

# Policies

Policies related SKAARHOJ products, support, repair, and integrations.

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- [Support and Repair](#)
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# End User License Agreement

## End-User License and Product Support Agreement for Blue Pill Server™, Reactor™ and the Blue Pill Platform™

### I. End-User License

#### 1. Acceptance of Terms

By using Blue Pill Server™, Reactor™ and any of the software packages you can install via the Packages tab (collectively referred to as the "SKAARHOJ Device"), you agree to be bound by the terms of this End-User License Agreement ("EULA"). If you do not agree to the terms of this EULA, do not use or access the SKAARHOJ Device.

#### 2. License Grant

SKAARHOJ® ApS grants you a non-exclusive, non-transferable, limited license to use the Software solely for your personal or business purposes.

#### 3. Restrictions

You shall not:

- Modify, adapt, translate, or create derivative works of the SKAARHOJ Device.
- Reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code of the SKAARHOJ Device.

#### 4. Intellectual Property Rights

The SKAARHOJ Device is the property of SKAARHOJ® ApS and is protected by intellectual property laws. The structure, organization, and code of the SKAARHOJ Device are valuable trade secrets of

SKAARHOJ® ApS.

## **5. Warranty Disclaimer**

The SKAARHOJ Device is by default provided "AS IS" without warranty of any kind. SKAARHOJ® ApS disclaims all warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose.

## **6. Limitation of Liability**

In no event shall SKAARHOJ® ApS be liable for any special, incidental, indirect, or consequential damages whatsoever arising out of or related to your use of or inability to use the SKAARHOJ Device.

## **7. Termination**

This EULA is effective until terminated. Your rights under this EULA will terminate automatically without notice from SKAARHOJ® ApS if you fail to comply with any term(s) of this EULA.

## **8. General**

This EULA constitutes the entire agreement between you and SKAARHOJ® ApS concerning the Software and supersedes all prior agreements and understandings.

## **9. Governing Law**

This EULA shall be governed by the laws of Denmark without regard to its conflict of laws principles.

# II. Product Support Agreement for SKAARHOJ Products

For assistance with SKAARHOJ products, please email [support@skaarhoj.com](mailto:support@skaarhoj.com). Note that audio and video calls require prior arrangement. Our regular support hours are 9-15 CET and PT on business days, subject to availability.

## **1. Support Services**

- We provide help with initial setup and default configurations per SKAARHOJ's Official Configurations.
- Custom configurations or modifications may incur additional fees. For prioritized support or professional services, please contact us.

- Before reaching out, consult the Installation and Operation Manual and Device Core manuals. Network-related queries should be directed to your network administrator as they fall outside our support scope.

## **2. Escalation Protocol**

- Complex issues may require escalation to our R&D team, potentially extending resolution times.

## **3. Third-Party Devices**

- For issues related to third-party systems connected to SKAARHOJ products, contact the respective manufacturers or distributors. We are not liable for problems arising from firmware updates or other changes in third-party systems.

## **4. Resolving Hardware Issues**

- Contact our support team for evaluation. If necessary, we may authorize a Return Merchandise Authorization (RMA) for product return.
- Advance replacements are not part of our standard procedure. We require products to be returned for repair. For critical projects, we recommend keeping spare units on hand. Please note that if an inspection reveals no fault with the returned unit, an investigation fee may be applied.
- Please note that our hardware is eligible for a 1-year warranty covering hardware failures, provided it is registered with us. Repairs required beyond this period may incur fees.

## **5. Resolving Software Issues**

- Our products, like any complex system, may have software bugs due to various factors. Conduct thorough testing before deployment.
- If a bug is traced back to our software and can be replicated, we commit to addressing it. However, the timeline for fixing such issues is determined by various factors and remains

at our discretion.

## 6. System Integrators Expectations

- We expect comprehensive testing of our products in your installations.
- Please be aware that addressing issues in high-risk deployments may not receive priority. Expedited support is subject to our discretion, unless a different agreement is in place.

## 7. Reactor™ and Software Maturity Levels

- Reactor™ offers advanced capabilities, but users should understand their limits and seek professional support when necessary.
- Our software is classified into four categories: Concept, Beta, Release, and Mature, indicating their development phase and stability level.
- Concept packages are experimental; Beta packages are fairly stable; Release packages are production-safe; Mature packages are time-tested. Note that 'Concept' software receives limited support and may not necessarily advance to a full release state.
- "Pre-release" versions are under development and might be less stable.

## 8. Licenses

- Certain features of SKAARHOJ software may require a paid license.
- Reach out to [sales@skaarhoj.com](mailto:sales@skaarhoj.com) or [support@skaarhoj.com](mailto:support@skaarhoj.com) for information on licenses.

# Support and Repair

## Support and Repair

Thank you for choosing SKAARHOJ for your professional needs. We are committed to providing exceptional support and service for our products. Please find below our updated repair and support guidelines designed to ensure your satisfaction and peace of mind.

Further down below, you will find instructions on how to ship items for repair at the SKAARHOJ HQ, to ensure that everything runs smoothly through customs etc.

Process for warranty repairs:

- Contact [Support@skaarhoj.com](mailto:Support@skaarhoj.com)
- Skaarhoj Support team will review your fault description. First option is if the issue can be resolved remotely through troubleshooting.
- If the unit needs a repair, we will issue an RMA number as reference for the repair case
- Ship the unit to us using the shipping details below.
- We will repair the unit, double check based on your fault description and ship back to you.

Process for non-warranty repairs - quote up front:

- Contact [Support@skaarhoj.com](mailto:Support@skaarhoj.com)
- Skaarhoj Support team will review your fault description.
- If it is possible to identify the issue and repair requirement immediately, we will provide a quotation for the repair. The quotation will include return shipment after repair, unless if you instruct us to ship on your account.
- Once the quotation has been accepted, we will issue an RMA number as reference for the repair case.
- We will send you a proforma invoice to pay for the repair work. You usually have to pay this before we start, unless you have credit with us.
- Ship the unit to us using the shipping details below.
- We will repair the unit, double check based on your fault description and ship back to you.

Process for non-warranty repairs - initial investigation required:

- Contact [Support@skaarhoj.com](mailto:Support@skaarhoj.com)
- Skaarhoj Support team will review your fault description.

- If it is not possible to identify the issue and repair requirement immediately, we will need for the equipment to be shipped to our factory for investigation. There will be an investigation charge of 1 hour + shipment for this, but this will be deducted from the final repair price, if you choose to accept the quote.
- If you accept return and investigation charge, we will provide a proforma invoice for payment. This is required up front for most customers, except for those with an approved credit.
- Once paid, we will issue an RMA number as reference for the repair case.
- Ship the unit to us using the shipping details below.
- When we receive the unit, we will investigate it and provide you with an updated quote for completing the repair, as well as a proforma invoice to pay the additional costs on top of the investigation charge.
  - In some cases, the repair turns out to be simple, and we will proceed within the already paid investigation fee.
- If you accept the quote and pay the additional proforma invoice, we will repair the unit, double check based on your fault description and ship back to you.
- If you do not accept the quote, we will pack up the unit and ship back to you, as you have already paid the investigation charge including shipping costs.

## Shipping Instructions

### Packaging

We recommend using the original packaging to ensure the safety of your product during transit. If the original packaging is unavailable, please secure the product with suitable protective materials.

If we are unable to re-use the packaging, which you sent to us, we'll replace with a box suitable for shipment. It may not be looking nicely, though.

### Shipping address

Please ship to the following address:

SKAARHOJ ApS  
Attn: RMA#  
Rosenkaeret 11c,  
Ground Floor  
2860 Soeborg  
Denmark

RMA # corresponds to the RMA number issued by SKAARHOJ Support. If email, phone number or VAT number is required please use the following:

Email: [support@skaarhoj.com](mailto:support@skaarhoj.com)

Phone: +45 31125252

VAT ID: DK39699583

Special instructions when shipping from outside of the EU.

For international shipments, please include the necessary customs invoice information. Be aware that tariffs and fees may apply for shipments originating outside the EU. Please use the following information:

- Purpose of shipment: Return for Warranty Repair / Return for Non-Warranty Repair.
- Product name: Name of the product.
- Product value: The amount you paid for the product.
- Incoterms: DAP (Delivered at Place) Soeborg, Denmark
- Country of origin: Denmark.
- Taric Code: 8471.80.00
- Description of goods: Other units of automatic data processing machines: Control or adapter units.

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- Incoterms: DAP (Delivered at Place) Soeborg, Denmark
- Country of origin: Denmark.
- Taric Code: 8471.80.00
- Description of goods: Other units of automatic data processing machines: Control or adapter units.

### Frequently Asked Questions about Repair and Support

- What is important information to provide, to ensure the process goes smoothly?
  - Exact fault description
  - Connected equipment
  - Software version
  - Contact details
  - Exact return address
- Can I borrow a unit to keep me operational while repair is going on?
  - We might have a rental device that you can use, but we don't always have everything in stock. Please ask our Support staff. If your operation is vital and cannot afford to stop, we suggest planning for redundancy.
- Can I get a replacement up front?
  - Our policy is to repair your product. However, in the rare event that you receive a unit that is dead on arrival (DOA), we will review if a replacement is possible.
- Can I call you for direct phone support?
  - Unfortunately, we're not able to provide phone support for your setup. Here's a few good ways to help you:

- As most of our sales is done through skilled resellers and system integrators, they most likely will be able assist you and already know your setup.
  - Consult our online manual and Wiki
  - Our support staff is ready to help you through email on [Support@skaarhoj.com](mailto:Support@skaarhoj.com).
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- Can I repair the unit myself?
    - Generally no, but there are a few exceptions. We will guide you if it is possible.
  - Can I get the unit repaired in a location closer than Denmark?
    - No, unfortunately we do not have service centers in any other location.
  - What is the turn-around-time for the repair?
    - Typically 1-2 weeks after receipt.

# WEEE Information

## WEEE Information

### **For professional users in the European Union**

If you wish to discard electrical and electronic equipment (EEE), please contact your dealer or supplier for further information.

### **For disposal in countries outside of the European Union**

This symbol is only valid in the European Union (EU). If you wish to discard this product please contact your local authorities or dealer and ask for the correct method of disposal

### **For private households: Information on Disposal for Users of WEEE**

Please note that our products are designed and intended for professional use only. However, as we cannot prevent private individuals from purchasing our products through resellers etc, below information is pertaining to this scenario with the aim of completeness.

what is weee.png  
Image not found. Copy the unknown

Figure 1

This symbol (figure 1) on the product(s) and / or accompanying documents means that used electrical and electronic equipment (WEEE) should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product(s) to designated collection points where it will be accepted free of charge.

Alternatively, in some countries, you may be able to return your products to your local retailer upon purchase of an equivalent new product.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

Please contact your local authority for further details of your nearest designated collection point. Penalties may be applicable for incorrect disposal of this waste, in accordance with you national legislation.