

## **Product Information and Usage Instructions, Warranty Card**

**I. The GSM socket is sold with a built-in SIM card, the subscription and service fees of which are included in the purchase price of the product. This covers the cost of data transmission necessary for remote control of the GSM socket for up to 5 years, with a data limit of 500 MB. The product is powered by being plugged into a standard power socket (230V) at the service location.**

**II. For telecommunication, data, and service security reasons, the GSM socket must be used at least once a year (every 365 days), e.g., via remote control, to ensure the aforementioned telecommunication and service security.**

**III. After one year of inactivity, the data service provider will terminate the data transmission necessary for remote control due to telecommunication, data, and service security reasons.**

**IV. In such cases, the manufacturer and seller company – including the GSM socket and all equipment and services controlled by it – shall bear no liability.**

**V. In the event of inactivity for over a year or usage beyond 5 years, the company excludes its liability for ensuring data transmission.**

### **VI. Key Features and Services of the Instant GSM Socket [GSM Socket]**

- The Instant GSM Socket comes equipped with both a SIM card and GSM service.
- The cost of the GSM service is included in the device's price for a specified duration (5 years).
- No separate internet service contract or commitment period is required.
- No additional permissions are needed for connecting, setting up, or immediately using the device.
- The installation of the GSM socket requires no technical expertise.
- It can be set up by anyone in under a minute.
- Portable, as its communication service is not tied to a specific location.
- It can be controlled via an internet application on any smartphone (Android, iOS).
- The internet application allows for the simultaneous operation and control of multiple sockets.
- The current status can be checked through the internet application.
- The socket's data usage is monitored by the application and can be viewed at any time by the user.
- The SIM card in the GSM socket comes with 500 MB of guaranteed data, which can be used over a period of 5 years. This translates to approximately 8 MB of data per month (with one event notification being 1 KB). An event notification includes actions such as plugging the socket into a power source, logging into the GSM network, and switching operations.

**Applications of the GSM Socket (Examples)**

- Remote control of technical equipment in greenhouses
  - Turning irrigation pumps on and off
  - Controlling electric heaters
  - Operating ventilation fans
- Early morning remote start of tractor engine heaters
  - Timed activation
  - On-demand activation
- Turning outdoor sauna houses on and off
- Controlling Christmas light decorations
- Remote management of technical equipment in holiday homes
  - Controlling submersible pumps or hydrofor pumps (for watering)
  - Timed or on-demand control of heating or cooling systems
  - Turning garden lighting on and off
- • Powering off irons
- • Turning washing machines on
- • Turning off beverage coolers
- • Powering down illuminated advertising signs and information terminals
- • Temperature monitoring in cold storage facilities.

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## VII. . Warranty Certificate

a) **Company Name and Address:** MOHAnet Mobilsystems Technical-Development, Trading and Service Co. [company] – 1152 Budapest, Telek utca 7-9., Company Registration No.: Cg.01-10-046541, Tax Number: 11689234-2-42

b) In the event of a consumer dispute, the consumer may initiate proceedings before the conciliation board operated by the county (or capital) chambers of commerce and industry. The warranty does not affect the consumer's rights derived from other legal regulations.

c) **Product Identification:** Name and type of the consumer product, along with the serial number, if applicable:

Product Name:	Instant GSM Socket
Product Serial Number (if applicable):	
Date of Purchase/Delivery:	

### TO BE COMPLETED IN CASE OF REPAIR

Date of Warranty Claim Submission:	
Date of Receipt for Repair:	
Cause of Fault:	
Method of Repair:	
Date of Return to Consumer:	

### TO BE COMPLETED IN CASE OF REPLACEMENT

Product Name:	Instant GSM Socket
Date of Replacement:	
Product Serial Number:	

The consumer can directly assert their repair claim at the following service center:

Name: **MOHAnet Mobilsystems Zrt.**  
Address: 1152 Budapest, Telek utca 7-9.  
Phone Number: +36 (1) 271-1141  
Email: [info@mohanet.com](mailto:info@mohanet.com)

#### **MOHAnet Mobilsystems Co.Ltd.**

Name of Authorized Representative:  
Signature of Authorized Representative:  
Company Stamp:

## VIII. Information on Warranty (and Guarantee) Rights for Products Sold to Consumers by MOHAnet Zrt. and the Corporate Group – Unified Procedure for Exercising Warranty and Guarantee Rights

**Consumer rights arising from the warranty, including the deadlines, locations, and conditions for exercising these rights.**

1. 1. The Company (as Seller) undertakes obligations towards the Consumer (a natural person buyer) based on Government Decree No. 151/2003 (IX.22.) on mandatory warranties for certain durable consumer goods [Gov. Decree], and in accordance with the procedural rules laid down in Decree No. 19/2014 of the Ministry of National Economy (NGM) on the management of warranty and guarantee claims for goods sold under contracts between consumers and companies [NGM Decree]. This is also subject to the provisions of Act V of 2013 on the Civil Code [Civil Code], regarding warranty, liability for defects, and defective performance.
2. A consumer is a natural person acting outside the scope of their profession, independent occupation, or business activities. The Company refers to the above-mentioned enterprise, and the product refers to the consumer good specified above.
3. Warranty period:
  - a. For a selling price reaching HUF 10,000 but not exceeding HUF 100,000, the warranty period is one year.
  - b. For a selling price exceeding HUF 100,000 but not more than HUF 250,000, **the warranty period is two years, which also applies to the GSM socket.**
  - c. For a selling price above HUF 250,000, the warranty period is three years.Failure to meet these deadlines, except when the warranty period is extended by the time during which the consumer could not use the product due to a defect after submitting it for repair, will result in the forfeiture of rights.
4. The warranty period begins on the day the product is handed over to the consumer, or if installation is performed by the Company or its representative, on the day of installation. If the consumer arranges for the installation more than six months after delivery, the warranty period starts from the date of delivery.
5. In the case of repair, the warranty period is extended by the duration during which the consumer could not use the product properly due to the defect, starting from the day the product was submitted for repair.
6. The Company is obligated to provide the consumer with the warranty certificate along with the product in a form that ensures the readability of the warranty certificate content until the end of the warranty period.
7. The warranty certificate must be written in clear and understandable Hungarian. The warranty certificate must include:
  - a. The name and address of the company.
  - b. A description and type of the consumer product, as well as its serial number (if applicable).
  - c. The name and address of the manufacturer, if the manufacturer is not the same as the company.
  - d. The date of contract conclusion, as well as the date of delivery to the consumer or, if installation is performed by the company or its representative, the date of installation.
  - e. The consumer's rights under the warranty, including the deadlines, locations, and conditions for exercising those rights.
  - f. Information indicating that, in the event of a consumer dispute, the consumer may initiate proceedings before the conciliation board operated by the county (or capital) chambers of commerce and industry.
  - g. The company's stamp and the signature of the person acting on behalf of the company. In the case of an electronic document, an electronic signature is required.
8. The company, as the seller, may provide the warranty certificate electronically, in compliance with the regulations. An invoice provided electronically to the consumer can serve as a warranty certificate if its content meets the legal requirements for a warranty certificate.
9. If the company provides the warranty certificate not through direct electronic delivery but by providing a downloadable link, the company must ensure that the electronic warranty certificate remains downloadable until the end of the warranty period and maintain the accessibility of the download link.
10. The company is required to provide the warranty certificate electronically no later than the day following the product's delivery or installation. In the event of a dispute, the company must prove that it has fulfilled its obligations regarding the accessibility of the download link and the content of the warranty certificate.

11. The company must electronically deliver the warranty certificate no later than the day following the delivery or installation of the product.
12. Rights arising from the warranty can be exercised with the warranty certificate, and the consumer cannot be required to return the opened packaging of the product to enforce their warranty rights.
13. If the warranty certificate is not provided to the consumer, the contract shall be considered proven if the consumer presents a receipt or invoice issued under the VAT law. In such cases, the rights arising from the warranty can be exercised with the proof of payment.
14. The consumer may choose to assert their claim for repair at the company's headquarters, or at any of its branches or repair services specified in the warranty certificate, if applicable.
15. Only new parts may be used for the repair of the product.
16. When fulfilling a repair request, the company or the repair service (if the repair request was asserted directly with them) must indicate on the warranty certificate or an attachment:
  - a. The date of the submission of the repair request and the date of receipt for repair
  - b. The cause of the defect and the method of repair
  - c. The date of returning the product to the consumer.In the case of a replacement request, the company must indicate the fact and date of replacement on the warranty certificate.
17. If during the first repair attempt within the warranty period defined by the regulation, the company determines that the product cannot be repaired, the company must replace the product within eight days unless the consumer specifies otherwise. If replacement is not possible, the company is obliged to refund the purchase price within eight days, as indicated on the receipt or invoice provided by the consumer.
18. If the product fails again after being repaired three times within the warranty period defined by the regulation, the company must replace the product within eight days, unless the consumer specifies otherwise. According to Section 6:159 (2) b) of the Civil Code, if the consumer does not demand a proportional reduction of the purchase price and does not want the product repaired at the company's expense or by another party, the company must replace the product. If replacement is not possible, the company must refund the purchase price within eight days, based on the receipt or invoice provided by the consumer.
19. If the product is not repaired within 30 days from the date the repair request was communicated to the company, the company must replace the product within eight days following the expiration of the 30-day deadline, unless the consumer specifies otherwise. If replacement is not possible, the company must refund the purchase price within eight days after the 30-day repair period, as indicated on the receipt or invoice provided by the consumer.
20. Products that are hardwired, weigh more than 10 kg, or cannot be transported by public transportation as hand luggage must be repaired on-site. If on-site repair is not feasible, the company (or the repair service, if the request was asserted directly with them) is responsible for disassembly, reassembly, and transportation.
21. If the consumer requests a replacement due to a defect within three working days of purchase (or installation), the company cannot claim disproportionate extra costs under Section 6:159 (2) a) of the Civil Code and must replace the product, provided that the defect impedes proper use.
22. In contracts between the consumer and the company, any agreement that deviates from the provisions of Decree No. 19/2014 in a manner detrimental to the consumer is not allowed. Any such detrimental contractual terms will be replaced by the provisions of the decree.
23. In the event of a violation of the above or following provisions, the consumer protection authority will act in accordance with the rules set out in the Consumer Protection Act. In case of a consumer dispute, the consumer may initiate proceedings before the conciliation board operated by the county (or capital) chambers of commerce and industry, in accordance with Act CLV of 1997 on Consumer Protection. The competent Conciliation Board operated by the Budapest Chamber of Commerce and Industry (BKIK) is located at 1016 Budapest, Krisztina krt. 99., Telephone: 06-1-488-2131, Fax: 06-1-488-2186, Email: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu).

## **Unified Guidelines for Exercising Consumer Warranty and Guarantee Rights**

24. Unlike a warranty claim, in the case of exercising guarantee rights, it is the consumer's responsibility to prove the existence of the contract. If the company disputes the existence of the contract, it must inform the consumer of the possibility to file a complaint and the procedure for doing so in accordance with the Consumer Protection Act. The contract is deemed proven if the consumer presents a receipt or invoice issued under the VAT law.
25. The company is required to create a report for any guarantee or warranty claim reported by the consumer, which must include:
  - a. The consumer's name, address, and a statement confirming their consent to the handling of their personal data as required by the regulations.
  - b. The description of the product sold under the contract, along with its purchase price.
  - c. The date of contract fulfillment by the company.
  - d. The date of defect notification.
  - e. A description of the defect.
  - f. The consumer's specific rights they intend to exercise under the warranty or guarantee claim.
  - g. The method of resolving the claim or the reason for rejecting the claim and the rights associated with it.
26. If the company fulfills its warranty or guarantee obligations in a manner different from the consumer's request, the reason must be documented in the report. A copy of this report must be provided to the consumer immediately, in a verifiable manner. The company must retain the report for three years from the date of its creation and present it to the authorities upon request.
27. The report must also inform the consumer that in the event of a consumer dispute, they may initiate proceedings with the conciliation board operated by the county (or capital) chambers of commerce and industry.
28. If the company cannot immediately confirm the feasibility of the consumer's warranty or guarantee claim, it must notify the consumer of its position within five working days, including the reasons for rejection if applicable, and inform the consumer of their right to turn to a conciliation board.
29. The filing of a warranty or guarantee claim does not constitute a complaint under the Consumer Protection Act.
30. The company should strive to complete repairs or replacements within 15 days. If this period is exceeded, the company must inform the consumer of the expected time for repair or replacement. This information can be provided electronically or in another manner that the consumer can acknowledge, with their prior consent.
31. For inspection of warranty or guarantee eligibility, the product must be accepted with a receipt that includes:
  - a. The consumer's name and address.
  - b. Details necessary for identifying the product.
  - c. The date of receipt.
  - d. The expected date when the repaired product will be ready for collection.
32. The requirements mentioned above may also be fulfilled in the report on the warranty or guarantee claim. If a professional opinion is needed to assess the consumer's warranty or guarantee rights, the mandatory content elements of the expert report are specified in Annex 1 of the regulation.
33. If the consumer chooses to assert their warranty claim directly with the service center listed on the warranty certificate, the service center must immediately inform the company of the claim. The service center is obligated to notify the company within five working days, in a verifiable manner, after completing the repair. The service center must also inform the company within five working days if:
  - a. It is determined during the first repair attempt that the product cannot be repaired
  - b. The repair is expected to take longer than 15 days, with an estimated completion time.
  - c. The repair cannot be completed within 30 days.
34. The service center must carry out repairs in compliance with the above requirements.

Effective: Budapest, from 19th February 2021

**MOHAnet Group / Represented by Zoltán Havasi, CEO / [signature]**