



Coromant Capto® DTH Plus Product and License Details

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1 License and services

1.1 General

The Software license product for Coromant Capto® Driven Tool Holder Plus (DTH Plus) contains a bundle of software license, support and services that secures trouble free machining of the driven tool holder system during normal operations.

To activate the software license and enable connectivity and usage of the Software license product the customer shall log on at the Sandvik Coromant webpage and follow the registration instruction on the product home page: www.sandvik.coromant.com/coromantcaptodthplus

Instructions on how to get started can be found in the technical manual, printed and part of the system delivery, and included in the software. A “quick start guide” is also included in the delivery and on the product homepage.

The Software license product is provided under the “Software License and Access Agreement” (also referred to as the “License Terms”), which shall prevail in case of conflict with this document or Sandvik Coromant’s general terms and conditions.

The License Terms can be found under “Resources” on the product homepage.

Please note that breaching the License Terms may lead to a license termination.

1.2 License Details (as defined in the License Terms)

Except as otherwise specified in quotation, Sandvik Coromant invoices Customer yearly for all fees when due and related expenses as incurred.

Each license can be activated on one serial number. One license is needed per serial number (tool holder) that the Customer wants to connect to.

However, several devices with the software installed can freely be used to connect to a tool holder (serial number) with an activated license tied to it. The license is per tool serial number, not per software installation or per device (tablet/laptop/computer).

1.2.1 Subscription License

By accepting the License Terms or using the Software license product, you agree to be bound by the terms and conditions of the License Terms, and the License Terms enters into force.

The subscription license is a time limited license provided on a yearly basis. It needs to be renewed annually for continuous access to software functionality. The latest updates, improvements and new features as well as best available support from Sandvik Coromant is included for the customers of subscription license. Subscription license customers shall connect the device containing the software on-line every 60th day to keep the license active, receive software and firmware updates and maintain connection to the tool holder. Sandvik Coromant does not make any representations or accepts any liability in case the customer fails to connect online at the said intervals.

A reminder will show in the software in time for user to connect on-line. The device will temporarily lose connectivity to the tool until this procedure is followed.

1.1.1.1 Effects of Termination of Subscription License.

Termination of the subscription license shall be made to local sales representatives, and will take effect upon expiry of the active subscription license period. Access and use of the Software functionality, including connectivity to the tool holder (serial number) and its data is lost upon termination. The user may keep data previously exported prior to license termination/expiry. The user is responsible for any such data export and storage.

The DTH Plus will work without the software and can then be used as a traditional driven tool holder without connectivity and data. The software can be re-activated for a tool (serial number) by the customer by contacting the local Sandvik Coromant sales representative and purchasing a new license, or by activating the tool on an available license in the Sandvik Coromant license administration portal.

1.2.2 Term of Subscription

Except as otherwise specified in quotation, subscription licenses will automatically renew for additional periods equal to the expiring subscription term, unless either party gives the other notice of non-renewal at least 30 days before the expiration date. The per-unit pricing during any renewal term will remain as per the applicable pricing in the prior term, unless Sandvik Coromant provides Customer notice of different pricing at least 30 days prior to the applicable renewal date. Except as explicitly provided in the applicable quotation, renewal of promotional or one-time priced subscriptions will be at Sandvik Coromant's applicable list price in effect at the time of the applicable renewal.

Sandvik Coromant will contact the customer prior to expiry for renewal.

1.3 Software Updates and Maintenance

The DTH Plus software is developed in close collaboration with customers, and updated regularly based on customer feedback and new developments. Sandvik Coromant will use reasonable efforts to provide updates several times per year. Only updates pertaining to the purchased license type/level will be available.

Updates of the software may include improvements of graphical user interface, improved performance and accuracy in current functions, selected new functionality, as well as maintenance releases securing software functionality with new drivers, operating systems and security fixes.

1.4 Technical Support

Sandvik Coromant offers support and technical assistance through its dedicated Support Hub, which Sandvik Coromant aims to keep available 24 hours per day Monday through Friday (excluding bank-holidays). The Support Hub is available from the Sandvik Coromant website under "Contact us," using the published phone number or the "Ask us a question" form.

Sandvik Coromant offers additional support and technical assistance through its local sales representative network.

Sandvik Coromant does not assume any responsibility as to the results of such support.

Sandvik Coromant strives to respond within 48 hours on reported system/software issues, causing disturbance in the machining process and less utilization of tool.

Technical manuals describing the system and included parts are available at the Sandvik Coromant product webpage at: www.sandvik.coromant.com/coromantcaptodthplus

1.5 Training and Installation Service

The Software license product includes a service where the customer can (upon request) have a Sandvik Coromant expert for a yearly on-site visit, for example for support during installation or general training on the DTH Plus system. This service will however only be provided if the customer is on a valid subscription license, and is subject to availability. This service may be subject to additional travel expenses, in which case Sandvik Coromant may charge these additional travel expenses to the customer.

Further training and support may be provided, however this must be agreed upon on a case by case basis with the local sales representative.

In case such assistance service is provided by Sandvik Coromant, the customer shall be solely responsible for the performance and result of any such services and Sandvik Coromant accepts no liability in relation thereto.

2 Hardware and Electronics

2.1 General

Sandvik Coromant's general terms and conditions for sale shall apply to any hardware and electronics provided, unless explicitly set out herein (delivery and limited warranties).

The DTH Plus system is available for sales in selected countries as specified on the product website. Please see Declaration of Conformity for further information about the product certification. The Declaration of Conformity can be found under "Resources" on the product page at the Sandvik Coromant product homepage: www.sandvik.coromant.com/coromantcaptodthplus

2.1.1 Export

This DTH Plus product, including enclosed electronic hardware, firmware, and software is intended for installation and use in the originally export country only.

If any export or re-export of goods after receipt from us (including deemed exports) is intended, the customer takes the full responsibility to ensure that the goods and the intended use are in conformity with all applicable laws and regulations within that country, and is thus responsible for requesting and obtaining all necessary licenses for the use and/or export of said items.

In complying with applicable export controls Sandvik Coromant and our suppliers may need to seek an export license and/or make a rating enquiry to the applicable government(s), which may delay a shipment. Sandvik Coromant is not liable for any delay in such cases.

2.2 Delivery

Sandvik Coromant strives to provide the DTH Plus system within 10 weeks after customer's order.

2.3 Warranty

Sandvik Coromant offers an warranty period during which it repairs a faulty DTH Plus. The customer shall always get in contact with the local Coromant sales representative or technical expert when making a claim for replacement.

2.3.1 Manufacturing Defects

Sandvik Coromant will repair, free of charge, any manufacturer's defects arising from failure due to design, material, or workmanship in accordance with following conditions:

- Warranty only applies to manufacturers defects occurring within 12 months after delivery for new products and 90 days after delivery for repair service.
- Wear on perishable items and damage caused by overloading, or not operating in accordance with DTH specifications, are excluded.
- Customer must discontinue use immediately and submit a claim in writing upon detection of defect.
- Written claim must include a detailed description of fault and is subject to verification by Sandvik Coromant.
- Warranty repairs must be performed by Sandvik Coromant factory owned service centers.

Note: Remove the batteries prior to shipping to service. Batteries and tablets (including batteries) shall never be shipped or returned as these products are classified as "dangerous goods" and shall therefore be disposed locally on site according to local regulations.

2.3.2 Electronics Defects

During 1 year from delivery, Sandvik Coromant undertakes to repair or replace, in its sole discretion, the electronic parts in case proven faulty.

This undertaking is subject to normal operation and correct use by customer, as specified in the technical manuals.

Repairs must be performed by Sandvik Coromant factory owned service centers.

Note: Remove the batteries prior to shipping to service. Batteries and tablets (including batteries) shall never be shipped or returned as these products are classified as "dangerous goods" and shall therefore be disposed locally on site according to local regulations.

3 Tablet

A tablet can be ordered if needed from Sandvik Coromant and will be governed by separate terms and conditions.

The tablet (including any related third party software such as Windows package) (the “Tablet”) is sourced directly by Sandvik Coromant from a third party tablet supplier (the “Tablet Supplier”), subject to Tablet Supplier terms and conditions (“Tablet Supplier T&C:s”).

Without prejudice to any limitations set forth in Sandvik Coromant’s general terms and conditions for sale, the customer acknowledges and agrees to that Sandvik Coromant does not make any representations nor assumes any responsibilities and/or liabilities in relation to the Tablet *vis-à-vis* the customer over and above what Sandvik Coromant can legally and successfully pass on to the Tablet Supplier in accordance with the Tablet Supplier T&C:s.

The customer undertakes to adhere to all obligations and liabilities in accordance with the Tablet Supplier T&C:s, *mutatis mutandis*, including without limitation: (i) not to resell the Tablet; (ii) only use the Tablet for its intended purpose and in accordance with applicable software license terms; (iii) not use the Tablet in High Risk Activities; (iv) act in compliance with all export/trade laws and regulations; and (v) audit rights. The customer undertakes to hold Sandvik harmless against any losses attributable to claims from the Tablet Supplier or any other third party due to the acts and/or omissions of the customer in breach of said terms.”