

# General Conditions for the Use of Remote Services

**Version:** September 2025

## 1. Scope of application

1.1. Unless expressly stated to the contrary in writing, these **General Conditions for the Use of Remote Services** (hereinafter "CRS") shall apply in addition to and take precedence over other general terms and conditions of business for all contracts that Müller Martini AG, Untere Brühlstrasse 17, 4800 Zofingen, one of its subsidiaries or one of its sales partners (referred to below collectively as "**Supplier**") concludes with customers ("**Purchaser**"), in the case where the contract contains any kind of online connection ("**Remote Line Services**"). The Remote Line Services are installed to enhance the operational readiness of the systems delivered by the Supplier, which can be linked to MM's Remote Line Service portal if the technical requirements are met. Remote Services cannot replace regular maintenance and operational safety checks of the machines / equipment.

## 2. "Remote Line Services"

2.1. If any problems should arise with the functioning or operation of the machines, their current status and any malfunctions can be identified via remote internet access. For this, data must be transmitted from the machine to the supplier via a VPN tunnel. The purchaser explicitly agrees to this use of data. The Supplier analyses the captured data and processes for any discrepancies between the actual and target statuses.

2.2. The Supplier is released from its obligation to provide Remote Line Services if no connection can be established with the Purchaser's system for reasons for which the Supplier cannot be held responsible. This in particular applies if the internet connection is interrupted or a system is infected by viruses, Trojan horses or similar malware or the purchaser refuses the use of data by the supplier.

## 3. Services that are not included

3.1. The fact that the machine is connected to the Remote Line Services portal does not guarantee

that the fault can be diagnosed or remedied by Remote Line Services. The Supplier informs the Purchaser if the machine cannot be repaired (fully) through its telecommunication measures and telephone support.

3.2. At the request of the Purchaser, the Supplier recommends other maintenance or repair measures to restore the proper operation of the machine and helps the customer with their implementation.

3.3. If requested by the Purchaser, these services are provided by a technician of the Supplier. The Supplier provides such additional services against payment of an additional, performance-based fee calculated in accordance with the Supplier's current rates and based on its General Terms of Installation and its - supplementary – General Terms and Conditions and payment conditions.

## 4. Alterability

4.1. The range of functions and the connected machines is specified in the network plan for the equipment, but varies according to the machine. The customer is aware of and accepts the fact that the range of functions can change over time. The range of Remote Line functions currently specified by the Supplier that can be handled technically by the machine in question is deemed to be the agreed range of functions.

## 5. Availability

5.1. The availability and scope of the Remote Line services are governed by the contract concluded between the Purchaser and the competent sales representative as well as the applicable General Terms and Conditions of the Supplier.

## 6. Online communication

6.1. Remote Line support is offered via an internet connection.

Your **strong partner**.

**Müller Martini AG**

Untere Brühlstrasse 17 | 4800 Zofingen, Schweiz | Telefon +41 62 745 45 45  
info@mullermartini.com | [www.mullermartini.com](http://www.mullermartini.com)

6.2. The Purchaser is responsible for the provision and maintenance of the IT infrastructure needed to perform the services, and must in particular provide internet access that complies with the technical system specifications of the Supplier. This obligation does not apply to the hardware and software components provided by the Supplier.

6.3. The remote system must always be switched on to ensure the availability of the remote connection. This is periodically monitored by the Supplier.

6.4. Data transfer: The parties are responsible for the maintenance and operation of their equipment. The services are based on the state of the data transfer technology at the time the contract is concluded. This will be adjusted to technical progress as needed. The Supplier defines the minimum requirements regarding the data connection such as bandwidth, transfer protocol etc. The customer must bear the resulting costs, e.g. the costs for the data connection and the data transfer.

## 7. Confidentiality and data security

7.1. User identification: The Purchaser's employees need a password to use Remote Line Services. The Purchaser must ensure that the passwords and all relevant user identification parameters can only be accessed by authorized persons. Passwords are confidential and may not be disclosed to third parties. If required, a multi-factor authentication is needed.

7.2. Everybody who uses a password to identify themselves is deemed an authorized person by the Supplier and all entries made or instructions given by users who identified themselves in this manner are deemed to have been made by the Purchaser.

7.3. After the installation of the goods delivered at Purchaser's site and connection to the Remote Line Services-System these goods delivered transmit data at regular intervals. Such data are used for purposes of trouble shooting and failure analysis in case of malfunctions, continuous quality improvement of the goods delivered and Customer Relationship Management. The extent of the data transmitted depends on the functionality of the machine. The purchaser expressly consents to the collection, transmission, storage, and use of data by the sup-

plier and its affiliated companies. The supplier adequately protects the transmitted data against unauthorized access. Within the scope of the EU Data Act – as well as where separately agreed between the parties – the General Terms and Conditions for the Use of Product Data of Müller Martini in their current version ("GTP") shall additionally apply. Where applicable, the GTP form a part of these present CRS and take precedence over these CRS to the extent that aspects of the use of product data are regulated in the GTP.

The following data could be exchanged

- a) Diagnosis Data (e.g. status- and fault messages, counter values etc.)
- b) Environmental data (e.g. temperature, humidity etc.)
- c) Operational data (machine status, machine speed etc.)
- d) Specific technical data such as software versions, licenses, machine configuration and technical job data etc.)

7.4. Business related job data and personal data are not transmitted. The data privacy policy of the Supplier applies, which is available on the website [www.mullermartini.com](http://www.mullermartini.com) under Data Privacy.

7.5. However, business related job data pertaining relevant product-related data may be exchanged as part of the technical support provided in accordance with section 1.

7.6. The Purchaser expressly consents with placing the order to the collecting, transfer, saving and use of customer data by the Supplier and its affiliated companies. The Supplier undertakes to treat all data received from the Purchaser confidentially.

7.7. The Supplier may use general know-how unrelated to any specific products that is gained from the operation of the Remote Line Service to improve its own products and services

7.8. Protection against malware: The Supplier and the customer will implement state-of-the-art technical measures to protect the systems of the Supplier and the Purchaser against malware attacks ("malware").

## 8. Purchaser's obligations to cooperate

8.1. Initialization mode: When needed, Remote Line support is initialized by a service request or a telephone call by the customer to the local service organization. The Supplier needs direct access to the machine control in order to make any changes and solve problems. The Purchaser consents to this procedure by transmitting a service request to machine control or the remote terminal. Such a connection can also be permanently established during commissioning of the machine or separately when agreed by the Purchaser.

8.2. Support for error messages: The Purchaser undertakes to actively help and support the Supplier when it diagnoses faults and takes corrective action by remote maintenance.

8.3. The Purchaser must stay with the machine during the entire maintenance process and remain in constant communication with the Supplier's service technician.

8.4. The Purchaser must help to remedy errors as much as possible. The Purchaser must provide technically trained staff to do this. Support for error messages is given in German or English as requested by the Purchaser. Support availability in other local languages cannot be guaranteed.

8.5. If the Supplier provides faulty Remote Line Services and a Purchaser machine is damaged, its functions are impaired or an existing defect is made worse through the Remote Line Services, the Purchaser must inform the Supplier without delay and provide a detailed description of the error. The Supplier will then try to remedy the situation by performing the services set out in section 1.

8.6. Guarantee of security / supervisory obligations: The Purchaser must inform the Supplier without delay if the "Remote Line" services could endanger persons and property.

8.7. If needed to ensure the performance of the services, the Purchaser must provide tools and specialists trained in the operation of the equipment free of charge.

## 9. Licensing of "Remote Line" Software

9.1. Right of use: The Purchaser is given a simple, time-limited and non-exclusive right to use the software program for the term of the "Remote Line" contract.

9.2. Limited right of use / software integrity: Unless provided otherwise by the Swiss Copyright Act (URG), the right of use granted to the Purchaser in particular does not include the right to alter the software in whole or in part, to translate, reverse engineer, further develop, decompile or disassemble the software or to produce work derived from the software. The Purchaser is also not authorized to issue sub-licenses.

9.3. The Purchaser further undertakes to refrain from changing or removing the Supplier's designation, copyright notices, ownership notices and license conditions.

9.4. Software defects: The Purchaser is aware of the fact that it is currently technologically impossible to guarantee the error-free and uninterrupted operation of the software. The technical data, specifications and service descriptions provided in the Supplier's user manuals and other documentation do not serve as guarantees.

9.5. The Supplier will deliver and maintain the software in a condition that guarantees its use in accordance with the contract. The maintenance obligation does not include the adjustment of the software to changed operational conditions and technical and functional developments such as changes to the IT environment, in particular changes to the hardware or operating system, changes needed to live up to the functions offered by competitors' products, or changes to ensure compatibility with new data formats. No-fault liability for damages for defects that already existed when the contract was signed is excluded.

9.6. Commercial property rights of third parties: The Purchaser must inform the Supplier in writing without delay of any claims asserted by third parties based on the alleged infringement of intellectual property rights pertaining to Remote Line Services. If necessary, the Purchaser will authorize the Supplier to ward off third-party claims and provide the Supplier with appropriate and reasonable support. If the Supplier considers the third-party claims to be justified, the Supplier can choose whether to

acquire the rights to continue to use the software at its own cost, make reasonable changes to the software or exchange the software, or indemnify the Purchaser against third-party claims arising from the contractual use of the software.

## **10. Services provided**

10.1. The Supplier provides Remote Line Services in accordance with generally accepted technical rules.

10.2. The maintenance of the machine by Remote Line Service does not establish any new guarantee by the Supplier. The repair of a fault by the Supplier after the expiry of the contractual warranty period also does not imply any waiver by the Supplier of its right to invoke the statute of limitation.

## **11. Limitation of Liability**

11.1. The Supplier is liable for intentional and gross negligence. The Supplier is only liable for slight negligence if it breaches a material contractual obligation which is essential for the proper performance of the contract and may be regularly expected by the Purchaser as well as for damage arising from injury to life, body or health.

11.2. Liability for slight negligence is limited to the amount of the foreseeable damage, the typical occurrence of which must be taken into account. The above rules also apply to the Supplier's vicarious agents.

## **12. Transfer or rights**

12.1. The Supplier is authorized to assign rights and obligations under the "Remote Line" contract to third parties.

## **13. Termination**

13.1. After one year, a contract concluded in accordance with section 1 is renewed for another year unless one of the parties terminates the contract by giving three months' written notice to the end of the year.

13.2. The right to terminate the contract without notice at any time for good cause is reserved. The

termination of the contract for whatever reason does not release the Purchaser from the obligation to pay for Remote Line Services that have already been provided and also does not entitle the Purchaser to demand the return of any fees already paid.

## **14. Reference**

14.1. Unless agreed otherwise in these terms and conditions of use, the General Conditions of Sale and Delivery of Machines and Spare Parts of the Supplier apply which can be found on the website [www.mullermartini.com](http://www.mullermartini.com) under Impressum apply.

## **15. Partial invalidity**

15.1. If individual provisions of these terms and conditions of use should be ineffective or incomplete, or should be or become impossible to perform, this will not affect the validity of the remaining provisions. In this case the ineffective provision will be replaced by a new provision that most closely represents the economic purpose of the ineffective provision.

## **16. Applicable law, place of jurisdiction**

16.1. The exclusive place of jurisdiction for all disputes arising from or in connection with these CRS shall be the Supplier's registered office.

16.2. The Supplier shall, however, be entitled to sue the Purchaser at the latter's registered address.

16.3. These CRS shall governed by Swiss substantive law. The application of the United Nations Convention on Contracts for the International Sale of Goods of 11 April 1980 is excluded.

**Your strong partner.**

**Müller Martini AG**

Untere Brühlstrasse 17 | 4800 Zofingen, Schweiz | Telefon +41 62 745 45 45  
info@mullermartini.com | [www.mullermartini.com](http://www.mullermartini.com)