



HxGN SFX

Offering-Specific Terms - Asset Management

These Offering-Specific Terms (“Terms”) are incorporated into Order Forms under which Customer orders Asset Management Services subscriptions, and apply only to SFX Asset Management (“Asset Management”) Services. In the event of a conflict between these Terms and the terms of the HxGN SFX Cloud Services Agreement (“Agreement”), these Terms shall prevail with respect to Asset Management Services. Unless otherwise defined herein, capitalized terms shall have the meaning set forth in the Agreement.

Description of Services

Asset Management Services are offered on a subscription basis. Asset Management allows remote monitoring of health, status, and effectiveness of manufacturing systems (assets), including Hexagon stationary CMMs (Coordinate Measuring Machines) and portable measurement devices. Asset Management ingests information regarding assets and provides access to this information in the form of dashboards, event notifications, system reports, metrics and analytics. Asset Management allows Customer to create, read, update and delete asset objects through a user interface.

Assets

An “asset” is a logical unit comprising a manufacturing system, such as a measurement system, and the components that make the system functional, such as a controller, operating software, and sensors. This logical unit incorporates a data model describing properties, telemetry data, and events. Examples of an asset include a Hexagon *Global S™* or *Leitz™* coordinate measure machine.

A subscription is required for each asset to be on-boarded. Thus, for example, if a customer wishes to on-board three assets, a quantity of three subscriptions is required.

OT/IT Edge Services

On-premises supported Hexagon and third party hardware and software may be connected to the Hexagon SFX Platform through OT/IT edge services such as the *SFX Connector™* or other Hexagon-provided utility software. Additionally, other Hexagon or third party hardware or software may be connected to the SFX Platform using supported Hexagon SFX Platform REST APIs.

Any enabling software or utilities Customer downloads on its systems to facilitate access or use of the Services shall be governed by the terms and conditions of the applicable license agreement accompanying the enabling software or utilities. Enabling software and utilities are provided on an “as-is basis”, with no warranties of any kind.

On-boarding

Supported assets may be on-boarded and managed via management and configuration tools made available by the Hexagon SFX Platform. The Hexagon SFX Platform and Asset Management Services provide a download function for Hexagon’s supported connectivity software.

Supported Field Protocols

For supported field protocols please refer to online product documentation.

Subscription Level Limitations

In addition to quantity of assets, Asset Management Services are subject to other limitations as set forth below, depending on the Subscription Level (“Lite” or “Pro”):

	Metric	Evaluation or Lite	Professional (Pro)
Maximum Users per Account	Users	50	200
OT/IT Edge Services	Data Ingest Rate	2 Kbs/s	10 Kbs/s
	Data Storage	20 Gb	200 Gb*
	Data Retention	24 hours	3 years*
Maximum Quantity of Notifications	Notifications / month	1000	10,000

Without limiting its other contractual rights and remedies, Hexagon reserves the right to suspend Customer’s account in the event Customer exceeds any of the above limitations.

Technical Support

Standard technical support is included with the Professional (Pro) Subscription Level of Asset Management Services. Technical support is not included with the Evaluation or Lite version of Asset Management Services.

Notification Service

This Service enables Customer to send email messages in relation to certain event types. Hexagon may use a third party service provider to provide Customer with notification service. Customer may only use notifications services to send notifications to recipients who have agreed to receive such notifications, and Customer shall comply with the terms and conditions of the Agreement (including Acceptable Use Policy), as well as all applicable laws and regulations in connection with sending such notifications. Customer shall be responsible for all telecommunication charges resulting from the sending of text messages. Notifications sent through Notification Service may be blocked, delayed or prevented from being delivered by destination servers and other reasons outside of Hexagon’s control and there is no warranty that Notification Service will be uninterrupted, secure or error free or that notifications will reach their intended destination.