

# INTELLIGENT ULTRASOUND GLOBAL SUPPORT PLAN

This document outlines the Global Support plan for Intelligent Ultrasound, what the plan includes, what the terms and restrictions as well as some generic FAQs to assist with questions should they arise.

Intelligent  
Ultrasound Global  
Support Plan  
v2024.1



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## Support Plans for Simulators

### Support Package and Term Options

Intelligent Ultrasound provide two Support Packages for its Simulation Products as well as varying term options and limits for each, these packages are:

Support Features	No Support Plan	Support Standard	Support Plus
Basic Helpdesk Ticketing	*	*	*
Telephone Support*		*	*
Online Remote Diagnostics**		*	*
Bugfix/Minor Software Updates		*	*
Hardware Extended Warranty			*
Feature Releases	Purchased Separately		
Available Terms	Until System/Software End-of-Life		Up to 5 years (inc. initial package)

Table 1 - Support Plan Matrix

\*Telephone Support is only available either during United Kingdom (UTC/BST) or North America East Coast (EDT/EST) working hours, 9am-5pm inclusive

\*\* Online Remote Diagnostics provided through a Remote assistance application requiring internet accessibility for the software to operate correctly

The Support Standard Package can be purchased in either 12 or 36-month terms

The Support Plus Package can only be purchased for a maximum of five years (60 months) from receipt of the System by the Customer, after which only Support Standard can be purchased until the Simulator System or Software End-of-Life Date. The Support Plus Package must be purchased consecutively with no gaps between end and start date of terms with a 60-day grace period between where the renewal will start retrospectively from the end date of the previous term. The Support Plus plan can be purchased in 12 or 36-month terms but cannot exceed the maximum Support Plus warrantable Package term.

Extended Support Standard plans past the End-of-Life date of a System, or Support Plus Plans past the maximum term are negotiable with your Business Development Manager but are subject to Business approval on a case-by-case basis.



## Initial System Support Plus Package

Your Simulator System is covered by a Support Plus package, in either a 12 or 36-month term, from the date of receipt of the Simulator System and is included as part of the purchase price. The Support Plus package includes hardware warranty for the System and its associated peripherals meaning any manufacturing defects or faults found during this initial warranty period are covered by Intelligent Ultrasound terms of warranty, which can be found in the Appendices.

This Hardware warranty does not cover accidental damage, wear, and tear during set up or use nor is loss or theft of the Simulator System covered. If damage is noticed upon receipt of the System delivery, then notification to an Intelligent Ultrasound Group Plc representative must be made immediately.

## Onsite Support (North America and UK Only) with Support Plus Plans

In extreme circumstances where remote assistance cannot resolve the issue working with onsite personnel then on a case-by-case basis onsite assistance can be provided if all other support methods have been exhausted. If access to the Customer site to provide onsite Support to the Simulator System will incur excessive costs, then the Customer may be liable for some or all of these costs to provide this level of Support.

## How do I contact Intelligent Ultrasound?

Support Queries [support@intelligentultrasound.com](mailto:support@intelligentultrasound.com)  
Renewal Queries [renew@intelligentultrasound.com](mailto:renew@intelligentultrasound.com)  
Sales Queries [hello@intelligentultrasound.com](mailto:hello@intelligentultrasound.com)

### UK and Rest of World Support

+44 2920 756 534 Opt. 2  
Floor 6A, Hodge House  
114-116 St Mary Street  
Cardiff, Wales  
CF10 1DY

### North American Support

(+1) 678 231 7843  
1111 Alderman Drive  
Suite 230  
Alpharetta, Georgia  
30005

### China (Sales and other related)

(+86) 1861 2823 388  
Room 9806  
Huo king Office Area  
4<sup>th</sup> Floor, Hall 1  
No 59 Laiguangying West  
Road  
Chaoyang District, Beijing



## Support Frequently Asked Questions

### Statutory Rights

Your Statutory Rights will not be affected when you purchase a support Plan from Intelligent Ultrasound and its Subsidiaries.

### How many systems are covered by support?

All of our Support plans apply on a per system basis and the more systems you're renewing support for, the cheaper it will be per system on the plan purchased.

### How is the per System discount applied?

When you are renewing, the discount is applied for the number of Systems regardless of product family or plan type that are on the renewal quote. For example, if you were renewing for three systems consisting of a BodyWorks, ScanTrainer and a NeedleTrainer then you would be valid for the 3-4 system breakpoint discount. However, if you were to own more systems and do not include them on the renewal agreement then they will not contribute to the discount breakpoints. We do have the ability to facilitate a consolidation of the renewal dates so all systems owned can renew at the same time and contribute to the discount breakpoint.

### How do I purchase an extended Support Plan?

While highly recommended, an extended Support Plan does not have to be taken out with your Simulator System at the point of purchase. An extended Support Plan can be purchased at any time prior to the expiry date of the included plan with the Simulator System purchase or after the previous term has ended (See "When do I renew my Support Plus Plan?"), however, to prevent delay in resolutions through the provision of support when issues arise, the Support Plan is recommended to not be allowed to expire.

Any breaks in your Support Plan will require renewal prior to continuation of Telephone and Online Remote Diagnostics. This does not affect email-based Helpdesk Ticketing and a Support Standard Plan can be purchased any time, even after lapse of coverage, until the System End-of-Life date.

You will be notified up to 90-days before expiry of either Support Plans or we can be contacted at any time to discuss your Simulator System Support Plan options.

You can reach out to our [Renewals Team](#) to request renewal at [renew@intelligentultrasound.com](mailto:renew@intelligentultrasound.com)



## When do I renew my Support Plus Plan?

Extended Support Plus Plans must not have any gaps in the term coverage and will have a 60-day grace period between expiry of the previous term and activation of the next termed coverage. Term coverage for Support Plus Plans will always be retroactively start dated from the date of the previous term's expiry.

Any gap in the Support Plus term coverage, meaning past the 60-day grace period, will be subject to review and may not be accepted for renewal depending on the length of time the gap in coverage extends for. Not renewing the Support Plus Plan and opting for the Support Standard Plan does not constitute a continuation of coverage meaning you cannot subsequently opt to "upgrade" back to the Support Plus Plan except within the initial 60-day grace period of the previous expiry.

You can reach out to our [Renewals Team](#) to request renewal at [renew@intelligentultrasound.com](mailto:renew@intelligentultrasound.com)

## What is not covered by the Support Plus Plan?

Any accidental damage caused by the user, general wear and tear to the simulator, loss or theft are not covered. Intelligent Ultrasound reserves the right to ask for physical or photographic evidence to help determine the nature and cause of any damage before deciding the appropriate course of action. Should you have any further questions please ask your aligned Intelligent Ultrasound representative.

## Do I need to purchase Support for my Anatomy PNB product?

No, the purchase of the Clinical License to use Anatomy PNB includes Support Standard to the term purchased for the License. You can also purchase our Support Plus cover for your Anatomy PNB product which will extend the warranty of the product past the initial 12 months provided as part of your purchase. Warranty through Support Plus is not included as part of the Clinical License and is purchased separately.

## What are examples of Wear and Tear?

Wear and Tear constitutes the long term extended use of an item that contributes to a failure of a peripheral without following on-screen instructions or as per the training on the Simulator at purchase. However, each component failure reported is taken very seriously and reviewed by our engineers for the best course of action.



## How is Support provisioned in the Support Plans?

Our Support plans provide access to our highly rated Support team via Telephone or via our online Support Portal at <https://intelligentultrasound.com/support>. Our Telephone helpdesks are available in United Kingdom and North America during United Kingdom (UTC/BST) or North America East Coast (EDT/EST) working hours, 9am-5pm inclusive. The Customer and Product Support Representatives are available for advice and to help resolve issues found with the System. Out of hours support is possible by request but will be organised and agreed on a case-by-case basis but where the request is outside of the stated working hours, this may be a chargeable support interaction.

## What is "Online Remote Diagnostics"?

Included on all our Simulator Systems is an industry trusted remote assistance application that provides the ability for our Customer and Product Support Representatives to remotely access the system and provide direct issue resolution, an augmented reality guidance on the Simulator uses as well as remotely update the Simulator System Software if automatic updates are not possible. Further details on the Online Remote Diagnostics are available at request to your Sales Representative at any time pre- or post-purchase of the Simulator System.

## Is shipping for a Warranty claim included in the Support Plus Plan?

If your system or part of your system is sent back to us and a fault is found that is covered under the warranty, Intelligent Ultrasound will cover all transportation costs. If the fault is not covered under the warranty, Intelligent Ultrasound reserves the right to charge for related transportation costs.

## What Software updates are included with my Support Plan?

Your Support Standard or Plus Plans provide your Simulator System with minor release, minor feature, bug and security fixes within the Simulator Software version purchased at the point of sale; for instance, v4.1 and v4.2 will be included with your purchase of a v4.x Simulator system.

Major feature and module releases are not included with your Support Plan and may be subject to one time purchase fee; for instance, v3.x to v4.x would not be included but is not limited to this type of version numbering.

If you would like to know about whether you have access to an announced release, please feel free to contact Support or your aligned Business Development Manager for assistance and/or clarification.



## Appendix A - Warranty Conditions (UK, Europe, ROW)

### 1. WARRANTY

1.1 MedaPhor Ltd\* ("MedaPhor") as a subsidiary of Intelligent Ultrasound Group Plc known as "Intelligent Ultrasound" thereon will remedy a material defect in the System notified to Intelligent Ultrasound in a twelve (12) month period following the date of delivery of the System, provided always that if Intelligent Ultrasound is unable to do so Intelligent Ultrasound may, at its option, replace the System.

1.2 The warranty contained in clause 1.1 is subject to the Customer complying with its obligation that there have been no alterations to the System (**alteration of the system includes any unauthorised third-party software or hardware addition to/modification of the system**) by any entity other than Intelligent Ultrasound.

1.3 No warranty is available on hardware which is over 5 years old from the receipt of the purchase except through express agreement with Intelligent Ultrasound.

### 2. GENERAL EXCLUSIONS AND LIMITATIONS OF LIABILITY

2.1 Subject to clauses 1 and 2.6 and to the maximum extent permissible in law, all conditions and warranties which are to be implied by statute or otherwise by general law into this Agreement or relating to the Equipment, the Software and/or the Services are hereby excluded.

2.2 The following provisions in this clause 2 set out Intelligent Ultrasound's entire liability (including any liability for the acts and omissions of its employees, agents or sub-contractors) to the Customer in respect of:

2.2.1 a breach of Intelligent Ultrasound's contractual obligations;

2.2.2 a tortious act or omission of Intelligent Ultrasound; and

2.2.3 an action arising out of a misrepresentation by or on behalf of Intelligent Ultrasound

2.3 Subject to clauses 2.4, 2.5, 2.6 below the total liability which Intelligent Ultrasound shall owe to the Customer in respect of all claims under this agreement shall not exceed the aggregate monies paid by the Customer to Intelligent Ultrasound.

2.4 Intelligent Ultrasound shall in no circumstances be liable to the Customer for any Consequential Loss.

2.5 Intelligent Ultrasound shall in no circumstances (whether before or after termination of this Agreement) be liable to the Customer for any Loss of Data.

2.6 Notwithstanding anything to the contrary contained in this Agreement, Intelligent Ultrasound's liability to the Customer for:

2.6.1 death or personal injury resulting from the negligence of Intelligent Ultrasound, its employees, agents or sub-contractors;

2.6.2 damage suffered by the Customer as a result of a breach by Intelligent Ultrasound of the condition as to title or the warranty as to quiet possession implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982;

2.6.3 damage for which Intelligent Ultrasound is liable to the Customer under Part I of the Consumer Protection Act 1987; and fraud; shall not be limited.

2.7 The exclusions from and limitations of liability set out in this clause 2 shall be considered severable. The validity or unenforceability of any one clause, sub-clause, paragraph or sub-paragraph of this clause 2 shall not affect the validity or enforceability of any other part of this clause 2.

The provisions of this clause 2 shall survive the termination of the whole or part of this Agreement.

\* Intelligent Ultrasound Simulation is the trading name of MedaPhor Ltd





## Appendix B - Warranty Conditions (North America)

### 1. WARRANTY

1.1 Intelligent Ultrasound North America, Inc. ("IUNA") as a subsidiary of Intelligent Ultrasound Group Plc (IUG) both known as "Intelligent Ultrasound" thereon will remedy a material defect in the System notified to Intelligent Ultrasound within a twelve (12) month period following the date of delivery of the System, provided always that if Intelligent Ultrasound is unable to do so Intelligent Ultrasound may, at its option, replace the System.

1.2 The warranty contained in clause 1.1 is subject to the Customer complying with its obligation that there have been no alterations to the System (**alteration of the system includes any unauthorised third-party software or hardware addition to/modification of the system**) by any person other than Intelligent Ultrasound Representatives.

1.3 No warranty is available on hardware which is over 5 years old from the receipt of the purchase except through express agreement with Intelligent Ultrasound.

### 2. GENERAL EXCLUSIONS AND LIMITATIONS OF LIABILITY

2.1 Subject to clauses 1 and 2.6 and to the maximum extent permissible in law, all conditions and warranties which are to be implied by statute or otherwise by general law into this Agreement or relating to the Equipment, the Software and/or the Services are hereby excluded.

2.2 The following provisions in this clause 2 set out Intelligent Ultrasound's entire liability (including any liability for the acts and omissions of its employees, agents or sub-contractors) to the Customer in respect of:

2.2.1 a breach of Intelligent Ultrasound's contractual obligations;

2.2.2 a tortious act or omission of Intelligent Ultrasound's; and

2.2.3 an action arising out of a misrepresentation by or on behalf of Intelligent Ultrasound's (other than a fraudulent misrepresentation) arising in connection with the performance or contemplated performance of this Agreement.

2.3 Subject to clauses 2.4, 2.5, 2.6 below the total liability which Intelligent Ultrasound shall owe to the Customer in respect of all claims under this agreement shall not exceed the aggregate monies paid by the Customer to Intelligent Ultrasound.

2.4 Intelligent Ultrasound shall in no circumstances be liable to the Customer for any Consequential Loss.

2.5 Intelligent Ultrasound shall in no circumstances (whether before or after termination of this Agreement) be liable to the Customer for any Loss of Data.

2.6 Notwithstanding anything to the contrary contained in this Agreement, Intelligent Ultrasound 's liability to the Customer for:

2.6.1 death or personal injury resulting from the negligence of Intelligent Ultrasound, its employees, agents or sub-contractors;

2.6.2 damage suffered by the Customer as a result of a breach by Intelligent Ultrasound of the condition as to title or the warranty as to quiet possession implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982;

2.6.3 damage for which Intelligent Ultrasound is liable to the Customer under Part I of the Consumer Protection Act 1987; and fraud; shall not be limited.

2.7 The exclusions from and limitations of liability set out in this clause 2 shall be considered severable. The validity or unenforceability of any one clause, sub-clause, paragraph or sub-paragraph of this clause 2 shall not affect the validity or enforceability of any other part of this clause 2.

The provisions of this clause 2 shall survive the termination of the whole or part of this Agreement