

# AVARIO

Tango Smart Home System

Service Agreement

SAMPLE ONLY



This Service Agreement (the "Agreement") is entered into on this \_\_\_ day of \_\_\_\_\_, 20\_\_\_, by and between Avario Technical Services ("Service Provider") and \_\_\_\_\_ ("Client"), collectively referred to as the "Parties."

## 1 Definitions

- 1.1 Service Provider: Avario Technical Services.
- 1.2 Client: The individual or entity purchasing the service agreement.
- 1.3 System: The Tango Smart Home System installed at the Client's property.
- 1.4 Critical System Updates: Security patches and essential software updates ensuring system functionality.
- 1.5 Remote Assistance: Technical support provided via telephone or online platform.
- 1.6 Business Hours: Monday to Friday, 9:00 AM to 6:00 PM, unless otherwise specified.

## 2 Scope of Services

The Service Provider agrees to provide the Client with the following services:

- 2.1 System Features:
  - 2.1.1 Remote Control Access: 24/7 remote access to the system with an internet connection.
  - 2.1.2 Critical System Updates: Regular security updates.
  - 2.1.3 SSL Certificates: Annual renewal and remote installation of security keys.
  - 2.1.4 Remote Assistance: Up to 5 hours annually for critical issues during business hours. Additional hours billed at contract rates.
  - 2.1.5 Remote Network Management: Assistance with Wi-Fi and network issues.
  - 2.1.6 Future OS/Feature Upgrades: The Client receives a 35% discount on Avario Software upgrades during the contract term.
- 2.2 Technical Support
  - 2.2.1 Live Technical Support (WhatsApp): Available Monday to Friday, 9:00 AM - 6:00 PM.
  - 2.2.2 AI Technical Support: 24/7 support via online platform: <https://Avario.support>.
  - 2.2.3 Configuration Changes: Concierge services for system modifications at discounted rates.
- 2.3 Onsite Technical Assistance
  - 2.3.1 Technical Callout (Business Hours): Onsite visits available 9:00 AM - 6:00 PM, Monday to Friday, for AED 375 (includes one hour of service and travel time). Additional technician hours are billed at contract rates (+35% after hours).
  - 2.3.2 Replacement Parts: 15% discount on replacement parts.

### 3 Discounted Service Rates

Service Role	Regular Rate	Discounted Rate
Sr. Engineer	825 AED/hr	740 AED/hr
Jr. Engineer	473 AED/hr	425 AED/hr
Technician	263 AED/hr	230 AED/hr

### 4 Terms of Agreement

This Agreement is valid for twelve (12) months from the date of payment.  
 Renewal is subject to mutual agreement.

### 5 Transferring Ownership

If ownership changes during the contract term, a 450 AED transfer fee applies.  
 The new owner/tenant must submit a transfer request with updated contact details.  
 The Service Provider will set up a new account and provide basic system instructions.

### 6 Internet Infrastructure Changes

The Client must notify the Service Provider at least 4 days before making changes to their internet service provider or hardware.  
 Failure to provide timely notice may result in additional charges for urgent reconfiguration.

### 7 Terms and Conditions

- 7.1 Availability - Services are provided during designated service hours. Requests outside these hours may incur additional charges.
- 7.2 Payment Terms - Payment is due upon receipt of Invoice.

### 8 Hold Harmless Clause

The Client agrees to indemnify, defend, and hold harmless the Service Provider, its employees, agents, and affiliates from any claims, damages, or expenses arising from the system or services provided, except in cases of negligence or wilful misconduct by the Service Provider.

### 9 Termination

Either party may terminate this Agreement with 30 days' written notice.  
 The Client must pay for all services rendered up to the termination date.

### 10 Entire Agreement

This Agreement constitutes the entire agreement between the Parties and supersedes all prior agreements.

### 11 Acceptance

I, the undersigned, have read, fully understand, and accept the terms and conditions contained in this document.