ABB ABILITY™ SMART SENSOR SERVICE DESCRIPTION

The ABB Ability™ Service includes ABB Ability™ Smart Sensor (Smart Sensor), one valid subscription per sensor and access to the ABB Ability™ Smart Sensor web portal (Smart Sensor Portal).

The ABB Ability™ Service (Service) includes usage of the mobile application: “ABB Ability™ Smart Sensor Platform” available in the applicable app stores and operating systems which are kept up-to-date in the link below:
https://smartsensor.abb.com/Login

The mobile application is free of charge, but access to sensor data requires a valid subscription.

Data acquired by the Smart Sensor from Customer equipment is transferred to the Smart Sensor Portal, where it can be viewed remotely with an internet connection and a compatible web browser.

Up-to-date documentation on the features and functionality of the products mentioned in this Service Description can be found at the following web address:

1.1 Questions and queries

1.1.1 ABB Service Hotline
For questions and queries during the Smart Sensor Subscription contract with ABB, please contact ABB support team for the Smart Sensor: support.smartsensor@abb.com

1.2 Customer’s obligations
If required for the specific service provided to the Customer, the Customer will be asked to provide the following, free of charge, to ABB and its sub-suppliers (where applicable) to enable performance of the Services:

• All necessary licenses and permits (except for permits required of ABB and/or its sub-suppliers in order to perform the Services, which are the responsibility of ABB and its sub-suppliers);
• Operating and maintenance manuals of the equipment together with updated copies of relevant process schematic diagrams, wiring diagrams, current cable schedules and the like;
• Access to operating and maintenance logs;
• Telephone, facsimile and internet connection facilities to enable communications at all times between ABB service personnel on site to/from head office and home base.
1.3 Exclusions

Any costs, time and risk arising out of or related to the maintenance, repair, restoration or re-starting of equipment attributable to any of the following causes is always excluded from the Services:

- Power outages or disruptions to the electrical supply to the equipment;
- Accumulation of dirt or ingress of foreign substances within the equipment;
- Corrosion of component parts;
- Upgrades, enhancements or modifications to the equipment or its use;
- Damage to software or hardware due to any IT security problem, such as but not limited to a virus breakout or malicious hacking of the system;
- Damage or failure of equipment caused by vermin, insect infestations or the like;
- Damage or failure resulting from faults in some other equipment connected to the Service;
- Damage or loss caused by hazards such as fire, flood, storm or the like or spillage or leakage of chemicals or harmful substances onto the equipment;
- Fault tracing caused by problems from a source external to the scope of work;
- Unprofessional or incorrect installation, installation not complying to standards, or installation not following the installation instructions contained in the product-specific manual;
- Improper operation (in breach of the technical requirements or specifications or manuals of the product), negligence or repairs carried out by the Customer (or any third party not authorized by ABB);
- Non-compliance with the applicable safety regulations or other legal standards by other parties than ABB;
- Insufficient ventilation of the equipment;
- Operation of the equipment outside of its design conditions; and
- Relocation of the equipment from the original installation location or alteration of the overall system design.

ABB is entitled to charge the Customer for any additional work, included, but not limited to work related to the exclusions mentioned above. In such circumstances, the price of labour will be in accordance with the current ABB Service rates valid at the time of performing such work. The price of any parts supplied will be in accordance with the current ABB list price for such parts plus the cost of freight, customs duties and the like valid at the time of delivery.

1.4 Activation, access and usage

Usage of the Smart Sensor and access to the operational data measured by the Smart Sensor is realized in four distinct phases:

1. Access rights to Smart Sensor data. The steps in this phase are listed below:
   a. Purchase of Smart Sensors and Subscriptions.
   b. Creation of organizational structures on the Smart Sensor Portal, including definition of access rights for operational data measured by the Smart Sensor.
   c. Inclusion of further users to any created organizational structures.
   d. Definition of user groups and asset groups and of the access rights between each group, for each organization.
   e. Download of the “ABB Ability™ Smart Sensor Platform” mobile application, henceforth referred to as “Smart Sensor mobile application”.

2. Activation of each Smart Sensor, which entails a trial phase, followed by a subscription period as defined in the order.
3. Commissioning of each Smart Sensor to one desired organization or user of the Smart Sensor Portal.
4. Data downloading.

The following sections indicate the roles and responsibilities between ABB and Customer regarding each of the four phases described above, in the context of this Service Description.

**Access rights to Smart Sensor data**

Operational data acquired by each Smart Sensor can only be accessed if the Smart Sensor has been activated and commissioned, a valid subscription is acquired and if Customer has registered to use the Smart Sensor Portal.

The customer administrator is responsible for creating an organizational structure in the Smart Sensor Portal. This entails the definition of virtual environments to group users and sensors and define access rights.

Up-to-date documentation pertaining to accessing and visualizing operational data measured by the Smart Sensor is available under the following web address:


**Activation procedure**

Upon activating the sensor, a trial period (as described in the order) will start.

Each Smart Sensor requires one activated subscription.

The subscription period is valid starting from the date in which the customer chooses to activate the purchased subscription using the Smart Sensor mobile application.

Furthermore, ABB will inform customer of expiration of any purchased subscriptions two months in advance of the final day of each subscription, allowing Customer to allow each subscription to expire, or to acquire a new subscription. Access to data measured by the Smart Sensor is only possible during the trial phase or with an activated subscription.

Up-to-date documentation pertaining to Smart Sensor and Subscription activation is available at the following web address:


**Commissioning**

With the “ABB Ability™ Smart Sensor Platform” mobile application, each activated Smart Sensor can be commissioned directly to a user or to an organization on the Smart Sensor Portal, by using the mobile application.

Commissioning entails configuring the Smart Sensor to monitor specific equipment, including inputting the technical details of the equipment to be monitored. Customer is responsible for ensuring correctness of the information input to the “ABB Ability™ Smart Sensor Platform” mobile application during commissioning of the Smart Sensor.

Up-to-date documentation pertaining to the commissioning process is available at the following web address:

Data downloading

Operational data measured by a Smart Sensor can be downloaded in the following ways:

1. Manual download of Smart Sensor measurements via a Bluetooth® “ABB Ability™ Smart Sensor Platform” mobile application, which in turn automatically uploads the data to the Smart Sensor Portal via the Internet.
2. In the presence of a gateway, automatic download via a Bluetooth® connection from provided edge gateway devices, which in turn automatically upload the data to the Smart Sensor Portal via the Internet.

ABB will provide access to the “ABB Ability™ Smart Sensor Platform” mobile application as well as to the Smart Sensor Portal.

A functioning Bluetooth® connectivity on Customer’s mobile devices as well as a secure internet connection for the Edge Gateway devices, if applicable, are responsibility of the Customer.

Up-to-date documentation pertaining to the data downloading and visualization process, as well as to the use of Bluetooth® Edge Gateway devices, if applicable, is available at the following web address:


1.5 Further obligations

Up-to-date technical specifications for the hardware, service descriptions and usage, as well as all necessary regulatory and safety certifications and disclaimers pertaining to this agreement are available on the following webpage:


Software updates released, as far as applicable, for the “ABB Ability™ Smart Sensor Platform” mobile application by ABB will be made available through the applicable mobile App stores listed in the web address below:

https://smartsensor.abb.com/Login