutions/product-types/software/software-updates

Pricing for your support and maintenance plan is only fixed for the term for which you have purchased. Elevate Healthcare may elect to change pricing for any support and maintenance plan at any time, which may impact your subsequent support and maintenance plan renewal costs.