

# Service conditions



**PEG spol s r.o.**

Baarova 49

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registredd, vložka C9881

(hereinafter referred to as the "Service Provider")

Service conditions PEG spol. s r.o. released by 1.2.2026.

## **1. Purpose of this Document**

These Service Conditions set out the basic rules for the provision of service services related to products supplied by PEG spol. s r.o. (hereinafter referred to as the "Equipment").

The Service Conditions serve as:

- a general description of the service regime,
- a supplementary document to a service agreement,
- an informational document for customers.

These Service Conditions do not replace a service agreement and do not, by themselves, create an obligation for the Service Provider to provide service services.

## **2. Definition of Service Services**

2.1. Service services mean activities aimed at maintaining or restoring the functionality of the Equipment, in particular:

- fault diagnostics,
- repairs and replacement of defective parts,
- preventive service inspections,
- technical support.

2.2. Service services may be provided:

- at the place of installation of the Equipment, or
- in the form of a remote service intervention.

2.3. Service services do not include:

- operation of the Equipment,
- continuous supervision, monitoring, or dispatching,
- operation of backend systems, cloud-based or digital platforms,
- provision of connectivity or supply of electrical power.

## **3. Remote Service**

3.1. Remote service is provided exclusively upon the customer's request or in connection with the resolution of a specific fault.

3.2. Remote access is:

- limited in time,

- purpose-specific,
- carried out via a secure connection.

3.3. The Service Provider does not perform continuous monitoring or automated supervision of the operation of the Equipment.

## **4. Customer Obligations**

4.1. The Customer is obliged to:

- operate the Equipment in accordance with the manufacturer's instructions,
- allow the Service Provider access to the Equipment,
- ensure safe working conditions.

4.2. The Customer is responsible for:

- availability of electrical power supply and data connectivity,
- compliance of the operation of the Equipment with applicable legal regulations.

## **5. Response Times and Availability**

5.1. Response times for service interventions are not guaranteed under these Service Conditions.

5.2. Specific response times, service availability, or SLA levels may be agreed exclusively in a service agreement or its annex.

## **6. Spare Parts**

6.1. Spare parts used may be new or refurbished, provided they meet the manufacturer's technical requirements.

6.2. Replaced parts become the property of the Service Provider unless agreed otherwise.

## **7. Liability**

7.1. The Service Provider is responsible for performing service work with due professional care.

7.2. The Service Provider shall not be liable for:

- interruption of the operation of the Equipment,
- loss of profit,
- damage caused by third parties or force majeure.

## 8. Security and Cyber Protection

8.1. During service interventions, the Service Provider applies reasonable technical and organizational security measures.

8.2. These Service Conditions do not constitute the provision of regulated digital services nor supervision over the customer's cybersecurity operations.

## 9. Final Provisions

9.1. These Service Conditions are valid and effective as of 1.2.2026.

9.2. The Service Provider reserves the right to reasonably amend these Service Conditions; such amendments shall not affect service agreements already concluded.

9.3. These Service Conditions shall be governed by the laws of the Czech Republic.

V Praze dne 1. 2. 2026

  
  
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