

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. 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 or support@skaarhoj.com for information on licenses.

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