

## **Terms and rules to be registered as a CARLIEUKLIMA Service User**

CARLIEUKLIMA provides a cloud-based platform called **NUBES**<sup>®</sup>, to allow all operators involved in running their systems with a simple, intuitive and performing tool to interact with the units from any device connected to the internet.

The access to this platform is allowed to users with credentials of various levels, assigned to them by a privileged user called *Master User*.

The Master User has the right to nominate and enable one or more Service Users who are assigned higher permissions than those of a "basic user", which allow them to act incisively on some particularly important settings.

The operator who is accredited as a *Service User*, therefore, undertakes to keep himself constantly informed and updated on the CARLIEUKLIMA products / systems, on which a *Master User* has authorized him to operate. The acquisition of the technical documentation in the most updated version, made available by CARLIEUKLIMA through its Technical Department or Service Department, is an integral part of this update. The *Service User*, also through this documentation, undertakes to maintain adequate ability to operate autonomously on CARLIEUKLIMA systems and support the customer (*End User*) in their management.

Technical assistance is also made available to the *Service User* by the Authorized Service Centers, although CARLIEUKLIMA does not enter into the merits of the terms of supply of this service.

CARLIEUKLIMA cannot in any way be held responsible for the improper use of the platform, nor for any malfunctions of the systems as a result of incorrect actions by the *Service User*. Authorizations given to the *Service User*, in any case, limit the effects of incorrect actions to the mere functional aspects, without ever compromising the safety aspects related to the operation of the heating and / or cooling units.

The *Service User* is not allowed to transmit NUBES<sup>®</sup> platform access credentials to anyone.

Finally, the *Master User*, in order to preserve his own prevalence in the hierarchy of the users, can exclude each *Service User* from his network of authorized operators at any time.

**CARLIEUKLIMA Srl**  
Service department