

Supplemental Terms Applicable to Connected Equipment Services (Sensormatic)

1. Connected Equipment Services. “Connected Equipment Services” means a data-analytics and monitoring software platform that uses a cellular or network connection to gather equipment performance data to assist JCI in advising Customer on such equipment’s health, performance or potential malfunction. Customer data collected under Connected Equipment Services is limited to equipment performance data used within the in-scope products; data for on-premises solutions that are not part of the Connected Equipment Services will not be transmitted, captured, or processed by JCI. For applicable equipment, the Connected Equipment Services will be on by default, and the remote connection will continue to connect to the equipment through the full product lifecycle, unless JCI decides to discontinue or remove such remote connection. If the equipment includes Connected Equipment Services, the Customer will supply a network connection suitable to establish a remote connection with Customer’s equipment to permit JCI to use Connected Equipment Services to perform warranty services as well as other services, including troubleshooting, quarterly health reports, remote diagnostic and monitoring and aftermarket services. If Customer does not provide a network connection validated by JCI, JCI shall have the right, at its sole discretion and without requiring Customer’s further consent or approval, to access the relevant Customer site and to install, connect, and utilize a cellular modem or other gateway device (“Gateway Device”) owned by JCI or the Customer to enable such remote connection. For certain subscriptions, Customer will be able to access equipment information from a mobile or smart device using the Connected Equipment Service’s mobile or web app. Any Gateway Devices owned by JCI and provided hereunder shall remain JCI’s property, and JCI may upon reasonable notice access and remove such Gateway Device and discontinue services in accordance with JCI’s standard terms for such software and software related professional services in effect from time to time at <https://www.johnsoncontrols.com/techterms>. If Customer does not permit JCI to connect via a connection validated by JCI for the equipment, and a service representative must therefore be dispatched to the Customer’s site, then Customer will pay JCI at JCI’s then-current standard applicable contract regular time and/or overtime rate for services performed. JCI disclaims any obligation to advise Customer of any possible equipment error or malfunction. **Customer acknowledges that, while Connected Equipment Services generally improve equipment performance and services, Connected Equipment Services does not prevent all potential malfunction, does not insure against all loss or guarantee a certain level of performance and that JCI shall not be responsible for any injury, loss, or damage caused by any act or omission of JCI related to or arising from the monitoring of the equipment under the Connected Equipment Services.** Customer shall be solely responsible for the security, configuration, maintenance, operation, legal compliance, and suitability of Customer’s network, systems, firewalls, credentials, and access controls, in compliance with industry standards, which include, without limitation, using reputable, industry standard anti-virus/anti-malware programs and security patches, and ensuring that any Customer-provided network connection does not impair, restrict, delay, interfere with, or create risk to JCI’s access to or performance of Connected Equipment Services. Customers shall obtain all internal approvals and provide all information, cooperation, permissions, and access reasonably necessary for JCI to establish and maintain remote connectivity. Customer is solely responsible for maintaining disaster recovery policies and procedures and a business continuity plan for Customer’s network and the devices and software that reside thereon. JCI shall not be responsible for any actual or alleged security risks, vulnerabilities, or impacts to Customer’s network, systems, or data arising from Customer-provided network connections or restrictions imposed by Customer, including where such limitations prevent JCI from implementing a connection method validated by JCI. JCI shall have no responsibility or liability for any delay, deficiency, interruption, loss of functionality, or inability to perform Connected Equipment Services, warranty services, or other related services to the extent caused by Customer’s network environment, Customer’s

cybersecurity requirements, Customer's failure to provide required access, or Customer-imposed restrictions. JCI shall not be obligated to connect to, or continue using, any Customer-provided network connection that JCI reasonably believes is not secure, is incompatible with JCI requirements, or could expose JCI, the equipment, or Connected Equipment Services to cybersecurity, privacy, or other risk.

2. Limited Warranty. Subject to the limitations below, JCI warrants expendable items, including video and print heads, television camera tubes, video monitor displays tubes, refrigerant, batteries, filters and certain other products in accordance with the applicable manufacturer's warranty. JCI does not warrant devices designed to fail in protecting the Covered Equipment, such as, but not limited to, fuses and circuit breakers. Customer agrees and acknowledges that any software contained in or sold as part of any Covered Equipment may have inherent defects because of its complexity. JCI's sole obligation with respect to software, and Customer's sole remedy, shall be to make available published modifications, designed to correct inherent defects, which become available during the warranty period. EXCEPT AS EXPRESSLY SET FORTH HEREIN, JCI DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES PERFORMED OR THE PRODUCTS, SYSTEMS OR EQUIPMENT, IF ANY, SUPPORTED HEREUNDER. Any repairs, adjustments or interconnections performed by Customer or any third party shall void all warranties.

3. No Monitoring Service. Customer understands and agrees that, while Connected Equipment Services provide for communication regarding Customer's Equipment to JCI via the Internet, Connected Equipment Services do not constitute monitoring of the system, and Customer understands that Connected Equipment Services do not provide for JCI to contact the police/fire department or other authorities. Customer understands that if it wishes to receive monitoring of its system and notification of the fire/police department or other authorities, it must purchase Remote Monitoring Services.