End User Agreement XC104/204



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Service

For service and support, please contact your local sales organisation.

Contact details: Eaton.com/contacts Service page: Eaton.com/aftersales

Original Hardening documentation

The English-language edition of this document is the original Hardening documentation.

Translation of the original Hardening documentation

All editions of this document other than those in English language are translations of the original Hardening documentation.

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EATON CORPORATION END USER LICENSE AGREEMENT FOR XC104/204 SERIES

This End User License Agreement (the "Agreement") is a legal agreement between you and the Contracting Entity (as defined below). For the purposes of this Agreement, any reference to "Eaton" shall include the Contracting Entity, its holding company, its affiliates and subsidiaries. This Agreement, and any other terms or conditions notified to you, governs your access to and use of **XC104/204** Series (the "**Product Software**").

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By using the Product Software, you agree to us collecting and using anonymised technical information about the devices you use the Product Software on and related software, hardware and peripherals to improve our products and to provide any services to you.

By using the Product Software, you agree to the terms of this Agreement. Your right to use the Product Software is expressly conditioned on acceptance of this Agreement.

Category	Description	
Information about us		on GmbH is registered in Switzerland (company registration number CH-) and has its registered address at Spinnereistrasse 8, 9008 St. Gallen (the ntity ").
		questions about this Agreement, the Privacy Statement or any other terms or innection with the Product Software, please contact us at Peaton.com.
Definitions	"Arbitrator"	has the meaning as defined in Clause 28.2;
	"Business Day"	means a calendar day other than a Saturday, Sunday, Bank Holiday or other statutory holiday in the jurisdiction in which the Contracting Entity is registered;
	"Contracting Entity"	has the meaning as defined in Clause 1.1;
	"Credentials"	has the meaning as defined in Clause 3.7;
	"Dispute"	means any claim, dispute or difference arising under or in connection with this Agreement; $ \\$
	"Documentation"	means any tutorials, user guides and other documents accompanying or made available with the Product Software solely for your own internal business purposes;
	"Eaton Hardware"	means the Eaton product provided by Eaton to you, which may include Product Software within it;
	"Eaton Open Source Components"	has the meaning as defined in Clause 10.1;
	"Eaton Website"	has the meaning as defined in Clause 16.1;
	"Effective Date"	means the date upon which you agree to abide by the terms and conditions of this Agreement;
	"Export Laws"	has the meaning as defined in Clause 27.1;
	"Fees"	has the meaning as defined in Clause 11.1;
	"Feedback"	has the meaning as defined in Clause 21.2;
	"Force Majeure Event"	has the meaning as defined in Clause 25.1;
	"GDPR"	has the meaning as defined in Clause 19.1;
	"Indemnified Parties"	has the meaning as defined in Clause 15.1;
	"Intellectual Property Rights"	means any ideas (whether or not patentable), inventions, discoveries, processes, works of authorship, marks, names, know-how, and any and all rights in such materials throughout the world, whether existing under statute, common law or equity, now or hereinafter recognized, including but not limited to (i) patents, designs, inventor's certificates, utility models, copyrights, moral rights, trade secrets, mask works, trade names and marks, service marks, trade dress, domain names, confidential information and know-how; (ii) any application or right to apply for any of the rights referred to in section (i); and (iii) all renewals, extensions, and restorations, now or hereafter in force and effect for any of the rights referred to in section (i);
	"Materials"	has the meaning as defined in Clause 21.4;
	"Product Software"	means the software provided by Eaton to you, which includes any applications, firmware and/or platforms provided to you from time to time;
	"Support Services"	has the meaning defined in Clause 12.1;
	"Third Party Links and Ads"	has the meaning as defined in Clause 23.1;
	"Third-Party Providers"	has the meaning as defined in Clause 21.5;
	"Updates"	has the meaning as defined in Clause 6.1.

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GRANT AND SCOPE OF LICENSE	 In consideration of you agreeing to abide by the terms of this Agreement, Eaton hereby grants to you, a limited, non-exclusive, non-transferable, non-sub-licensable, and revocable license to access and use the Product Software with the Eaton Hardware, which is provided to you for your own internal business purposes, solely for your use as permitted in these terms. 	
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	4. You shall as soon as reasonably practicable notify Eaton in writing by email or by phone to the relevant contact information provided in the "contact us" section below if you become aware of any use of the Product Software other than in accordance with this Agreement and all applicable laws, rules and regulations. Without limiting the generality of the foregoing, you shall promptly notify Eaton if you become aware of any third party that does or attempts to: (i) de-compile or reverse engineer the Product Software; (ii) sell, re-license, distribute or commercially exploit the Product Software; (iii) except as expressly permitted by this Agreement, make the Product Software available through any means or media without the prior written approval of Eaton; (iv) except as expressly permitted by this Agreement, copy, modify, publish, transmit, participate in the license or re-license, transfer or sale of, reproduce, create derivative works from, distribute, perform, display or in any way exploit the Product Software, in whole or in part, without the prior written consent of Eaton; and (v) engage in any activity that interferes with or disrupts the Product Software (or the servers and networks connected to the Product Software).	
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	You may stop us collecting such data at any time by turning off the location services settings on your device.
NECESSARY EQUIPMENT	 Full use of the Product Software is dependent upon your use of a device with Internet access and the purchase of Eaton Hardware in which it is installed or to which the Product Software pertains as described in the Documentation.
	2. In order for the Product Software to operate fully, your device may need to be connected to certain wireless and/or communication based technologies. There may be delays, limitations and other problems inherent in the use of the Internet and wireless and/or communication based technologies. Eaton is not responsible for any delays, failures or other damages resulting from such problems and/or the costs/charges associated with internet data usage.
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	 Internet transmissions are never completely private or secure. Any message or information you send using the Product Software may be read or intercepted by others, even if there is a special notice that a particular transmission is encrypted.
UPDATES	1. You are solely responsible for the maintenance and upkeep of the Product Software. Eaton has no obligation to provide updates or maintenance to the Product Software. You agree to install or allow automatic installation of all corrections of substantial defects, security patches, minor bug fixes and updates, including any enhancements ("Updates"), for the Product Software in accordance with the instructions and as directed by Eaton.
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	25.	not use any automated technology such as a robot, spider or scraper, to access, scrape or data mine the Product Software;
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	27.	not, without Eaton's prior express written permission, "mirror", screen-scrape or frame by any other similar method, any Materials contained on this Product Software on any other server;
	28.	not use any part of the Materials for commercial purposes without obtaining permission from our licensors or us. If you are in breach of these terms of use, your right to use the Product Software will cease immediately and you must, at our option, return or destroy any copies of the Materials you have made;
	29.	use reasonable endeavours to prevent any unauthorized access to, or use of, the Product Software and, in the event of any such unauthorized access or use, immediately without delay notify Eaton in writing by email or by phone to the relevant contact information provided in the "contact us" section below.
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	 Nothing in this agreement shall exclude or limit your liability under Clause 11 for any failure to pay any fees due hereunder or for any breach, misuse or infringement of Eaton's intellectual property rights under Clause 21.
	 If you use the Product Software for commercial, business or resale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
	 Each provision of this Clause 14 excluding or limiting liability shall be construed separately, applying and surviving even if for any reason one or the other of these provisions is held inapplicable or unenforceable and shall remain in force notwithstanding the termination of this agreement, howsoever arising.
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	3. You acknowledge and agree that this Clause 17 shall only apply to you if you are resident in California.
ENFORCEMENT RIGHTS	Eaton are not obligated to monitor the access or use of the Product Software, but Eaton reserves the right to do so for the purpose of operating the Product Software, to ensure compliance with these terms, and to comply with applicable law or other legal requirements. Eaton may consult with and disclose unlawful conduct to law enforcement authorities; and pursuant to valid legal process, Eaton may cooperate with law enforcement authorities as part of an investigation and/or to prosecute users who violate the law. In addition to any of its other rights or remedies, Eaton reserves the right to suspend or terminate your access to all or a portion of your Product Software account, without any liability, if Eaton reasonably suspects that your use of the Product Software is harming or threatening to harm Eaton's systems, or in Eaton's reasonable opinion you have violated your responsibilities. Eaton reserves the right to investigate any violation of these terms and any conduct that affects the

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	 Eaton is the data controller in relation to any personal data which you have provided to it in order to receive its services. For information on the use of any personal data which you have provided to Eaton please see https://www.eaton.com/content/eaton/us/en-us/company/policies-and-statements/privacy-cookies-and-data-protection.html/.
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	2. You agree to only use Eaton's confidential information for the purposes of obtaining the benefit set out in this Agreement and for no other purpose. You agree not to use or disclose Eaton's confidential information without the prior written consent of Eaton, except to share it with your employees who have a need to know the information and are bound by a duty of confidentiality covering the information that is at least as restrictive as the obligations in this Agreement. You agree not to otherwise disclose such information to any third party without the prior written consent of Eaton. You shall be liable to Eaton for any breach of the confidentiality obligations in this Clause 20 of this Agreement by your employees.
	3. Except for personally identifiable information/personal data, the use and disclosure of which is addressed in the Privacy Statement for the Product Software, any and all information and content provided by you to Eaton is provided on a non-proprietary and non-confidential basis, regardless of whether the information or content is marked or otherwise identified as confidential or proprietary. You agree that Eaton has a royalty-free, perpetual, irrevocable, worldwide, non-exclusive right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform, and display any provided information or content for the purpose of operating and/or marketing the services or any related services rendered by Eaton. This license includes any right of publicity rights that may be present in the provided information or content.
	4. The provisions of this Clause 20 shall survive the expiration or termination of this Agreement.
INTELLECTUAL PROPERTY OWNERSHIP	1. This Agreement does not transfer any Intellectual Property Rights from Eaton to you. Except for the express licenses granted herein, all right, title and interest (including Intellectual Property Rights) in and to any intellectual property owned, created or independently developed by Eaton, including, but not limited to, the Product Software and any derivative work, customisation, modification or enhancement thereof (including all Intellectual Property Rights in any of the foregoing), whether developed prior to, during, or after this Agreement, will remain solely with Eaton and its licensors. Eaton grants no implied licenses hereunder.
	You may provide suggestions, comments or other feedback ("Feedback") relating to the Product Software. Your Feedback, even if designated as confidential, shall not, absent a separate written agreement, create any confidentiality obligation for Eaton. Eaton shall be free to use, disclose, reproduce, license or otherwise distribute and exploit such Feedback as it sees fit, entirely without obligation or restriction of any kind on account of intellectual property rights or otherwise.
	3. You may print off one copy, and may download extracts, of any page(s) of the Materials solely for internal business purposes only. Any paper or digital copies of any Materials which you have printed off or downloaded in any way must not be modified, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.
	 The content on the Product Software, including all information, text, graphics, images, hyperlinks, illustrations, designs, icons, photographs, documents, products, computer programs, services and written and other materials (collectively, the "Materials"), and such

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	information is for general guidance purposes only.
	 Unless otherwise noted, all Materials are copyrights, trademarks, trade dress and/or other intellectual properties owned by, controlled by or licensed to Eaton or third parties (hereinafter, the "Third-Party Providers").
	6. Except as stated herein, and to the extent permitted by law, none of the Materials may be copied, reproduced, distributed, republished, downloaded, displayed, posted or transmitted in any form or by any means, including, but not limited to, electronic, mechanical, photocopying, recording, or otherwise, without the prior express written permission of Eaton or the Third-Party Provider.
	7. Any use of these Materials on any other website or networked computer environment for any purpose is prohibited. Any unauthorized use of any Materials contained on this Product Software may violate copyright, trademark, and other laws, including but not limited to laws of privacy and publicity, and may result in severe civil and criminal penalties.
TERMINATION OR SUSPENSION	 This Agreement and the license granted hereunder, shall come into force on the creation of your Product Software account and shall continue in full force and effect unless this Agreement is terminated in accordance with its terms.
	2. Eaton reserves the right, in its sole discretion and without notice to you, to suspend, terminate, modify or delete an account or access to the Product Software or parts thereof, if you are, or Eaton reasonably suspects that you are, failing to comply with any of the provisions of this Agreement or for any actual or suspected illegal or improper use of the Product Software. If you use multiple accounts, if Eaton does take action against you, you may have action taken against all your accounts.
	3. For the avoidance of doubt, any wilful unauthorized use, copying, modification, reverse engineering, disclosure, distribution or sublicensing of the Intellectual Property Rights in the Product Software or any related methods, algorithms, techniques or processes by you, your employees, agents, representatives, officers or directors will be deemed a material breach of this Agreement that cannot be cured, and termination may be immediate.
	4. Upon termination for any reason:
	a. all rights and licenses granted to you under this Agreement shall cease;
	 you must cease all activities authorized by this Agreement, including your use of the Product Software;
	c. you must immediately delete, remove and cease access to the Product Software from all devices on which the Product Software has been installed and all copies of the Product Software then in your possession, custody or control. Eaton may also require that you provide it with evidence of compliance with this provision;
	d. you must immediately return or destroy all confidential information of Eaton in your possession, provided that you shall not be required to delete Eaton's confidential information that is and remains stored solely on backup storage pursuant to your standard backup retention procedures if only persons of advanced information technology knowledge and ability would be able to locate and access such information (but such information shall nonetheless remain subject to confidentiality obligations contained herein);
	e. we may remotely access your devices and remove the Product Software from them and cease providing you with access to the Product Software.
LINKS	The Product Software may contain links to third party websites, services and/or display advertisements for third parties (together, "Third Party Links and Ads"). Such Third Party Links and Ads are not under Eaton's control. Eaton disclaims all liability and responsibility for any Third Party Links and Ads and you acknowledge and agree that Eaton is not responsible or liable for: (a) the availability or accuracy of such Third Party Links and Ads; or (b) the contents, products or services on or available from such Third Party Links and Ads. Your use of Third Party Links and Ads is at your own risk and is subject to the terms and conditions of the applicable third party. Eaton provides Third Party Links and Ads for your convenience and does not review, approve, monitor, endorse, warrant, or make any representations with respect to Third Party Links and Ads. You will need to make your own independent judgement about whether to use any such independent sites, including whether to buy any products or services offered by them.
REPRESENTATION S, WARRANTIES,	You undertake, represent and warrant that: a. you shall comply, at your own expense, with all applicable present or future laws,

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COVENANTS AND DISCLAIMERS	statutes, instruments, regulations, orders, directives, enactments, including any amendment, extension or replacement thereof which is in force from time to time and which in any way relates to this Agreement and/or the provision of the Product Software or results from your obligations under this Agreement. Without limiting the foregoing, you shall comply with all contracting and procurement regulations associated with the Product Software;
	b. you have full power and authority to enter into this Agreement;
	 you shall conduct your business in a manner that reflects favourably at all times on the Product Software and the name and goodwill of Eaton;
	d. you shall make no representations, warranties, or guarantees on behalf of Eaton;
	e. you shall from refrain from amending or varying this Agreement.
	2. Eaton makes no representations or warranties of any kind regarding the Product Software, the Material, information or any other matter, either express or implied, including, but not limited to implied warranties of fitness for a particular purposes, merchantability, title, accuracy/freedom from error, non-infringement or otherwise. You are not authorized to make any warranty commitment on Eaton's behalf, whether written or oral. You understand that the Product Software may include hyperlinks to other websites or content or resources. Eaton has no control over any websites or resources which are provided by companies or persons other than Eaton. You acknowledge and agree that Eaton is not responsible whatsoever for any harm suffered by you on or in any way due to any third party websites or resources, even where they are accessed from or referred or linked to such sites by the Product Software. You acknowledge and agree that Eaton is not responsible for the availability of any such external sites or resources, and does not endorse any advertising, products or other materials on or available from such websites or resources. You acknowledge and agree that Eaton is not liable for any loss or damage which may be incurred as a result of the availability of those external sites or resources, or as a result of any reliance placed by you on the completeness, accuracy or existence of any advertising, products or other materials on, or available from, such web sites or resources.
FORCE MAJEURE	1. Notwithstanding anything else contained in this Agreement, Eaton shall not be liable for any delay in providing the Product Software or support for the Product Software if such delay arises from or is attributable to acts, events or omissions beyond its reasonable control, including (but not limited to) pandemics, epidemics or endemics, nuclear accident, acts of God, war or terrorist activity, riot, civil commotion, malicious damages (excluding malicious damage involving your employees or your sub-contractors), compliance with any law or governmental order or regulation, accident, industrial action by employees of any provider of electrical power, breakdown of plant or machinery, fire, flood or storm (a "Force Majeure Event") subject to Eaton promptly notifying you in writing of the reasons for the delay and the expected duration of the delay.
	The performance of Eaton shall be suspended during the period that the Force Majeure Event persists and Eaton shall be granted an extension of time for performance equal to the period of the delay arising as a result of the Force Majeure Event.
	 If a Force Majeure Event continues for more than sixty (60) calendar days, Eaton may terminate this Agreement immediately by notice in writing and neither shall be liable to the other by reason of this termination.
MISCELLANEOUS	If a term is found unenforceable or invalid, that term will be enforced to the maximum extent permissible and the remaining provisions of the Agreement will remain in full force and effect and an enforceable term will be substituted reflecting our intent as closely as possible. You may not assign or transfer any of your rights under this Agreement, and any such attempt will be void. Eaton may freely assign or transfer its rights to any of its affiliates or subsidiaries, or to any successor in interest of any business associated with the Product Software. Subject to the foregoing, this Agreement will bind and ensure to the benefit of the parties, their successors and permitted assigns. Eaton's failure to enforce a term of this Agreement is not a waiver of its right to do so later. No failure or delay by Eaton or its affiliates to exercise any right or enforce any obligation shall impair or be construed as a waiver or ongoing waiver of that or any other right or power. Waiving one breach will not be construed to waive any succeeding breach. All waivers must be in writing and signed by the party waiving rights.
REGULATORY MATTERS	The Product Software, Documentation and Materials as well as parts of any of these (e.g. new versions, releases, updates, upgrades, patches, fixed or correction of the Product Software) are subject to export laws of various countries, including, without limitation, the laws of the United States, the EU and Ireland ("Export Laws"). You agree that you will not submit the Product Software, Documentation or other Materials or parts of any of these to

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	any government agency for licensing consideration or other regulatory approval without the prior written consent of Eaton, and that you will not export, re-export or import any Product Software, Documentation and/or Materials to countries, persons or entities prohibited by any applicable Export Law. You represent and warrant that you are not located within an embargoed nation and that you are not otherwise prohibited under the Export Laws from receiving access to or using the Product Software, Documentation or other Materials. In that context, you are responsible for complying with all applicable Export Laws. If Eaton wants to deliver and/or grant access to the Product Software, Documentation, Materials, or parts of any of these directly to you, you will support Eaton in obtaining any required authorization, approval or other consent from the competent authorities, by providing any necessary or useful declarations or other necessary or useful information, e.g. end user certificates, as may be requested by Eaton. You acknowledge that the delivery of and/or granting of access to the Product Software, Documentations or both from the competent authorities and that this process may (i) considerably delay or prevent the delivery of and/or granting of access to the Product Software, Documentation and Materials or part of any of these, (ii) impact Eaton's ability to provide services and (iii)) lead to Eaton having to limit, suspend or terminate your access to any services.
	2. Eaton assumes no responsibility or liability:
	 For any delay caused in the delivery and/or granting of access to the Product Software, Documentation and Materials or parts of any of these due to export or import authorizations or both having to be obtained from the competent authorities;
	 b. If any required authorization, approval or other consent for the delivery of and/or granting of access to Product Software, Documentation and Materials or parts of these cannot be obtained from the competent authorities; and
	c. If the delivery of and/or granting of access to the Product Software, Documentation and Materials or parts of any of these is prevented due to applicable Export Laws; and
	 d. If access to any services has to be limited, suspended or terminated due to applicable Export Laws.
	3. Eaton may terminate this Agreement with thirty (30) days' prior written notice if Eaton may not deliver or grant access to the Product Software, Documentation and Materials to you due to an embargo or other comparable trade sanction, which is expected to be in place for six (6) months or longer.
	4. If the Product Software is licensed to agencies of the U.S. Government, the Product Software is a "commercial item" as that term is defined at 48 C.F.R. § 2.101, consisting of "commercial computer software documentation", as such terms are used in 48 C.F.R. § 12.212, and is provided to the U.S. Government only as a commercial end item. Consistent with 48 C.F.R. § 12.212 and 48 C.F.R. §§ 227.7202-1 through 227.7202-4, all U.S. Government End Users acquire the Product Software with only those rights set forth herein. Contractor/manufacturer is Eaton Corporation, 1000 Eaton Boulevard, Cleveland, Ohio 44122.
GOVERNING LAW AND JURISDICTION	This Agreement and any dispute or non-contractual obligation arising out of, or in connection with, it shall be governed by, and construed in accordance with, the laws of Ireland. You agree that the courts of Ireland are to have exclusive jurisdiction to settle any dispute (including claims for set off and counterclaims), claims, actions, suits or other proceedings which may arise in connection with the creation, validity, effect, interpretation or performance of, or the legal relationships established by, this Agreement or otherwise arising in connection with this Agreement and for such purposes irrevocably submit to the jurisdiction of the Irish courts. You acknowledge and agree that you must initiate a cause of action for any claim(s) arising out of or relating to this Agreement and its subject matter within one (1) year from the date when you knew, or should have known after reasonable investigation, of the facts giving rise to the claim(s).
	2. Notwithstanding the foregoing, any dispute or non-contractual obligation arising out of, or in connection with the Agreement, may be resolved by arbitration in accordance with the UNCITRAL Arbitration Rules. The parties shall seek to jointly appoint a single arbitrator. If they fail to reach an agreement to the name of the arbitrator within a period of fifteen (15) Business Days from the time when either party proposes the name of an arbitrator to the other party, then either party may apply to the Chairman of the Chartered Institute of

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	Arbitrators in Ireland to nominate an arbitrator and that nominated person shall be the sole arbitrator for the purposes of this Agreement (the "Arbitrator"). The Arbitrator shall take its decision under Irish law and not in equity, and the decision of the Arbitrator shall be final and binding (save for fraud or manifest error). The place of arbitration shall be Dublin and the language of the arbitration shall be English.
AGREEMENT	This Agreement (and any associated order form or other agreements referenced herein) constitutes the entire and exclusive agreement between you and Eaton with respect to the subject matter of this Agreement, and supersedes and replaces any other prior or contemporaneous agreements, or terms and conditions applicable to the subject matter of this Agreement. No provisions in your purchase orders, or in any other business forms employed by you, will supersede the terms and conditions of this Agreement.
CONTACT US	Any questions regarding this Agreement should be directed to Eaton at:
	Eaton
	Attn: IP Law Group
	1000 Eaton Boulevard
	Mail Code 4N
	Cleveland, OH 44122
	Eaton
	Attn: Global Data Protection and Privacy Office
	1000 Eaton Boulevard
	Cleveland, OH 44122
	Email: dataprotection@eaton.com

Eaton is dedicated to ensuring that reliable, efficient and safe power supply is available when it is needed most. With vast of energy management across different industries, experts at Eaton deliver customized, integrated solutions to solve our customer' most critical challenges.

Our focus is on delivering the right solution for the Application. But decision makers demand more than just Innovative products. They turn to Eaton for an unwavering Commitment to personal support that makes customer Success a top priority.

For more information, visit **Eaton.com**

Eaton addresses worldwide: Eaton.com/contacts



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