

Service document

- 1, TROES Corp will provide 4-day training package to the client. Including 2 days classroom training and 2 days onsite training.
- 2, One-year service schedule. TROES Corp will provide following service in one year from the system put into operation:
 - 2 on-site visits for visual and technical inspection and monitoring services (1 per 6 months, 2 days per visit).
 - Preventive Maintenance: visual and technical inspection; one life cycle charge and discharge test; consumables inspection: HVAC filter, fire-fighting system, and lighting system.
 - Reactive Maintenance: End-User shall notify TROES, of any defects or damages in the product to be provided with Warranty Service, by phone call or e-mail. TROES shall provide End-User of the action plan within Two (2) working days (48hrs) after receiving above notification from the End-User. TROES for sending a service engineer to the End-User will be issued by TROES, thereafter. For the areas where TROES cannot cover shall be covered by local installers nearby End-User. TROES shall complete the repair within Seven (7) working days after receiving above notification from the End-User. Service Engineer shall explain End-User of which party is responsible for purported defects or damages and repair cost incurred and attain the consent of the End-User before the repair is made. Every Warranty Service is provided free of charge within the Product Warranty Period unless it arose out of the End-User's misuse, natural disaster or it is turned out to be "Non-defective" by Service Engineer. In such cases, defects shall be repaired or replaced at End-User's cost as specified in Warranty Terms.
 - Expected downtime: once per 6 months, 2 days per down. Unexpected down time: TROES Corp will provide on-site inspection and repairing within 7 business days when unexpected down occurs. End-User shall notify TROES, of any defects or damages in the product to be provided with Warranty Service, by phone call or e-mail. TROES shall provide End-User of the action plan within Two (2) working days (48hrs) after receiving above notification from the End-User.
- 3, Five-year service schedule. TROES Corp will provide following service in five year from the system put into operation:
 - 2 on-site visits for visual and technical inspection and monitoring services (1 per 6 months, 2 days per visit). Preventive Maintenance: visual and technical inspection; one life cycle charge and discharge test; consumables inspection: HVAC filter, fire-fighting system, and lighting system.
 - Reactive Maintenance: End-User shall notify TROES, of any defects or damages in the product to be provided with Warranty Service, by phone call or e-mail. TROES shall provide End-User of the action plan within Two (2) working days (48hrs) after receiving above notification from the End-User. TROES for sending a service engineer to the End-User will be issued by TROES, thereafter. For the areas where TROES cannot cover shall

be covered by local installers nearby End-User. TROES shall complete the repair within Seven (7) working days after receiving above notification from the End-User. Service Engineer shall explain End-User of which party is responsible for purported defects or damages and repair cost incurred and attain the consent of the End-User before the repair is made. Every Warranty Service is provided free of charge within the Product Warranty Period unless it arose out of the End-User's misuse, natural disaster or it is turned out to be "Non-defective" by Service Engineer. In such cases, defects shall be repaired or replaced at End-User's cost as specified in Warranty Terms.

- Expected downtime: once per 6 months, 2 days per down. Unexpected down time: TROES Corp will provide on-site inspection and repairing within 7 business days when unexpected down occurs. End-User shall notify TROES, of any defects or damages in the product to be provided with Warranty Service, by phone call or e-mail. TROES shall provide End-User of the action plan within Two (2) working days (48hrs) after receiving above notification from the End-User.

4, Ten-year service schedule. TROES Corp will provide following service in ten years from the system put into operation:

- 2 on-site visits for visual and technical inspection and monitoring services (1 per 6 months, 2 days per visit).
- Preventive Maintenance: visual and technical inspection; one life cycle charge and discharge test; consumables inspection: HVAC filter, fire-fighting system, and lighting system.
- Reactive Maintenance: End-User shall notify TROES, of any defects or damages in the product to be provided with Warranty Service, by phone call or e-mail. TROES shall provide End-User of the action plan within Two (2) working days (48hrs) after receiving above notification from the End-User. TROES for sending a service engineer to the End-User will be issued by TROES, thereafter. For the areas where TROES cannot cover shall be covered by local installers nearby End-User. TROES shall complete the repair within Seven (7) working days after receiving above notification from the End-User. Service Engineer shall explain End-User of which party is responsible for purported defects or damages and repair cost incurred and attain the consent of the End-User before the repair is made. Every Warranty Service is provided free of charge within the Product Warranty Period unless it arose out of the End-User's misuse, natural disaster or it is turned out to be "Non-defective" by Service Engineer. In such cases, defects shall be repaired or replaced at End-User's cost as specified in Warranty Terms.
- Expected downtime: once per 6 months, 2 days per down. Unexpected down time: TROES Corp will provide on-site inspection and repairing within 7 business days when unexpected down occurs. End-User shall notify TROES, of any defects or damages in the product to be provided with Warranty Service, by phone call or e-mail. TROES shall provide End-User of the action plan within Two (2) working days (48hrs) after receiving above notification from the End-User.