

Susteq dashboard additional terms & conditions.

- These terms and conditions apply to Susteq dashboard pricing effective as of 1st March 2018.
- Our general terms & conditions apply, terms & conditions in this document are additional for the Susteq dashboard service.
- Items of terms & conditions in this document prevail if they are in conflict with our general terms & conditions.

1. Susteq dashboard packages and pricing.

- a) The Susteq dashboard is a model with prepaid packages with a maximum number of hubs per package.
- b) The dashboard packages are customer bound and are non transferable.
- c) The dashboard packages are non refundable.
- d) The dashboard packages are prepaid for a service for one year or “unlimited”.
- e) A customer can only have one account being professional or lite, optionally with mobile payments.
- f) The amount of water (or combi) Hubs registered determines the package size. For example if a customer has 8 registered water (or combi) Hubs then the dashboard package needed is 6 to 10. Shop Hubs are not counted for the needed dashboard package.
- g) Registered Hubs are always counted inside the dashboard package regardless if they are sending data or not.
- h) The mobile payment package is optional but can only be ordered and used in combination with a light or professional dashboard package. It can not be bought or used as stand alone package. For availability of mobile payments contact Susteq.
- i) If the optional mobile payment package is requested it can only be the package with the same quantity of hubs. For example if a customer orders the package professional with 6 to 10 hubs the only option for mobile payments is also 6 to 10 hubs.
- j) There are no charges for registering a hub (within the maximum number of hubs for the dashboard package that has been purchased).
- k) There are no charges for unregistering a hub from the dashboard package.
- l) If a Hub is to be registered again after it has been unregistered there will be a charge of € 10 per Hub.
- m) When a dashboard package term ends and a new dashboard package is not ordered or not paid for then all the Hubs will be unregistered. This is only applicable for the one year package.

2. Additional conditions for the unlimited package.

- a) Additional Hubs can be registered within a period of up to 2 years after purchase of the dashboard package.
- b) Within the dashboard package the maximum number of registered hubs can never exceed the package quantity. This means that if a hub is unregistered, defect or is no longer in use because of other reasons that it cannot be replaced with a registration of another Hub. Exception to this is a Hub which is replaced by Susteq under warranty conditions.
- c) Within the unlimited dashboard package the use of the dashboard services is available during the service lifetime of the Hubs that are registered within the dashboard package. The service lifetime of a Hub will end when:
 1. The Hub is no longer in use because of defect, except when the hub is repaired or replaced by Susteq within the warranty period.
 2. The Hub is no longer in use because it is unregistered, or any other reason.
 3. The Hubs initial registration date is more than 15 years ago.