



TERMS & CONDITIONS

Hardware Terms of Sale

General Terms and Conditions for the Sale of Sensorbee Hardware
including Appendix A – Warranty & Service Schedule

Version	1.0
Effective date	1 June 2026
Replaces	Sensorbee Hardware Equipment / Purchase Agreement and Appendix A – Warranty & Service Schedule (2025 editions)
Applies to	All sales of Sensorbee hardware to business customers, and all Extended Warranty Plans
Published at	www.sensorbee.com/terms

CERTIFICATIONS



Sensorbee AB · Org. no. 556970-2375
Jägarvällsvägen 8B, 584 22 Linköping, Sweden
+46 13 390 95 37 · hello@sensorbee.com · www.sensorbee.com

SUMMARY

Key terms at a glance

This summary is for convenience only. If anything in it differs from the full Terms that follow, the full Terms apply.

Topic	What applies
Who can buy	Business customers only. Sensorbee does not sell to consumers (clause 2).
Which version applies	The version published on the date of your Order Confirmation applies to that order for its whole life. Extended Warranty Plans take the version in force at each annual renewal (clause 3).
When the contract is made	When Sensorbee issues a written Order Confirmation. Quotations are valid for 30 days (clause 4).
Payment	30 days net from invoice date unless otherwise agreed. Late payment interest under the Swedish Interest Act (clause 5).
Delivery	FCA Linköping, Sweden (Incoterms® 2020) unless the Order Confirmation says otherwise (clause 6).
Inspection and acceptance	Report transit damage within 5 Business Days. 15 Business Days to test the Products (clause 7).
Ownership	Title passes when the Products are paid in full (clause 8).
Standard Warranty	12 months from delivery on Sensorbee hardware. Consumables excluded (clause 9 and Appendix A).
Extended Warranty Plan	Optional. Extends the warranty in 12-month terms, renewing each year, up to 5 years from delivery (Appendix A, section A3).
Maintenance and calibration	Service intervals and calibration recommendations per component (Appendix A, sections A6–A7).
Cloud Services	Full functionality requires an active Sensorbee Cloud subscription, governed by the Cloud Terms (clause 10).
Liability	No liability for indirect loss. Total liability capped at the price of the Products concerned (clause 14).
Law and disputes	Swedish law (CISG excluded). Linköping District Court (clause 22).

OVERVIEW

Contents

PART 1 – GENERAL TERMS

- 1** Definitions and interpretation
- 2** Scope and application
- 3** Versions, publication and annual review
- 4** Quotations, orders and formation of contract
- 5** Prices and payment
- 6** Delivery, transport and export
- 7** Inspection and acceptance
- 8** Title and risk
- 9** Warranty
- 10** Firmware, software, Cloud Services and intellectual property
- 11** Data
- 12** Installation, use and maintenance
- 13** Returns of non-defective Products
- 14** Limitation of liability
- 15** Product liability, indemnity and onward supply
- 16** Force majeure
- 17** Confidentiality
- 18** Compliance and environment
- 19** Purchases through distributors and resale
- 20** Suspension and termination
- 21** General provisions
- 22** Governing law and disputes

APPENDIX A – WARRANTY & SERVICE SCHEDULE

- A1** Purpose
- A2** Warranty periods
- A3** Extended Warranty Plan (annual renewal)
- A4** Coverage by product
- A5** General exclusions
- A6** Customer maintenance and service intervals
- A7** Calibration
- A8** Warranty claims and RMA procedure
- A9** Out-of-warranty repair, spare parts and end of life
- A10** Products bought through a distributor
- A11** Contact

PART 1

General Terms

1. Definitions and interpretation

1.1 In these Terms the following words have the meanings below:

"Business Day" means a day other than a Saturday, Sunday or public holiday in Sweden.

"Cloud Services" means Sensorbee's cloud platform, web portal, API, alerting, reporting, connectivity (SIM) and related services.

"Cloud Terms" means the Sensorbee Cloud Services Terms in force from time to time, published at www.sensorbee.com/terms, which govern the Cloud Services.

"Consumables" means parts that wear or are used up in normal operation, as listed in Appendix A (for example inlet screens, windshields, filters, fuses and fasteners).

"Customer" means the legal entity that buys Products from Sensorbee.

"Documentation" means the user manuals, installation guides, maintenance instructions, datasheets and safety information that Sensorbee publishes or supplies for the Products.

"Extended Warranty Plan" means the optional annual extension of the Standard Warranty described in Appendix A, section A3.

"Firmware" means the software embedded in the Products, including updates.

"Order" means the Customer's purchase order or written order for Products or services.

"Order Confirmation" means Sensorbee's written acceptance of an Order, including any special terms in it.

"Products" means the hardware, modules, sensors, accessories and spare parts listed in the Order Confirmation, including the embedded Firmware and the Documentation.

"Quotation" means a quotation, commercial offer or proposal issued by Sensorbee.

"Sensorbee" means Sensorbee AB, Swedish company reg. no. 556970-2375, Jägarvällsvägen 8B, 584 22 Linköping, Sweden.

"Specification" means the technical specification for a Product in Sensorbee's current datasheet or catalogue, as changed by any specification expressly agreed in the Order Confirmation.

"Standard Warranty" means the warranty in clause 9 for the period set out in Appendix A, section A2.

"Terms" means these Hardware Terms of Sale, including Appendix A.

"Third-Party Products" means products that are not manufactured by or for Sensorbee, whether or not supplied by Sensorbee.

"Warranty Period" means the Standard Warranty period, extended by any Extended Warranty Plan in force.

1.2 Headings are for convenience only. Words such as "including" and "for example" are illustrative and do not limit the general words before them. "Written" and "in writing" include e-mail.

2. Scope and application

2.1 These Terms apply to all Quotations, Orders and Order Confirmations for the sale of Products by Sensorbee, and to all Extended Warranty Plans, unless Sensorbee has expressly agreed otherwise in writing.

- 2.2** Sensorbee sells only to businesses and public bodies. By placing an Order the Customer confirms that it is acting in the course of its business or public function and not as a consumer.
- 2.3** These Terms apply to the exclusion of any terms the Customer seeks to impose, including terms in a purchase order, supplier portal or order acknowledgement, even if Sensorbee does not object to them.
- 2.4** The Cloud Services are governed by the Cloud Terms. Rental of equipment is governed by Sensorbee's separate rental terms. Calibration, repair and other services supplied in connection with Products are governed by these Terms unless separate terms are agreed.
- 2.5** If documents conflict, the following order of precedence applies: (a) special terms in the Order Confirmation; (b) special terms in the Quotation; (c) Appendix A, for matters of warranty, maintenance and calibration; (d) these general terms (Part 1); (e) the Documentation and Specifications.

3. Versions, publication and annual review

- 3.1** The current version of these Terms is published at www.sensorbee.com/terms. Each version shows a version number and an effective date.
- 3.2** Sensorbee reviews these Terms at least once a year and may publish a new version. A new version applies from its effective date.
- 3.3** The version in force on the date of the Order Confirmation applies to that Order for its whole duration, including the Standard Warranty for the Products delivered under it. A later version does not change a confirmed Order unless both parties agree in writing.
- 3.4** Each renewal of an Extended Warranty Plan is governed by the version of these Terms in force on the renewal date. Sensorbee will notify the Customer of any material change at least ninety (90) days before the renewal date, and the Customer may then decline the renewal as set out in Appendix A, section A3.
- 3.5** Previous versions of these Terms are available from Sensorbee on request.

4. Quotations, orders and formation of contract

- 4.1** A Quotation is not a binding offer. Unless it states otherwise, a Quotation is valid for thirty (30) days from its date, and Sensorbee may withdraw it at any time before an Order Confirmation is issued.
- 4.2** An Order is an offer by the Customer to buy Products on these Terms. A contract is formed when Sensorbee issues an Order Confirmation or, if earlier, when Sensorbee delivers the Products.
- 4.3** The Customer is responsible for the accuracy of its Order and for choosing Products that suit its intended purpose, site and regulatory requirements. Advice given by Sensorbee before the Order is given in good faith but does not form part of the contract unless included in the Order Confirmation.
- 4.4** Changes to a confirmed Order require Sensorbee's written agreement and may affect price and delivery time.
- 4.5** A confirmed Order may only be cancelled with Sensorbee's written consent. If Sensorbee consents, it may charge: (a) fifteen percent (15%) of the price of standard catalogue Products not yet dispatched; and (b) the full price of Products that have been customised, branded or configured to the Customer's requirements once work on them has started. Products already dispatched are dealt with under clause 13.

- 4.6** Sensorbee may change the design, components or hardware revision of a Product without notice, provided the change does not materially reduce its form, fit, function or performance as described in the Specification, or the change is required by law.
- 4.7** Catalogues, brochures, websites, photographs and marketing materials give a general description only and do not form part of the contract, except for the Specification.

5. Prices and payment

- 5.1** Prices are those stated in the Order Confirmation or, if none are stated, those in Sensorbee's price list in force on the date of the Order. Prices are in euros (EUR) unless otherwise stated, and exclude VAT, customs duties, other taxes, freight, packaging, insurance and bank charges.
- 5.2** If delivery is scheduled more than three (3) months after the Order Confirmation, Sensorbee may adjust the price to reflect documented cost increases beyond its control, such as component prices, exchange rates, customs duties or transport. Sensorbee will give written notice before dispatch. If the increase exceeds ten percent (10%), the Customer may cancel the affected Products without charge within five (5) Business Days of the notice.
- 5.3** Unless otherwise agreed, payment is due thirty (30) days net from the invoice date. Sensorbee may invoice on dispatch. Sensorbee may require full or partial prepayment, in particular for first Orders, Orders above the Customer's credit limit, or Customers outside the EU.
- 5.4** Payment shall be made in the invoice currency to the account stated on the invoice, without set-off, deduction or withholding. The Customer bears its own bank charges.
- 5.5** On late payment, Sensorbee is entitled to interest under section 6 of the Swedish Interest Act (räntelagen, 1975:635), currently the reference rate plus eight (8) percentage points, from the due date until payment is received. Sensorbee is also entitled to statutory reminder fees and compensation for collection costs under the Swedish Act on Compensation for Debt Collection Costs (lag (1981:739) om ersättning för inkassokostnader m.m.), including the fixed compensation payable by business debtors.
- 5.6** If any amount is overdue, Sensorbee may, without liability and on written notice, suspend further deliveries, require prepayment, suspend Extended Warranty Plan coverage, and suspend Cloud Services in accordance with the Cloud Terms, until all overdue amounts are paid.
- 5.7** Sensorbee may set and change a credit limit for the Customer.
- 5.8** For deliveries within the EU, the Customer shall provide a valid VAT number so that the reverse-charge rules can be applied. The Customer is responsible for all import taxes and duties and for any reporting required in the country of delivery.

6. Delivery, transport and export

- 6.1** Unless the Order Confirmation states another Incoterm, delivery is FCA Sensorbee's premises, Linköping, Sweden (Incoterms® 2020). If requested, Sensorbee may arrange transport on the Customer's behalf at the Customer's cost and risk.
- 6.2** Delivery dates are estimates. Sensorbee will use reasonable efforts to meet them and will tell the Customer promptly of expected delays. If delivery is delayed by more than eight (8) weeks beyond the confirmed date for reasons attributable to Sensorbee, the Customer may cancel the delayed Products by written notice and receive a refund of any amount paid for them. This is the Customer's sole remedy for late delivery.

- 6.3** Sensorbee may make partial deliveries, which may be invoiced separately.
- 6.4** If the Customer fails to take delivery, Sensorbee may store the Products at the Customer's cost and risk and invoice them as delivered. If the Products have not been collected within thirty (30) days, Sensorbee may resell them and charge the Customer for any shortfall and costs.
- 6.5** Products containing lithium batteries are dangerous goods for transport and are shipped under the applicable rules (such as IATA DGR and ADR). This may affect shipping method, cost and transit time. The Customer must follow the same rules when shipping Products, including returns under Appendix A.
- 6.6** The Customer shall comply with all applicable export control and sanctions laws, including those of the EU, the UN, the United Kingdom and the United States. The Customer shall not sell, export or re-export the Products to any sanctioned country, person or entity, or for any military or other prohibited end use. Sensorbee may refuse or suspend any Order that would, in its reasonable opinion, breach such laws.
- 6.7** The Products are supplied with the CE conformity stated in the Specification. Approvals, registrations or markings required in other countries (for example radio or telecom approvals) are included only where stated in the Specification or the Order Confirmation. Unless delivery is DDP, the Customer is the importer of record and is responsible for complying with local requirements in the country of delivery.

7. Inspection and acceptance

- 7.1** The Customer shall inspect the Products on delivery. Visible transport damage or missing items must be noted on the carrier's delivery receipt and reported to Sensorbee in writing, with photographs, within five (5) Business Days of delivery. Late reports may prevent Sensorbee from claiming against the carrier or insurer.
- 7.2** The Customer has fifteen (15) Business Days from delivery to test that the Products work in accordance with the Specification, including connecting them to the Cloud Services. Any non-conformity must be reported in writing with a clear description within this period.
- 7.3** The Products are deemed accepted at the end of the testing period, or earlier when they are put into operational use, unless a non-conformity has been reported under clause 7.2.
- 7.4** If a non-conformity is reported in time, Sensorbee shall correct it or replace the Product within a reasonable time. If Sensorbee has not done so within thirty (30) days, the Customer may return the non-conforming Products at Sensorbee's cost and receive a refund of the price paid for them.
- 7.5** Acceptance does not affect the Customer's rights under the warranty in clause 9 for defects that could not reasonably have been discovered during testing.

8. Title and risk

- 8.1** Risk of loss of and damage to the Products passes to the Customer in accordance with the applicable Incoterm.
- 8.2** Title to the Products remains with Sensorbee until Sensorbee has received payment in full for them. Until then the Customer shall keep the Products identifiable as Sensorbee's property, keep them insured, and not pledge or charge them. The Customer may use the Products in the ordinary course of its business. If the Customer fails to pay when due, Sensorbee may require the return of Products that have not been paid for.

- 8.3** Title to the Firmware, software and intellectual property in the Products never passes to the Customer (clause 10).

9. Warranty

- 9.1** Sensorbee warrants that, during the Warranty Period, the Products will (a) conform in all material respects with the Specification, and (b) be free from defects in materials and workmanship.
- 9.2** The Standard Warranty runs from the date of delivery for the period set out in Appendix A, section A2: twelve (12) months for Sensorbee hardware unless Appendix A or the Order Confirmation states otherwise. It may be extended by an Extended Warranty Plan.
- 9.3** If a Product is defective under clause 9.1, Sensorbee shall, at its option, repair it or replace it. If neither is commercially reasonable, Sensorbee shall refund the price paid for the defective Product against its return. Replacements may be new or refurbished to as-new condition, and may be of a later hardware revision with equivalent or better function.
- 9.4** To make a claim, the Customer must notify Sensorbee within the Warranty Period and no later than thirty (30) days after discovering the defect, and follow the procedure in Appendix A, section A8.
- 9.5** The warranty does not cover Consumables, normal wear, or defects caused by the matters listed in Appendix A, sections A4 and A5, including misuse, accidents, opening of sealed units, repairs or modifications not authorised by Sensorbee, failure to follow the Documentation or the maintenance in Appendix A, and use outside the Specification.
- 9.6** Repaired or replaced Products are warranted for the remainder of the original Warranty Period or ninety (90) days from their return to the Customer, whichever is longer.
- 9.7** Sensorbee gives no warranty for Third-Party Products. Where Sensorbee supplies a Third-Party Product, it will pass on the benefit of the manufacturer's warranty where it can. Where Sensorbee integrates a Third-Party Product bought by the Customer elsewhere (for example a Class 1 sound level meter), Sensorbee's warranty covers only the integration cable and Firmware support that Sensorbee supplies, as stated in the Order Confirmation.
- 9.8** The Products measure within the accuracy stated in the Specification under the stated conditions. Unless expressly stated in the Order Confirmation, Sensorbee does not warrant that measurement data is suitable for any particular regulatory, legal or contractual purpose. Certifications such as MCERTS apply only to the certified configuration and conditions stated in the relevant certificate, and the Customer is responsible for meeting the quality-assurance requirements that apply to its use.
- 9.9** Alerts, thresholds and notifications are information tools. They are not a safety, warning or life-protection system and must not be the sole basis for decisions that protect people, property or the environment. Delivery of e-mail and SMS alerts depends on third-party networks and cannot be guaranteed.
- 9.10** Services such as calibration and repair work are warranted to be performed with reasonable skill and care. If they are not, Sensorbee shall re-perform them free of charge if notified within ninety (90) days of performance.
- 9.11** The warranties in this clause 9 and in Appendix A are exclusive and replace all other warranties, conditions and remedies, whether express or implied by law, including under the Swedish Sale of Goods Act (köplagen, 1990:931) and the United Nations Convention on Contracts for the International Sale of Goods (CISG), to the extent permitted by law.

10. Firmware, software, Cloud Services and intellectual property

- 10.1** Sensorbee (or its licensors) retains all intellectual property rights in the Products, Firmware, software, Documentation, designs and the Cloud Services.
- 10.2** Sensorbee grants the Customer a non-exclusive licence to use the Firmware solely as embedded in the Product it was delivered with, for the life of that Product. The licence passes automatically to any later lawful owner of the Product.
- 10.3** The Customer shall not copy, modify, decompile, disassemble or reverse engineer the Firmware or the Products, except to the extent mandatory law allows. The Customer shall not remove or obscure labels, serial numbers, calibration seals or branding.
- 10.4** Sensorbee may provide Firmware updates over the air through the Cloud Services, including security patches, bug fixes and improvements. The Customer agrees to receive such updates. Preventing updates may affect performance and warranty coverage.
- 10.5** The Products are designed to operate with the Cloud Services. Remote configuration, data transmission and access, alerts, reports and Firmware updates require an active Cloud Services subscription under the Cloud Terms. If the subscription ends or is suspended, these functions may stop until it is restored.
- 10.6** The Products contain no code designed to disable the hardware. Suspension of Cloud Services under the Cloud Terms affects only the Cloud Services.
- 10.7** Sensorbee shall defend the Customer against any third-party claim that a Product, as delivered and used in accordance with the Documentation, infringes a patent, copyright or trademark in the EU/EEA, the United Kingdom or Switzerland, or in another country of delivery expressly accepted in the Order Confirmation. Sensorbee shall pay damages and costs finally awarded against the Customer, provided that the Customer (a) notifies Sensorbee promptly in writing, (b) gives Sensorbee sole control of the defence and settlement, and (c) gives reasonable assistance at Sensorbee's cost.
- 10.8** Clause 10.7 does not apply to claims arising from modification of the Product other than by Sensorbee, combination with items not supplied by Sensorbee, designs or specifications provided by the Customer, or use not in accordance with the Documentation. If a claim is made or likely, Sensorbee may obtain the right for the Customer to continue using the Product, modify or replace it so that it no longer infringes, or take it back and refund its price less reasonable depreciation. Clauses 10.7 and 10.8 state Sensorbee's entire liability for infringement.

11. Data

- 11.1** As between the parties, the measurement data generated by the Products belongs to the Customer, subject to the Cloud Terms.
- 11.2** Sensorbee may collect technical and diagnostic data from the Products (for example battery status, signal quality, firmware version, error logs and registered device position) to operate, support, repair and improve the Products and the Cloud Services, and to handle warranty claims.
- 11.3** Sensorbee may use measurement data in aggregated and anonymised form, which does not identify the Customer or its sites, to develop and improve its products, algorithms and calibration methods.

- 11.4** Personal data processed through the Cloud Services is handled in accordance with the Cloud Terms, including the Data Processing Agreement in Appendix B of the Cloud Terms, and the EU General Data Protection Regulation (GDPR).

12. Installation, use and maintenance

- 12.1** The Customer is responsible for installing the Products in accordance with the Documentation and good practice, including: obtaining site permissions; safe mounting and work at height; suitable mounting structures; electrical connections made by qualified persons; and checking mobile network coverage at the site.
- 12.2** The Customer shall use the Products within the Specification, carry out the maintenance described in Appendix A, section A6, keep the Products connected so Firmware updates can be installed, and allow Sensorbee to perform remote diagnostics when a fault is reported.
- 12.3** Sensorbee provides remote installation guidance as described in the Documentation. On-site installation, commissioning or training is provided only if agreed in the Order Confirmation and is charged separately unless stated otherwise.
- 12.4** The Products communicate over public mobile networks (such as LTE-M and NB-IoT) using SIM cards supplied and managed by Sensorbee as part of the Cloud Services. Network coverage, roaming availability and operator network changes or shutdowns are outside Sensorbee's control. SIM cards may only be used in the Products, and the Customer will be charged for any misuse.
- 12.5** Sensorbee is not liable for loss or damage caused by improper installation, siting, operation or maintenance by the Customer or anyone acting for it.

13. Returns of non-defective Products

- 13.1** Sensorbee is not obliged to accept returns of Products that are not defective or non-conforming.
- 13.2** At its discretion, Sensorbee may accept the return of standard catalogue Products within thirty (30) days of delivery if they are unused, in their original packaging and returned with a Sensorbee return authorisation (RMA) number. Sensorbee will charge a restocking fee of twenty percent (20%) of the price, and the Customer pays all transport costs. Returned Products are inspected before a credit is issued.
- 13.3** The following cannot be returned under clause 13.2: Products customised, branded or configured for the Customer; gas sensor modules; calibrated modules that have been used; Consumables; and services.

14. Limitation of liability

- 14.1** Sensorbee is not liable for any indirect or consequential loss, including: loss of profit, revenue, production, business, contracts or goodwill; loss of anticipated savings; loss or corruption of data; regulatory fines, penalties or stop-work orders; delays to construction or other projects; costs of removing or reinstalling Products; costs of substitute monitoring; or liability to third parties (except under clause 10.7).
- 14.2** Sensorbee's total liability arising under or in connection with an Order, whether in contract, tort (including negligence) or otherwise, is limited to the price paid by the Customer for the Products under that Order that gave rise to the claim. For an Extended Warranty Plan, liability is limited to the fees paid for that plan in the twelve (12) months before the claim arose.

- 14.3** The limitations in this clause 14 do not apply to liability for death or personal injury caused by negligence, to fraud, to gross negligence or wilful misconduct, to liability under mandatory product liability law, or to any other liability that cannot be limited by law.
- 14.4** Any claim must be notified to Sensorbee in writing within a reasonable time after the Customer became aware of it, and no claim may be brought later than one (1) year after the end of the applicable Warranty Period.
- 14.5** The Customer shall take reasonable steps to limit its loss.

15. Product liability, indemnity and onward supply

- 15.1** Sensorbee is liable for personal injury caused by a Product to the extent required by mandatory law, including the Swedish Product Liability Act (produktansvarslagen, 1992:18). Except as required by mandatory law, Sensorbee is not liable for damage to property caused by a Product after delivery, or for damage to products or installations of which the Product forms part.
- 15.2** The Customer shall indemnify Sensorbee against third-party claims arising from the installation, siting, operation or use of the Products by the Customer or its end users, from the interpretation of or reliance on measurement data, or from the Customer's breach of these Terms, except to the extent the claim is caused by Sensorbee's breach of these Terms.
- 15.3** A Customer that rents out, leases or resells the Products shall ensure that its own customers are bound by terms that protect Sensorbee at least as much as these Terms do with regard to installation, use, maintenance, data and liability.
- 15.4** Each party shall maintain insurance appropriate to its obligations under these Terms.

16. Force majeure

- 16.1** Neither party is liable for failure or delay in performing its obligations (other than payment obligations) caused by events beyond its reasonable control. Such events include war, terrorism, sanctions, export restrictions, acts of authorities, epidemics, labour disputes, fire, flood, extreme weather, shortages or delays of components, materials or transport, failure of public telecommunications networks or third-party cloud infrastructure, cyber-attacks not caused by inadequate security, and any such event affecting a subcontractor or supplier.
- 16.2** The affected party shall notify the other party promptly and use reasonable efforts to limit the effects. If performance is prevented for more than three (3) months, either party may cancel the affected part of the Order by written notice without liability.

17. Confidentiality

- 17.1** Each party shall keep confidential all non-public information received from the other party, including prices, commercial terms and technical information, and use it only for the purposes of the contract. This does not apply to information that is or becomes public through no fault of the receiving party, was lawfully held before disclosure, is lawfully received from a third party without restriction, is independently developed, or must be disclosed by law or stock exchange rules.
- 17.2** This obligation continues for five (5) years after the last delivery under the contract. On request, the receiving party shall return or destroy the other party's confidential information, except copies it must retain by law.

18. Compliance and environment

- 18.1** Each party shall comply with applicable anti-bribery and anti-corruption laws, including the Swedish Penal Code and, where applicable, the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act.
- 18.2** The Products are electrical and electronic equipment for professional use and contain batteries. Unless otherwise agreed or required by mandatory law in the country of use, the Customer is responsible for collecting, recycling and disposing of the Products at end of life in accordance with local rules on waste electrical and electronic equipment (WEEE) and batteries, including Regulation (EU) 2023/1542. Sensorbee will take back Sensorbee Products for recycling on request; the Customer pays the transport.

19. Purchases through distributors and resale

- 19.1** Products bought from an authorised Sensorbee distributor or reseller are bought under that distributor's terms. The distributor is the seller and provides first-line support, installation help, warranty handling and repair coordination to its customers. Sensorbee is not a party to that contract.
- 19.2** Sensorbee's only warranties are those in these Terms, given to the party that bought directly from Sensorbee. Any additional warranty or commitment offered by a distributor is the distributor's sole responsibility.
- 19.3** Products may only be bought for resale by authorised Sensorbee distributors and resellers. This does not prevent (a) rental companies from renting out Products as part of their own services, or (b) integrators from supplying Products as an integral part of a larger project that has been disclosed to Sensorbee.

20. Suspension and termination

- 20.1** Sensorbee may suspend or cancel undelivered Orders by written notice if the Customer (a) fails to pay any amount when due and does not pay within ten (10) Business Days of a written reminder, (b) materially breaches these Terms and does not remedy the breach within thirty (30) days of written notice, or (c) becomes insolvent, enters into composition with creditors, is subject to bankruptcy, reconstruction or liquidation proceedings, or ceases business. On cancellation, all amounts owed become immediately due.
- 20.2** The Customer may cancel undelivered Orders by written notice if Sensorbee materially breaches these Terms and does not remedy the breach within thirty (30) days of written notice.
- 20.3** Termination does not affect rights accrued before termination. Clauses that by their nature should survive (including clauses 5, 8, 9, 10, 11, 14, 15, 17 and 22) remain in force.

21. General provisions

- 21.1** The Customer may not assign or transfer its rights or obligations without Sensorbee's prior written consent. Sensorbee may assign its rights and obligations to an affiliated company or to a buyer of all or part of its business, and may use subcontractors.
- 21.2** Notices must be in writing and sent by e-mail or courier to the addresses stated in the Order Confirmation or later notified. Notices to Sensorbee shall be sent to hello@sensorbee.com and Sensorbee AB, Jägarvallsvägen 8B, 584 22 Linköping, Sweden. An e-mail notice is deemed

received on the next Business Day after it is sent, unless the sender receives a delivery failure message.

- 21.3** The Order Confirmation and these Terms form the entire agreement between the parties about their subject matter and replace all earlier proposals, statements and agreements. The Customer has not relied on any statement not set out in them.
- 21.4** Changes to a contract must be in writing and agreed by both parties. Publication of a new version of these Terms under clause 3 affects only future Orders and renewals.
- 21.5** A failure or delay in exercising a right is not a waiver of it.
- 21.6** If any provision is held invalid or unenforceable, the rest of these Terms remain in force, and the provision shall be applied with the minimum change needed to make it valid.
- 21.7** The parties are independent contractors. Nothing in these Terms creates a partnership, joint venture or agency.
- 21.8** These Terms are written in English. Any translation is for convenience only, and the English version prevails.

22. Governing law and disputes

- 22.1** These Terms and all contracts under them are governed by Swedish law, without regard to its conflict-of-law rules. The United Nations Convention on Contracts for the International Sale of Goods (CISG) does not apply.
- 22.2** The parties shall first try to resolve any dispute by good-faith negotiation for thirty (30) days.
- 22.3** Disputes that are not resolved shall be settled by the Swedish general courts, with Linköping District Court (Linköpings tingsrätt) as the court of first instance. Sensorbee may also bring claims for payment in the courts of the Customer's domicile, or apply for a payment order through the Swedish Enforcement Authority (Kronofogden).

APPENDIX A

Warranty & Service Schedule

This Appendix forms part of the Sensorbee Hardware Terms of Sale, Version 1.0. Clause references are to Part 1 of the Terms.

A1. Purpose

This Appendix sets out the warranty periods for Sensorbee Products, the optional Extended Warranty Plan, what is and is not covered for each product family, the maintenance the Customer must carry out, Sensorbee's calibration services, and how to make a warranty claim.

A2. Warranty periods

Item	Standard Warranty (from delivery)	Extended Warranty Plan
Sensorbee hardware (base units, sensor modules, external sensors, power products, cables, mounts, cases) unless listed below	12 months	Yes – renewable 12-month terms (section A3)
Particulate matter (PM) modules SB4102 / SB4103	12 months	Yes – defects only; calibration drift is not a defect (section A7)
Internal battery pack and external battery packs	12 months	Yes – defects only; normal capacity fade excluded
Electrochemical gas sensor modules (SB4202, SB4242, SB4252, SB4262, SB4272, SB4282, SB4292, SB4232)	12 months, or until the end of the module's operational life if earlier	No – these modules have a limited operational life; replacement modules are available at list price
Consumables (section A4)	Free from defects on delivery only	No
Repaired or replaced Products and parts	Remainder of the original Warranty Period or 90 days, whichever is longer	Covered if the unit has a plan in force
Calibration and repair services	90 days (workmanship)	–
Third-Party Products	Manufacturer's warranty passed on where possible	No

A longer Standard Warranty applies only where stated in the Order Confirmation.

A3. Extended Warranty Plan (annual renewal)

- A3.1** The Customer may extend the Standard Warranty for a Product in twelve (12)-month terms by buying an Extended Warranty Plan for that Product. Plans are per unit and identified by serial number.
- A3.2 Eligibility.** A Product is eligible if:
- (a) the plan is bought before the Standard Warranty or previous plan term ends. A Product whose coverage has lapsed can join only after Sensorbee has inspected it and, if needed, repaired it at the Customer's cost;
 - (b) the Product is connected to an active Cloud Services subscription throughout the plan term;
 - (c) the Product has been maintained in accordance with section A6; and
 - (d) the Product is no more than five (5) years from its original delivery date at the start of the plan term.
- A3.3 Term and renewal.** A plan starts when the Standard Warranty (or the previous plan term) ends and runs for twelve (12) months. It renews automatically for further twelve (12)-month terms unless either party gives written notice at least sixty (60) days before the end of the current term. Plans end automatically when the Product reaches the maximum age in section A3.2(d).
- A3.4 Price and invoicing.** Plan fees are those in Sensorbee's price list in force on the start or renewal date and are invoiced annually in advance. Sensorbee will give at least ninety (90) days' notice of any price change or material change to the plan before a renewal. On request, Sensorbee will align plan terms with the Customer's Cloud Services billing date so both appear on one annual invoice, with fees adjusted pro rata.
- A3.5 What the plan includes.** During a plan term, the Product is covered on the same basis as the Standard Warranty (sections A4 and A5), including:
- (a) repair or replacement of defective Products and parts free of charge;
 - (b) return shipping from Sensorbee to the Customer for valid claims; and
 - (c) advance replacement where stock allows: Sensorbee dispatches a replacement unit or module before receiving the defective one. The Customer must return the defective item within fifteen (15) Business Days, or Sensorbee will invoice the replacement at list price.
- A3.6 Not included unless stated in the Order Confirmation:** calibration services (section A7), Consumables, gas sensor module replacement, on-site visits, and damage excluded under sections A4 and A5.
- A3.7 Transfer.** A plan follows the Product if it is sold, provided the Customer notifies Sensorbee of the new owner in writing.
- A3.8 Non-payment.** Coverage is suspended while plan fees are overdue. Claims arising during the suspension are not covered.

A4. Coverage by product

Product numbers follow the Sensorbee Catalog 2026. Products not listed are covered by the general terms of the Standard Warranty. Kits and bundles are covered per component. "Not covered" items are in addition to the general exclusions in section A5.

Product (SKU)	Covered	Not covered / Consumables	Typical operational life
Air Pro 2 base unit – SB8202 (MCERTS), SB8203	Enclosure, main electronics, cellular modem and antenna, data logger, internal battery pack (defects), M8 connectors, factory-fitted modules	Damage from impact or water ingress through open, damaged or uncapped connectors; opening the sealed enclosure or breaking seals; over-voltage, lightning or non-approved power supplies; SIM misuse	Long-life product (section A9)
Particulate matter module – SB4102 (MCERTS-compatible), SB4103	Optics, laser, fan and electronics	Inlet screens and filters (Consumables); contamination by abrasive dust, cement, oil mist or insects; drift beyond the calibration interval; use outside the recommended humidity range	More than 2 years; shorter on high-dust sites such as demolition or cement works
EnviroSense module – SB4502 (T/RH/pressure)	Sensor element and interface electronics	Damage from liquids, chemicals or condensation caused by a damaged radiation shield	2+ years
Electrochemical gas modules – SB4202 NO ₂ , SB4242 NO, SB4262 CO, SB4272 O ₃ (+NO ₂), SB4252 SO ₂ , SB4282 H ₂ S, SB4292 VOC, SB4232 NH ₃	Manufacturing defects within the Standard Warranty	Normal loss of sensitivity and baseline drift; exposure above the guarantee range; poisoning (e.g. silicones, solvents); drying out from storage outside the Documentation's conditions or beyond shelf life	More than 1 year
CO₂ module – SB4212 (NDIR)	Sensor and electronics	Contamination and condensation damage	More than 3 years
Sound level meter – SB4652 (mounted on Pro2)	Microphone and electronics	Windshield (Consumable); water ingress through a damaged windshield; mechanical damage	–
Class 1 performance sound level meter – SB4651	Microphone capsule, preamplifier, housing and supplied cable	Foam windshield and bird spikes (Consumables); water ingress or impact; opening the unit	–
Vibration sensor – SB3641 (triaxial)	Sensor, electronics, connector and supplied cable	Mounting adhesives, anchors and fasteners (Consumables); cable cuts or abrasion; shock beyond the Specification	–
Wind and wind & rain sensors – SB3611, SB3602, SB3662, SB3104	Ultrasonic head, optical rain sensor, electronics and cabling	Blockage by debris, birds or ice; opening the unit or breaking security seals (also voids calibration)	More than 2 years
Solar panels – SB6104 (30 W), SB6103 (14 W)	Panel, junction box, cable and supplied mount	Cosmetic discolouration; output loss from soiling; breakage from impact or hail; damage from inadequate mounting	–

Product (SKU)	Covered	Not covered / Consumables	Typical operational life
External battery pack – SB6221 (100 Ah) and chargers SB6226 / SB6227	Battery, charge controller, fusing, harnesses and enclosure	Normal capacity fade; deep discharge from storage without recharging; charging with non-approved chargers; storage outside the Specification; fuses blown by external short circuits	–
Power adapters and cables – SB9032, SB9033, SB9013, SB9031, SB9022, SB9112, SB9114, SB9116, SB9131	Manufacturing defects	Cuts, crushing, strain or pulling damage; corrosion of connectors left uncapped	–
Carry cases, brackets and mounts – e.g. SB6212	Defects in materials, hinges and latches	Cosmetic wear; transport damage	–
Third-party instruments integrated with the Pro2 (e.g. Class 1 sound level meters bought from their manufacturer's distributor)	Only the integration cable and Firmware support supplied by Sensorbee	The instrument itself – covered by its supplier's warranty	–

Typical operational life is the expected life in normal use under the Specification. It is not a guaranteed minimum and does not extend the warranty.

A5. General exclusions

The warranty and any Extended Warranty Plan do not cover defects, failures or damage caused by:

- installation, siting, operation or storage not in accordance with the Documentation or outside the Specification (including temperature, humidity and power supply limits);
- failure to carry out the maintenance in section A6;
- accidents, impact, vandalism, theft, fire, flooding, lightning, power surges or other external causes;
- opening sealed units, breaking tamper or calibration seals, or repairs, modifications or alterations not carried out or authorised in writing by Sensorbee;
- use with accessories, power supplies, cables or third-party equipment not approved by Sensorbee;
- transport by the Customer in unsuitable packaging, or returns not packed as required in section A8;
- preventing Firmware updates, or loss of connectivity due to mobile network coverage or operator changes;
- normal wear and tear, Consumables and cosmetic deterioration; and
- calibration drift, which is addressed through calibration (section A7) and is not a defect.

The warranty also does not cover loss of data, costs of site visits, removal or reinstallation, or substitute equipment, unless agreed in the Order Confirmation.

A6. Customer maintenance and service intervals

The Customer must carry out the following maintenance, and in addition check the device status in the Sensorbee portal regularly. Intervals should be shortened on harsh sites (for example demolition, cement handling, coastal or high-traffic locations).

Product	Customer task	Interval
Air Pro 2 base unit	Inspect enclosure, connectors, caps, mounting and cable strain relief; fit caps on unused connectors	Quarterly and at every redeployment
PM module	Inspect and clean inlet	Quarterly (monthly on high-dust sites)
PM module	Recalibration by Sensorbee (section A7)	Annually (recommended)
EnviroSense module	Clean radiation shield; check readings against a reference	As needed; check annually
Gas modules	Check data plausibility; replace modules at end of operational life	Monthly check; replace typically annually
Sound level meter SB4652	Inspect and replace windshield	Quarterly
Class 1 sound level meter SB4651	Field check with a 94 dB / 1 kHz acoustic calibrator	Before each deployment
Class 1 sound level meter SB4651	Replace foam windshield; laboratory calibration	Annually
Vibration sensor SB3641	Check mounting and cable strain	Quarterly and at every redeployment
Vibration sensor SB3641	Calibration by Sensorbee	Annually (recommended)
Wind / wind & rain sensors	Visual check; clean head and rain optics	Quarterly (monthly for rain optics on dusty sites)
Solar panels	Clean panel; inspect cables and connectors	Quarterly
Battery packs	Keep charged above the low-voltage cut-off; recharge stored packs; check state of charge	Every 3 months in storage; at annual service
Cables and adapters	Inspect for damage; cap unused connectors	At every deployment
Firmware	Keep units online so over-the-air updates can install	Continuous

A7. Calibration

- A7.1** Each PM module is individually 3-point calibrated at the factory and delivered with its own calibration certificate. Calibration certificates are valid for twelve (12) months from issue.
- A7.2** Sensorbee recommends recalibrating PM modules, vibration sensors and Class 1 performance sound level meters every twelve (12) months. Customers using the Products for MCERTS compliance monitoring must also follow the calibration and quality-assurance conditions of the applicable MCERTS certificate and regulator guidance.
- A7.3** Sensorbee performs calibration either at its premises in Linköping or by module exchange, where Sensorbee sends a newly calibrated module with certificate and the Customer returns the used module within fifteen (15) Business Days. Sensorbee chooses the method based on the product and stock.
- A7.4** Calibration services are charged according to Sensorbee's price list unless included in the Order Confirmation. Correcting calibration drift is a calibration service and not a warranty repair.

A8. Warranty claims and RMA procedure

1. Report	Contact Sensorbee support at support@sensorbee.com or +46 13 390 95 37. Give the serial number or portal device ID, a description of the fault, photographs where relevant, and the invoice or delivery date.
2. Remote diagnosis	Sensorbee first diagnoses the fault remotely through the Cloud Services. Many faults can be fixed by configuration or a Firmware update without returning the unit. The Customer shall assist with simple checks on site.
3. RMA number	If a return is needed, Sensorbee issues a return authorisation (RMA) number. Returns without an RMA number may be refused.
4. Shipping to Sensorbee	The Customer packs the Product in its original or equivalent protective packaging, follows the lithium battery shipping rules in the Documentation, and ships it to Sensorbee in Linköping at its own cost. For returns from outside the EU, the Customer marks the shipment as a warranty return and handles export formalities and costs in its own country.
5. Repair	Sensorbee aims to complete standard warranty repairs within ten (10) Business Days of receipt and will tell the Customer if it will take longer.
6. Return to Customer	For valid warranty claims, Sensorbee pays standard return shipping to the Customer.
7. Not covered / no fault found	If the fault is not covered or no fault is found, Sensorbee may charge an inspection fee and shipping according to its price list. Out-of-warranty repairs are quoted and carried out only after the Customer approves the quote. Unapproved items not collected within sixty (60) days may be disposed of.
8. Parts and data	Replaced parts become Sensorbee's property. Returned units may be reset to factory settings. The Customer should retrieve any data it needs through the Cloud Services before returning a unit.

A9. Out-of-warranty repair, spare parts and end of life

- A9.1** Products outside the Warranty Period can be repaired by Sensorbee at its current prices. Sensorbee will provide a quote before starting work.
- A9.2** Sensorbee aims to provide repair services and spare parts, or functionally equivalent replacements, for at least five (5) years after a Product is discontinued.
- A9.3** Sensorbee will publish an end-of-sale notice on its website at least six (6) months before a Product is discontinued, where circumstances allow.

A10. Products bought through a distributor

If the Product was bought from an authorised Sensorbee distributor or reseller, warranty claims and Extended Warranty Plans are handled through that distributor, which coordinates with Sensorbee (clause 19).

A11. Contact

Company	Sensorbee AB, org. no. 556970-2375
Address	Jägarvällsvägen 8B, 584 22 Linköping, Sweden
Phone	+46 13 390 95 37
Support and warranty claims	support@sensorbee.com
General enquiries and notices	hello@sensorbee.com
Website and current Terms	www.sensorbee.com · www.sensorbee.com/terms

Questions about these terms?

Contact Sensorbee on +46 13 390 95 37 or hello@sensorbee.com
www.sensorbee.com