

HARDWARIO CLOUD

HARDWARIO Cloud Service Level Agreement

The availability HARDWARIO a.s. commits to for HARDWARIO Cloud, the service credits when it falls short, planned maintenance, support and backups.

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CONTENTS

1. Scope	1
2. Definitions	1
3. Availability	2
4. Service credits	2
5. Planned maintenance	2
6. Reporting	2
7. Support	3
8. Backups	3
9. Changes	3

1. Scope

1.1. This Service Level Agreement (the "SLA") is part of the contract under the HARDWARIO Cloud Terms of Service HLN.261009.02 (the "Terms") and applies to HARDWARIO Cloud at <https://hardwario.cloud> and its API (the "Service"). Terms defined in the Terms have the same meaning here.

1.2. The SLA sets the standard service level. A higher availability (99.7 % or 99.9 %), a shorter response time or other service levels can be agreed only in an individual contract, which then prevails.

2. Definitions

2.1. Downtime is any period during which the Service cannot receive messages from devices, or its web interface or API cannot be used, as measured by HARDWARIO's monitoring. Downtime does not include:

- planned maintenance under clause 5, up to 8 hours in a calendar month,
- unavailability caused by the Customer's systems, networks, devices or connector endpoints, or by the use of the Service contrary to the Terms,
- suspension of the Service under the Terms,
- events beyond HARDWARIO's reasonable control that it could not have prevented (force majeure).

2.2. Availability is the share of a calendar month during which the Service was not in Downtime:

$$\text{Availability} = (\text{minutes in the month} - \text{minutes of Downtime}) / \text{minutes in the month} \times 100 \%$$

3. Availability

HARDWARIO provides the Service with an Availability of at least **99.5 %** in each calendar month. This permits Downtime of approximately 3.6 hours in a 30-day month.

4. Service credits

4.1. Reduced fee. If the Availability in a calendar month falls below 99.5 %, the fee for the Service for that month is reduced as follows:

ACTUAL DOWNTIME IN THE MONTH	FEE PAYABLE FOR THE MONTH
Up to 2× the permitted Downtime	75 %
More than 2× up to 5× the permitted Downtime	50 %
More than 5× up to 10× the permitted Downtime	25 %
More than 10× the permitted Downtime	0 %

For example, with 99.5 % Availability the permitted Downtime is approximately 3.6 hours a month; if the actual Downtime reaches 8 hours (more than 2× but less than 5× the permitted Downtime), 50 % of the monthly fee is payable.

4.2. Claim. The Customer claims the reduction by e-mail to ask@hardwario.com within 30 days of the end of the affected month. HARDWARIO applies the reduction on the next invoice or refunds it if no further invoice follows.

4.3. Sole remedy. The reduction is the Customer's sole financial remedy for Availability below the agreed level. The right to terminate under clause 4.4 is not affected.

4.4. Termination. If the Availability falls below 99.5 % in three consecutive calendar months, or in any four calendar months within twelve months, the Customer may terminate the contract by written notice with immediate effect.

5. Planned maintenance

5.1. HARDWARIO announces planned maintenance that interrupts the Service at least 48 hours in advance by e-mail to the account owners, and performs it preferably between 22:00 and 06:00 CET/CEST.

5.2. Planned maintenance of up to 8 hours in a calendar month is not counted as Downtime; any further planned maintenance in that month is.

5.3. Urgent maintenance needed to remove a security vulnerability or to prevent an outage may be performed without notice; it counts as Downtime.

6. Reporting

6.1. At the Customer's request HARDWARIO provides, within 5 business days, the Availability achieved in up to 12 preceding calendar months, with the Downtime incidents and their duration.

6.2. For a Downtime longer than 60 minutes, HARDWARIO provides at the Customer's request, within 5 business days after the incident is resolved, a report on its cause, impact, resolution and the measures taken to prevent it.

7. Support

Contact	ask@hardwario.com
Languages	Czech, English
Support hours	Monday to Friday, 08:00 to 17:00 CET/CEST, except Czech public holidays
First response	within 3 working days

Support covers the operation of the Service, help with its functions, the API and connectors, and the handling of faults. Security vulnerabilities are reported to security@hardwario.com.

8. Backups

HARDWARIO backs up the Service weekly and keeps each backup for 4 weeks, in the data centre in Frankfurt am Main, Germany. Backups serve to restore the Service after a failure; data received after the latest backup may be lost.

9. Changes

HARDWARIO changes this SLA in the same way as the Terms (clause 14 of the Terms); a change that reduces the service level gives the Customer the right to terminate the contract with effect before the change applies. Each version carries a document number, revision and valid-from date, and all earlier versions remain available at <https://www.hardwario.com/legal/>.