

WARRANTY & SERVICE



1. WARRANTY	2
2. EXCLUSIONS – WHAT’S NOT COVERED	4
3. WARRANTY CLAIM PROCEDURE	5
3. RESPONSE TIME MATRIX	6
4. HOW TO MAINTAIN & CARE FOR YOUR SETUP	7
5. PROACTIVE SERVICE AGREEMENT	8
6. SPARE PARTS PACKAGE	9

JORA VISION LBE B.V. DE MAESSLOOT 2B 2231PX RIJNSBURG
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VAT/BTW: NL859491845B01 CHAMBER OF COMMERCE/KVK: 73369934
BANK: RABOBANK NL22 RABO 0338 5605 05 BIC: RABONL2U



1. WARRANTY

1.1. Client information

Company:

Contact:

Function:

Zipcode:

Adress:

Location:

Email:

Phone:

1.2. Project Information

Project reference:

Description:

1.3. Warranty, our RemarkaBall promise to you:

Starting from your official handover date, Jora Vision is here to ensure that for 12 months, your course is in top form, free from any obstacles in workmanship and materials. That's a whole year of smooth putting!

Should any part of your course face a hiccup that's covered by our warranty, we'll step in to either repair or replace the affected parts, ensuring you're back to operating without dipping into your wallet. Our aim is to always keep the game fair and fun, focusing on rectifying any issues directly related to our service.

If you encounter any parts not originally designed by us but included in your setup (e.g. computers, TV's, etc.) they come with the original manufacturer's warranty. Consider this part of your minigolf journey, and we're here to assist you in navigating these warranties.

After the first 12 months, if any component still under the original manufacturer's warranty needs attention, we're on hand to assist, though this may involve an additional charge. We'll draft a new agreement for each assistance request, making sure your minigolf experience continues to be a hole-in-one.

1.4. Warranty Extension

Warranty extension for an additional 12 months is possible for 5% of the total project sum. To be purchased no later than three (3) months post official handover date.

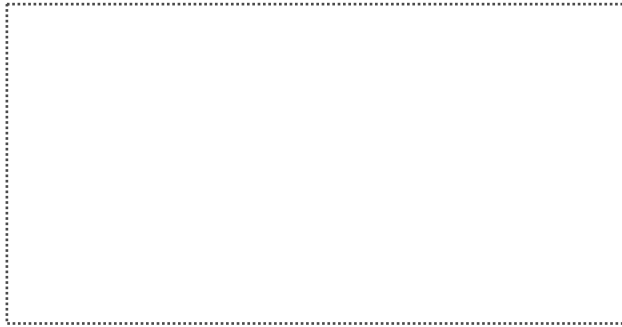
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1.5. Signature

Signed by

On behalf of Jora Vision LBE B.V.



Jan Maarten de Raad

CEO

Jora Vision LBE B.V.

Date:

2. EXCLUSIONS — WHAT'S NOT COVERED

- Normal maintenance, cleaning, tune-ups or similar;
- Our RemarkaBall minigolf is built for lasting fun, but like any well-loved game, it will show signs of play over time. Our warranty embraces the durability of our product, yet it doesn't cover the natural wear and tear that comes from spirited play. We stand by to advise on care to keep your game in top form for as long as possible. We understand the importance of assurance and transparency, To this end, we will thoroughly photograph the condition of all items before they are dispatched from our facility and once more when they are handed over to you. This ensures that the quality and condition of the equipment are well-documented, and any concerns can be addressed immediately.
- Our warranty covers only those products and parts explicitly outlined as part of the RemarkaBall system in our scope of work or the final build documentation provided.
- Repair or replacement due to failure to properly install (not applicable if we do the installation), operate, maintain, or clean the covered Product in accordance with the local codes and the manufacturer's printed and/or verbal instructions and maintenance advice, or from use in any combinations not approved in the manufacturer's specifications, or from any authorized modifications or alterations;
- Inadequate or improper maintenance of the Product or normal wear of equipments and parts;
- Repair or replacement due to vandalism, abuse, riot, or general environmental conditions, including but not limited to rust, corrosion or mold;
- Any service request which results in customer education or no problem found, although an operator training will take place on the day of handover;
- Conditions which existed prior to the final delivery of the Product;
- Loss or damage caused by accidental or intentional physical damage, spilled liquids, insect infestation, misuse, abuse or service costs or damage caused by unauthorized repair personnel;
- Theft and loss;
- Any defect, failure, deficiency, or error not timely reported to the Contractor;
- Depending on agreed upon incoterms, loss or damage to the covered product while in the course of transit, delivery, or redelivery;
- Damage caused by unauthorized disassembly of the Product;
- Damage resulting from software virus; improper gas or water connections, or electrical wiring and connections in user environment; user facilitated minor adjustments and settings outlined in the product's owners documentation; external antenna or local reception problems; inaccessible products or parts; negligence;
- Failures due to dust, animal or insect damage; acts of God such as fire, water, windstorm, sand, dirt, hail or earthquake; civil disorders; nuclear accident;
- Subject to any statutory provisions to the contrary, this warranty does not extend to cover damage to furniture, landscape, animals, vegetation, foundations, vehicles, or any other consequential loss either directly or indirectly due to malfunction of the Product after the Client takes delivery of the Product;
- Subject to any statutory provisions to the contrary, Contractor has no responsibility or liability for damage to, or loss of, any business profits or other consequential damage under any circumstance and Contractor liability is expressly limited to the repair or replacement of the defective Product. Any incidental or consequential damages arising from any breach of warranty;

3. WARRANTY CLAIM PROCEDURE

Ready to keep the fun rolling? If you spot a glitch in your minigolf setup, here's how to initiate the claim procedure:

1. Pre-Game Prep: Dive into the docs that came with your setup. Knowing your gear is half the battle!
2. Reach out to us or our trusty sidekicks within the warranty window or 7 days post-problem-spotting, whichever comes first.

Your crew awaits:

For hardware heroics and décor dilemmas, Jora Vision is your go-to:

- Contact: service@joravision.com
- Contact: 0031 71 402 6747

Lagotronics is on standby for software sorcery:

- Contact: RemarkaballSupport@lagotronicsprojects.com
- Contact: 0031 77 320 4339

Help us chart your course:

- A. Share your phone number
- B. element/minigolf hole
- C. project number
- D. Complete description of the mystery you've encountered

Additionally for software issues:

- E. Describe the digital dilemma in detail (circumstances and cause);
- F. Ensure your internet connection to the operator PC is functional and;
- G. Let us know when we can dive in (remotely) without disturbing active putters

Response and Rescue:

We'll be in touch within 2 working days to plot our course of action. We start with remote solutions for a quick fix. When you report a warranty issue that can't be solved remotely, we'll assess the situation based on its urgency, as detailed in our response time matrix. Depending on part availability and our technicians' schedules, including their travel plans, we aim to have a technician en route to your location within 10 working days, with us covering reasonable travel expenses. For an in-depth look at how we handle different scenarios, please refer to our response time matrix.

3. RESPONSE TIME MATRIX

Response Times	Impact on the Gaming Experience		
	Limited	Playable	Failure
Reaction within two (2) working days with a proposal to solve the issue within 20 working days			
Reaction within two (2) working days with a proposal to solve the issue within 10 working days			
Reaction within 24 hours (within business hours and days) with a proposal to solve the issue within 5 days			

Keep in mind, our ability to quickly respond depends on having the right parts on hand and our technicians' ability to travel. For our distant clients seeking faster service, we highly recommend investing in a spare parts package. This proactive step can significantly speed up any necessary repairs, ensuring your RemarkaBall remains uninterrupted.

4. HOW TO MAINTAIN & CARE FOR YOUR SETUP

4.1 Cleaning Tips

Give your RemarkaBall course a weekly spa day! Use warm, soapy water and a gentle, lint-free cloth to wipe down wooden parts, then quickly rinse and dry. Remember, wood and water are like cats and dogs - they're not best friends. For those shiny acrylic covers, treat them to a special plastic pamper session - but keep those harsh cleaners (alkaline cleaners, acetone, benzine, etc.) and sharp objects at bay!

The TV-screens can be cleaned with a dab of standard screen cleaner, don't use glass cleaner on those, instead use glass cleaner for the touch screens to keep them gleaming.

4.2 Maintenance Tips

Keep liquids away from the course like you're avoiding sand traps - they're no good for the construction or electronics. Regularly scout for damage or defects; think of it as a weekly course health-check.

4.3 The Playbook

For all the moves and strategies, consult the Operation Manual provided. Plus we'll give you the grand tour and tips at handover, ensuring you're set for success.

5. PROACTIVE SERVICE AGREEMENT

5.1 Why do you need one?

As you probably understand by now, we believe in keeping the fun rolling smoothly. That's why our proactive service agreement focuses on the heart and soul of your course - the electronics and software. A proactive approach not only keep glitches at bay but also ensure your setup stays in prime condition for longer. We'll tailor a maintenance plan just for you, covering all the technical bits and bytes.

5.2 What is it?

Expect a full-service visit that includes a thorough cleaning spree, a detailed inspection for any wear and tear, and a tech check to ensure everything's running like clockwork. Planning is a team sport, so we'll huddle up to schedule visits, ideally with a month's heads-up. If there's extra work outside our agreement, we can chat about those details separately. While on-site for scheduled maintenance, we're flexible to undertake additional work beyond our agreement's scope. We'll discuss these extra tasks with you and provide a quote beforehand, ensuring you're fully informed and agree to the added services before we proceed.

5.3 How much is it?

In our commitment to keeping your RemarkaBall course in peak condition with our maintenance service, a clear fee covers at least one yearly visit. It's important to note, travel and lodging are separate, and crucially, material costs also fall outside this fee. Since the specific materials needed can vary and may not be determined until we're on-site, these will be billed based on the actual requirements. Our goal is to maintain complete transparency and ensure there are no surprises.

To give you an indication of costs (Q1 2024) please see below, an accurate estimate can be made once dates and location are confirmed.

€ 672 day rate for Jora Vision crew member

€ 1320 day rate for Technician

Average time required for maintenance 1-2 days

As mentioned, this excludes travel, lodging and material costs.

6. SPARE PARTS PACKAGE

Having a set of spare parts on hand for your RemarkaBall setup is a game-changer, ensuring minimal downtime and seamless play. Spare parts are the unsung heroes that keep the fun flowing, allowing for quick swaps and repairs without waiting for shipments. They're your best defence against unexpected hiccups, making sure every round of minigolf is as enjoyable of the first. Below you will find the list of parts we can supply for this purpose.

Item code	Item name	Quantity
LPA1011762	Complete control cabinet suitable for each course	1
LPI10001105	Touchscreen Gameconsole	1
LPI10001106	Touchscreen Teamconsole	1
LPI10001262	Operator computer + licence	1
LPI10001110	LED Controller	1
LPI10001109	RFID Cardreader	1
LPI10001143	LED strip 5 mtr (with 3M tape)	1
LPI10001414	Game Monitor 43"	1
LPI10001826	Reflector Sensor + Connector	1
LPI10002489	Photoelectric Sensor + Connector	1
LPI10004295	RJ45 Network Cable 15m	1
LPI10004295	HDMI Cable high-range 10m	1
LPI10001357	Displayport to HDMI	1
LPI10001168	Micro male	5
LPI10001169	Micro female	5
LPI00000000	Allen 9 screwdriver	1
LPI10001152	Power Cable	1
LPA01000241	LED Connection cable incl. Connectors	1
LPA01000126	Sensor connection cable incl Connectors	1
Total Fee		€ 9.966,00