

## Leader in *BIOMETRIC RFID IoT* Products & Solutions and Cloud Platform for Workforce Management and Access Control

*Last update made on Dec.,2025.*

\*Please note that as an IoT cloud solution, all software and hardware **MUST** be under warranty for any support services, due to product and solution complexity, problems occurred which often have nothing to do with our products but due to end user network settings etc, we end up trouble shooting end user network.

If only software is under warranty, we will **ONLY** support the software and **WILL NOT** service any issue related to hardware and vice versa for hardware.

### OPTIONAL SUPPORT STATEMENT

#### *Jakin® ID Management and Solutions.*

1. *Jakin®* and its Service Centers provide special support services as an option to better assist the client, based on its own convenience and interest.
2. The client may choose one or more of the following options:
  - 2.1. Instant remote support in order to diagnose, repair, guide or provide training;
  - 2.2. In-person diagnose and repair;
  - 2.3. In-person class for individuals;
  - 2.4. In-person training meeting for the whole technical department;
  - 2.5. In-person product demonstration, slides presentation and marketing;
  - 2.6. In-person Sales strategies training.
3. The optional support services covers any type of support, including those out of warranty scope.
4. Fees will apply for the optional services. The minimum rate starts with 200 USD per hour, being 2 hours the minimum amount that is offered. There are different rates based on which option and request.
5. Some of the options require travel, lodging and board, as well as special equipment, such as projector, meeting room and etc. Quotation for these cases can be provided by *Jakin®*, or can be handled by the client, as long as approved by *Jakin®*. During the trip, it is the client responsibility to provide security means for the technician. Any inconvenience will generate charges.
6. In order to purchase an optional support service, please contact *Jakin®* by email.

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**END OF THE STATEMENT**