

radionix

Software Maintenance Agreement

Date:
7 July 2026

radionix

Radionix BV Achtseweg Zuid 173 5651 GW Eindhoven The Netherlands (“RADIONIX”) develops, markets and licenses software products for use in intrusion, access control and security systems. This RADIONIX Software Maintenance Agreement (the “Agreement”) sets out the terms and conditions under which RADIONIX will provide “Maintenance Services” (defined below). The provision of Maintenance Services by RADIONIX is subject to and conditioned on Customer’s acceptance of the terms of this Agreement and the terms of the Maintenance Service Level Agreement (the “Supplement”). By accepting Maintenance Services, Customer (defined below), acting as an Integrator (defined below) on behalf of an End User (defined below), accepts the terms of this Agreement including the Supplement. General business terms and conditions of the Customer conflicting with or deviating from the terms of this Agreement are only recognized insofar as RADIONIX expressly agreed to them in writing.

1. Definitions.

- 1.1 “Additional Features” means the expansions or optional features to the Software that are not part of the standard Software modules licensed by Customer at Effective Date, or that are added to the Software configuration after the Effective Date.
 - 1.2 “Agreement” means this RADIONIX Software Maintenance Agreement, including the Maintenance Service Level Agreement referred to herein.
 - 1.3 “Contract Period” means the period of the agreed Contract Years. Each Software configuration may have up to 5 Contract Years, and adding Additional Features does not affect this period.
 - 1.4 “Contract Year” means the period of one (1) year starting at Effective Date of the first Software installation of a Customer, and each subsequent anniversary of the Effective Date (e.g. from 1st May year A until 30th April year A+1).
 - 1.5 “Customer” means the party that purchases the Software and Maintenance Services, acting as an Integrator on behalf of an End User.
 - 1.6 “Effective Date” means the date on which the license activation key for the Software is delivered by RADIONIX, following payment in full by Customer.
 - 1.7 “End User” means any purchaser of the Software from the Customer who is the ultimate consumer for whom the Software is purchased and who does not intend to resell the Software or Maintenance Services to a third party.
 - 1.8 “Installation Site” means the specific Customer or End User location where the Software is installed.
 - 1.9 “Integrator” means reseller and/or installer of Software on behalf of an End User.
 - 1.10 “MSLA” means the “Maintenance Service Level Agreement” or “Supplement”, which sets out the details of the Maintenance Services as applicable from time to time. The MSLA is attached hereto and can be found on your local RADIONIX website
 - 1.11 “Maintenance Services” means the maintenance services as described in this Agreement and in the MSLA.
 - 1.12 “Maintenance Services Fee” means the fee to be paid by Customer to receive the Maintenance Services.
 - 1.13 “Major Release” means a major Update or Upgrade to the Software which includes significant enhancements and/or a major redesign of the Software, identified by RADIONIX by a change to the first digit in the release number (e.g. change from version 2.0 to 3.0).
 - 1.14 “Minor Release” means a minor Update or Upgrade to the Software (including service releases or bug fixes), identified by RADIONIX by a change in the second or following digit in the release number (e.g. change from version 2.1 to 2.2 or 2.2.1 to 2.2.2.).
 - 1.15 “Software” means the software product developed or licensed by RADIONIX for which Customer has purchased a license to use on behalf of an End User, and which is specified in the order confirmation issued by RADIONIX.
 - 1.16 “Update” means software release and error correction release, or parts thereof, which fix or correct known problems and may provide new functionality or features.
 - 1.17 “Upgrade” means replacement of software with a new version in order to bring the software up to date or improve its characteristics.
- ## 2. Start of the Maintenance Services.
- 2.1 The Maintenance Service starts at Effective Date of the Software purchased under this Agreement.
- ## 3. Description and coverage of the Maintenance Services
- 3.1 The Maintenance Services are comprised of the technical support (bug-fixing) and technical updates (software maintenance through issuing new Major or Minor Releases) of the Software. The details of the Maintenance Services, which details may list, without limitation, included and excluded services, duties of Customer, and service levels offered by RADIONIX, are described in the MSLA.
 - 3.2 The MSLA is subject to modification by RADIONIX via the posting of an updated edition of the MSLA at the RADIONIX website referenced in Section 1.10 above. Except as stated otherwise in the then current version of the MSLA, a new version of the MSLA will be applicable to and incorporated into this Agreement the earlier of (i) one (1) month after such MSLA version is posted on the RADIONIX website, or (ii) the start of the first Contract Year following such posting on the RADIONIX website.
 - 3.3 The Maintenance Services cover the Software configuration licensed at Effective Date. Additional Features are added to the scope of the Maintenance

Services as of the Effective Date of such Additional Feature, subject to Customer having paid the license fee for such Additional Feature. The initial period of Maintenance Services for an Additional Feature runs from the Effective Date of such Additional Feature until the end of the running Contract Period during which the Additional Features are added to the Software configuration.

- 3.4 Updates shall be developed at intervals set by RADIONIX and made available to the Customer as a download. Updates shall be created only for the respective most recent version of the software.
- 3.5 Within the technical support RADIONIX shall make commercially reasonable efforts to eliminate errors reported by the Customer in accordance with the MSLA.

4. Customer Obligations.

- 4.1 **Contact Information.** Customer shall nominate two designated authorized employees for support requests. For each support request, Customer must provide the following details: Customer's name, software version, operating system version, development environment version, and a detailed description of the error Customer shall provide RADIONIX prompt written notice of all changes to Customer's contact information. Customer shall also provide the name and contact information of End User.
- 4.2 **Customer duties under the MSLA.** Customer shall comply with its duties as set forth in the MSLA. In the event Customer does not comply with such duties, then RADIONIX, without limiting other available remedies, may terminate the Agreement upon written notice to Customer. Customer represents and warrants that Customer has all necessary authority to bind Customer to the terms and conditions of this Agreement, otherwise Customer is required to refrain from using the Software and Maintenance Services. If Customer is acting as the Integrator of the Software, Customer agrees that it has the necessary authority to accept and sign this Agreement on behalf of End Users and bind End Users to the terms and conditions of this Agreement.

5. Fees and Payments.

- 5.1 **Maintenance Services Fee.**
 - 5.1.1 The agreed Maintenance Services Fee for Maintenance Services shall be payable until the due date specified in the invoice issued by RADIONIX without deductions for the agreed number of Contract Years, and are subject to VAT (where applicable).
 - 5.1.2 After the agreed Contract Period, the term of this Agreement is only extended if the Customer places a valid order therefore, and pays the then current Maintenance Services Fee for the next Contract Period.
- 5.2 **Additional Features.** Additional Features are invoiced at the start of the first Contract Year following the Contract Year in which such Additional Features are activated.

- 5.3 **Reinstatement fee.** If Customer wishes to reinstate the Maintenance Services after such Maintenance Services have been terminated, RADIONIX will charge Customer a reinstatement fee. The reinstatement fee covers the period of time between when the Maintenance Services were terminated and the date the Maintenance Services are to resume. The reinstatement fee will be equal to the then current prevailing Maintenance Services Fees for covered Software components for the lapsed period of time.

- 5.4 **Maintenance Services Fee Changes.** RADIONIX may change (increase or decrease) the Maintenance Services Fee upon written notice at least sixty (60) days prior to the effective date of such change. Such changes do not affect the Maintenance Services fee for the then current Contract Period.

5.5 Payment.

- 5.5.1 All invoices must be paid without any deductions to a bank account specified by RADIONIX until the due date specified in the invoice issued by RADIONIX. All Maintenance Services Fee payments shall be in the currency of the license fee paid for the Software.

- 5.5.2 **Taxes.** The Maintenance Services Fee is exclusive of all applicable federal, state, provincial and local taxes including, without limitation, sales, use, property, value added, goods and services, excise, and similar taxes, and all such taxes shall be assumed and paid by Customer, excluding taxes on RADIONIX's net income. In the event that RADIONIX determines that any such taxes are subject to withholding requirements, RADIONIX may bill Customer for such taxes, and Customer shall promptly pay the amount billed. If any such tax for which Customer is responsible hereunder is paid by RADIONIX, Customer agrees to promptly reimburse RADIONIX therefore.

- 5.6 **Terms.** Failure of Customer to fully pay any fees within the period specified in the applicable RADIONIX Standard Terms and Conditions of Sale after the applicable due date shall be deemed a material breach of this Agreement, justifying suspension of the performance of RADIONIX's obligations, and shall be sufficient cause for immediate termination of this Agreement by RADIONIX. Any termination or suspension of this Agreement does not relieve Customer of paying past due fees plus interest. In the event of collection enforcement, Customer shall be liable for any costs associated with such collection, including, but not limited to, legal costs, attorneys' fees, court costs, and collection agency fees.

6. Warranty and Remedies.

- 6.1 **Warranty.** RADIONIX warrants that the Maintenance Services shall be performed in a professionally diligent manner and in accordance with generally accepted industry standards. For any breach of this warranty, Customer must provide a claim specifying in reasonable detail the nonconformance, and RADIONIX shall exercise commercially reasonable efforts to re-perform the identified nonconforming Maintenance Services.

6.2 THE FOREGOING IS A LIMITED WARRANTY AND RADIONIX EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, CONDITIONS, AND REPRESENTATIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. COMPANY ACKNOWLEDGES THAT IT HAS NOT ENTERED INTO THIS AGREEMENT IN RELIANCE UPON ANY RADIONIX WARRANTY OR REPRESENTATION.

6.3 Customer shall be liable for any damages that occur as a result of Customer's failure to install updates, both Major Releases and Minor Releases, as recommended by RADIONIX.

6.4 Customer's rights within the warranty are limited to a period of thirty (30) days, beginning on the date of delivery of the Update, Upgrade or new Release. The warranty claims of the Customer become time-barred after the expiry of this warranty period. By way of derogation, the statutory warranty period applies if RADIONIX is liable based on Section 7. A guarantee is granted only if it has been expressly named as such in writing.

6.5 Remedies. RADIONIX's sole obligation and Customer's sole remedy under the limited warranty set forth above are strictly and exclusively limited to re-performance of any Maintenance Services which were not performed in accordance with the above warranty, and which are made known to RADIONIX by written notice from Customer describing such failure in performance in reasonable detail or, at the election of RADIONIX, a pro rata refund of the Maintenance Services Fees paid by Customer for the portion of the Maintenance Services which were the subject of Customer's warranty claim. The right of the Customer to reduce the remuneration or to withdraw from the Contract at its option in the event of two failed attempts at subsequent performance remains unaffected. The Customer has no right of withdrawal in the event of minor defects.

7. Limitation of Liability.

THE LIABILITY OF RADIONIX AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AGENTS, LICENSORS, CONTRACTORS OR REPRESENTATIVES (COLLECTIVELY THE "RADIONIX-PARTIES") FOR ANY CLAIM, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR NEGLIGENCE, FOR ANY DAMAGES RESULTING FROM OR IN ANY MANNER CONNECTED WITH THIS AGREEMENT OR THE MAINTENANCE SERVICES PERFORMED HEREUNDER, SHALL BE LIMITED TO THE LESSER OF (I) CUSTOMER'S ACTUAL DIRECT DAMAGES RELATED THERETO, OR (II) THE AMOUNT OF THE MAINTENANCE SERVICE FEES PAID BY CUSTOMER FOR THE PORTION OF THE MAINTENANCE SERVICES WHICH ARE THE SUBJECT OF CUSTOMER'S CLAIM. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF THE RADIONIX- PARTIES EXCEED THE MAINTENANCE

SERVICES FEES PAID BY CUSTOMER HEREUNDER DURING THE CONTRACT YEAR IN WHICH THE CLAIM ACCRUED.

IN NO EVENT SHALL ANY OF THE RADIONIX-PARTIES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOST BUSINESS, LOST PROFITS AND OTHER ECONOMIC DAMAGES, WHETHER FORESEEABLE OR NOT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

8. Term and Termination.

8.1 Term. The term of this Agreement shall begin on the Effective Date for the agreed Contract Period.

8.2 Termination for Cause. Either party may terminate this Agreement for cause upon thirty (30) days written notice to the other party.

8.3 RADIONIX may terminate this Agreement at any time upon six (6) months notice that the Software will no longer be continued to be licensed and/or serviced.

9. General.

9.1 Excusable Delay. Neither party will be liable for any failure of or delay in performance of its obligations under this Agreement (other than failure to pay money when due) to the extent such failure or delay is due to circumstances beyond its reasonable control, including, without limitation, acts of God, acts of a public enemy, fires, wars, terrorist acts, civil disturbances, sabotage, accidents, pandemics, insurrections, blockades, embargoes, explosions, labor disputes, acts of any governmental body, failure or delay of third parties (including subcontractors) or governmental bodies from whom a party must obtain approvals, franchises, or permits, equipment failure or breakdown, or inability to obtain labor, materials, equipment or transportation, power shortage or blackouts (the foregoing collectively called "Excusable Delay"). Each party will use its best efforts to minimize the duration and consequences of any failure of or delay in performance resulting from an Excusable Delay.

9.2 Waiver. Any delay by a party in exercising its rights hereunder will not constitute a waiver of its rights or its ability to enforce any such rights.

9.3 Severability. If any provision of this Agreement is for any reason held unenforceable or invalid, then this Agreement will be construed as if such provision were not contained herein.

9.4 Survival. The terms and conditions of this Agreement regarding payment, ownership of intellectual property, warranty, indemnification, liability and all others that by their sense and context are intended to survive the execution, delivery, performance, and termination of this Agreement, survive and continue in effect.

Governing Law; Arbitration. This Agreement and all disputes between the parties arising out of or related thereto shall be governed by the laws of the Netherlands except for its choice of law rules; the United Nations Convention on the International Sale

of Goods shall not apply. The Parties acknowledge that this Agreement evidences a transaction involving interstate commerce. Any and all disputes, controversies, differences, or claims arising out of or relating to this Agreement (including the formation, existence, validity, interpretation (including of this Arbitration clause), breach or termination thereof) shall be resolved exclusively through binding arbitration, except that either party shall have the right, at its option, to seek interim injunctive relief at any time, under seal to maintain confidentiality to the extent permitted by law, in the District Court of Eindhoven, or (ii) pursuant to the Dutch Arbitration Association ("DAA") Commercial Arbitration Rules. A request by a party to a court of competent jurisdiction for such interim measures shall not be deemed incompatible with, or a waiver of, this agreement to arbitrate. The parties agree that any ruling by the arbitration tribunal on interim measures shall be deemed to be a final award for purposes of enforcement. The arbitration proceedings shall be conducted in accordance with the Commercial Arbitration Rules of the DAA as amended from time to time, except as modified by this clause or by mutual agreement of the parties, and shall be governed by the Dutch Arbitration Act. Within 14 days after the commencement of arbitration, each party shall select one person to act as arbitrator and the two selected shall select a third arbitrator within 10 days of their appointment. If the arbitrators selected by the parties are unable or fail to agree upon the third arbitrator, the third arbitrator shall be selected by the DAA. The arbitration shall be conducted in Eindhoven, Netherlands and the language of the arbitration shall be English. The arbitrators' award shall be final and binding. The arbitrators shall issue a written opinion setting forth the basis for the arbitrators' decision. The written opinion may be issued separately from the award, in the arbitrators' discretion.

Each party shall bear its own attorney fees and costs, and each party shall bear one half the cost of the arbitration hearing fees and the cost of the arbitrator, unless the arbitrators find the claims or defenses to have been frivolous or harassing, in which case fees and costs may be assessed in the arbitrators' discretion. Either party may apply to have the arbitration award confirmed and a court judgment entered upon it. Venue for confirmation of or any challenge to the Arbitration Award shall be in the District Court for the Eindhoven and shall be done under seal to maintain confidentiality to the maximum extent permitted by law. The arbitrators shall have no authority to award punitive damages or any other damages excluded herein, to the maximum extent permitted by law. Except as may be required by law, neither a party, its counsel, nor an arbitrator may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both parties.

- 9.5 Relationship of the parties. The relationship of the parties created by this Agreement is that of independent contractor and not that of employer/

employee, principal/agent, partnership, joint venture or representative of the other. Neither party shall represent to third parties that it is the representative of the other in any manner or capacity whatsoever.

- 9.6 Section Headings. Section headings are for convenience only and will not be construed as a part of this Agreement.
- 9.7 Notices. All notices, requests, demands or other communications by the parties, other than routine operation communications under this Agreement, required or permitted to be given by one party to the other shall be given in writing by email or sent (postage prepaid with return receipt or delivery confirmation requested) by registered mail, certified mail, or by courier service (e.g. Federal Express, UPS, etc.). Such notices, requests, demands or other communications shall be deemed to have been received upon delivery as evidenced by receipt or delivery confirmation.
- 9.8 English Language. The parties hereto expressly required that this Agreement be written in English. The English version of this Agreement will govern in the event of any disagreement over any translation.
- 9.9 Entire Agreement. This Agreement, including the MSLA, any RADIONIX Standard Terms and Conditions of Sale as applicable from time to time, as well as all exhibits, schedules or appendices hereto, constitutes the complete and exclusive statement of the terms hereof and supersedes all prior oral and written statements of any kind made by the parties or their representatives with respect to the subject matter hereof. Any Customer purchase order or similar document issued by Customer shall not be part of this Agreement and shall not add to or modify any of the terms hereof. This Agreement may only be changed or supplemented by a written amendment signed by authorized representatives of the parties.