March 2020

Enapter Monitoring Subscription Agreement

Note: this description of Enapter's standard Monitoring Agreement is a draft (March 2020) and subject to change.

Service Overview
The Enapter Monitoring Subscription Agreement ("EMSA") describes a monitoring and supervision service of Enapter products as identified on the Customer's invoice. This service includes network-based access to the Enapter monitoring platform hosted at an Enapter or Enapter partner facility via interfaces provided by Enapter and includes analysis of collected data by Enapter for the purposes of pre-emptive maintenance, error/alarm notification and diagnostics, and general improvements of products and services offered by Enapter.

It includes the following areas of functionality:

- Access to monitoring data relevant to the Customer's use of Enapter electrolyser systems for the purposes of hydrogen generation from electricity and water;
- Access to mobile applications (iOS and Android) for the basic monitoring and control of Enapter electrolysers;
- Access to a web dashboard for more comprehensive monitoring and control of Enapter electrolysers and systems;
- Alarm and Error notifications over mobile push notifications, email, SMS;
- Notifications from Enapter regarding pre-emptive maintenance suggestions and ideal maintenance intervals;
- Notifications from Enapter regarding changes in the operation conditions that could lead to failures ;
- Alerting based on performance thresholds;
- Over-the-Air (OTA) firmware updates to add new functionality when it becomes available.

Terms and Conditions
This EMSA is entered into between the Customer and Enapter. By activating Enapter Monitoring Services or engaging in a demonstration, trial period or evaluation program including these Services, the Customer agrees to be bound by all terms and conditions set forth in this agreement, including its attachments and terms and conditions incorporated by reference herein. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to a written agreement with Enapter.

- A valid and active Enapter Monitoring Subscription Agreement is a precondition for the receipt of services from Enapter covered by the Extended Enapter Factory Warranty (detailed in the *Enapter Factory Warranty*).
- The Customer agrees to provide continuous internet connectivity to the Enapter monitoring system components on the site according to the specifications provided by Enapter.
- Customer will be notified by Enapter if the system goes offline and the Customer agrees to fix connectivity within a time period not exceeding 72 hours. In the event that the Customer does not restore internet connectivity within the prescribed time period, Customer accepts that services normally guaranteed under the Enapter warranty may be limited.
- Customer understands and agrees that the service cannot be properly provided during connection outages or if the system has connectivity issues for the reasons beyond the reasonable control of Enapter.
- The Customer agrees to activate the monitoring functionality following instructions provided by Enapter via the product manual or other channel.
- Data ownership: Enapter is the sole proprietor of collected data in accordance with this EMSA.
- Data access policy: Enapter may use telemetry data for the purpose of product performance analysis, scientific research or any other activity related to the optimisation, maintenance or operation of any Enapter device. The Customer has access rights to data collected in accordance with this EMSA pertaining to their devices only. Customer access to data is at the sole discretion of Enapter, and may be revoked at the sole discretion of Enapter.

Technical Requirements to be fulfilled by Customer
The Customer must provide an internet connection over WiFi with the following specifications:

- Connection minimum speed: 1Mbps
- Security: None, WPA or WPA2 Personal
- Routing and proxy: if proxy server to be used then it should be HTTP proxy with support of CONNECT feature