

CONTACT HARALD

Contact Harald Product Warranty and Standard Use

Version 1.0.5

Abstract

This document describes the product warranties and standard use for products and software for the Contact Harald System (**System**).

It is part of a suite of documents that should be read and used together including:

Card Technical Specifications
Card Button Press and LED Status
Card and Battery Safe Disposal.

Version Control

| | |
|------------------|---|
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| Author/Owner | MattD |
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Table of Contents

| | |
|---|-----------|
| Abstract | 1 |
| Version Control | 1 |
| Product Warranty | 3 |
| Standard Use | 4 |
| Card Standard Use | 5 |
| Setting up and using the Card | 5 |
| Card water, dust and drop resistance | 5 |
| Correctly wearing the Card with the lanyard or pocket clip | 7 |
| Proximity Contact Records | 7 |
| Contacting other Users | 8 |
| Proximity Contact Distance and Time | 8 |
| Card Memory Storage and Privacy | 8 |
| Database Storage and Privacy | 8 |
| Contact Harald System Components | 8 |
| iPad Registration and Card Upload | 9 |
| Secure Microsoft Azure Database and Contact Tracing System | 9 |
| Email and SMS | 9 |
| Personal Data, Privacy and Storage | 9 |
| Product specific Standard Use | 10 |

Product Warranty

During the relevant warranty period set out below, Contact Harald (“we”, “us”) warrants its products to be free from material defects in materials and workmanship under Standard Use and service, with normal wear and tear excepted. Repairs and returns under this Product Warranty apply to defects only.

A. Warranty periods

The table below sets out the warranty periods for each of our Products with each warranty period starting from the date of manufacture for that Product.

| Defect warranty periods | | |
|-------------------------|--|---|
| Gateway stands | 12 months manufacturer's warranty | https://www.bosstab.com/au/support/warranty-returns/ |
| iPads | 12 months manufacturer's warranty | https://www.apple.com/legal/warranty/products/ios-warranty-rest-of-apac-english.html |
| Cards | 12 months on electronics and components | |
| Beacons | 12 months on electronics and components | |
| Triggers | 12 months on electronics and components | |
| Card batteries | 6 months, under standard use | |
| Beacon batteries | Replaceable, 2 years under standard use, depends on power settings | |
| Trigger batteries | Replaceable, 2 years under standard use, depends on power settings | |

B. General

Except as required by law, this Product Warranty is only made to the Customer (“you”) and may not be transferred to any third party. To the full extent permitted at law, Contact Harald shall have no obligation under this Product Warranty or otherwise if:

- (i) the Product is improperly installed, applied, used or maintained by you;
- (ii) the Product is installed outside of stated operating parameters, altered or improperly serviced or repaired by anyone other than Contact Harald (or our authorized servicer or repairer); or
- (iii) damage is caused by outside natural occurrences, such as lightning, power surges, fire, floods, acts of nature, or the like.

In addition, this Product Warranty shall not apply to defects resulting from unauthorized modification, misuse, vandalism, alterations of serial numbers, or other causes unrelated to defective materials or workmanship by us.

Third party and non-Contact Harald branded products are warranted by the third party manufacturer for a period as defined by that third party manufacturer. We will assign to the Customer only those warranties extended by such third party manufacturers or vendors for non-Contact Harald branded products that we can assign. Contact Harald does not itself warrant any non-Contact Harald branded product and sells only on an as-is basis.

Where any term of this Product Warranty is prohibited by law, it shall be null and void, but the remainder of this Product Warranty shall remain in full force and effect.

C. Warranties and limitation of liability

The contract of sale for supplying Product to you contains warranties, exclusions of warranties and limitations of liability which apply to your supply. Please see your contract of sale for these terms.

D. Returns and repairs

Subject to this Product Warranty, during the applicable warranty period, we will repair or replace (at our option), free of charge, Products that are materially defective and have been returned prepaid. We reserve the right to replace any materially defective product under warranty with a new, refurbished or remanufactured product of the same or similar kind. In the event you have a problem with any Product, please contact us at 1800 290 566.

Products returned will be tested to verify the defect. Upon verification of the defect, the Product will be repaired, exchanged, or credited to your account, at our discretion. We reserve the right to issue a credit in lieu of replacement. If the Product is found to be in good working order or its inability to function properly is a result of user damage, misuse or abuse, the Product will be returned in the same condition as received unless repair is possible and requested by you and in each case, freight charges will be the responsibility of the Customer. Repairs of such nature will incur a charge for parts and labour and will proceed only by prior agreement with the Customer to accept the charge.

For non-warranty repairs or out of warranty products, the Customer will be charged for repairs. Applicable charges will be calculated and quoted at the time of return. Charges may vary based on actual product condition. For all non-warranty repairs, the Customer will be billed for all parts, labour and shipping costs. Such repairs will proceed only by prior agreement with the Customer to accept the charge. Non-warranty repairs are warranted for the period of: (i) for our Products, 90 days from the date of repair; or (ii) third party manufactured Products, the period set by that manufacturer.

Standard Use

A. Standard Use

“Standard Use” of a Product means the standard use of the Product in accordance with the terms of Standard Use set out in the table below. Any use of a Product in breach of or inconsistent with these terms will not be considered Standard Use and will not be supported or covered by this Product Warranty.

| Standard Use |
|--|
| Use with reference to the User Guide (https://www.contactharald.info/docs-userguide) |
| This Product Warranty and Standard Use document. |
| As directed by Contact Harald training, technical, sales or support staff in writing. |
| Any modifications, alterations or changes to the Product is not Standard Use. |
| Any wilful misuse of, abuse of or user damage to the Product is not Standard Use. |
| Any Products that have been accidentally damaged by a user (eg: dropped or smashed) will not be covered by this Product Warranty. |

B. Bluetooth usage

Our Products use software and Bluetooth Low Energy radio technology designed to work with other third-party IT systems in typical work environments. As such, these technologies require access to the Customer's systems and may interfere with other software, products, radio devices, hardware and applications that you, your users' or others may use (whether or not they use Bluetooth radio systems). It is the Customer's obligation and responsibility to continually test, monitor and review their IT and work environment to ensure that our Products and software operate as intended.

Card Standard Use

This section covers the standard use of the Contact Harald Card and related performance ratings.

Note: This document mirrors some but not all the technical specifications in the Technical Specification Document.

Setting up and using the Card

For Standard Use, the Customer and its systems administrator/s are responsible for:

- (a) the setup, configuration and management of your internet, local network and/or wifi infrastructure to use our Products (Contact Harald does not provide support for these items);
 - (b) connecting Cards to the Application and the System;
 - (c) collecting, uploading and updating User name and contact information to the database allocated to you and for ensuring that each individual User's information is accurate and kept up-to-date;
 - (d) securing consents from individuals for the purpose of storing, accessing and using their personal information with our Products for the purposes of your contact tracing program (the consent must include us being able to support you);
 - (e) ensuring that your Users keep login details, passwords, and access to the System secure;
 - (f) instructing your Users how to properly wear and use Cards, when they are to wear them, and when they are to report a COVID diagnosis, symptoms and/or contact trace; and
 - (g) operating and managing your broader contact tracing program as our Products are one of many tools within your tracing program.
-

Card water, dust and drop resistance

The Card battery and electronics are sealed inside the Card using an ultrasonic welded plastic housing.

The Card is rated at IP66: the enclosure is dust tight and is water resistant against water projected from a nozzle. It can be used in rain and weather conditions, however it is advised to keep it protected from sustained exposure to the weather. It should not be submerged in water.

It should not be dropped from a height of 1m or more onto hard surfaces as the Card surface may chip or crack and its firmware may be affected.

Battery Specification, Performance and Battery Life

The battery is 800mAh 3V, LiMnO₂, non-rechargeable cell. The battery cannot be replaced.

Once the Card is commissioned and registered, the Card is always on. An exception is visitor Cards: the visitor Card is turned off once the Visitor and Card check-out through the System.

The battery is designed to function continuously for **approximately six months**, depending on usage. Factors include operating temperature or temperature fluctuations, number of uploads and general load on the Card.

When the battery is low, the LED light on the Card will blink before expiry. Typically the LED light will blink slowly at approximately 5.5 months, then blink faster at approximately 15% remaining battery. At 10% the Card will sleep to preserve power, permitting an upload of records from the Card. A battery report is available from the online System. It requires an upload to get an accurate reading of the battery (it will give a battery reading from the last Card upload). If required, please order a replacement ahead of time.

See separate document **Card Button Press and LED Status** for further details.

To safely dispose of the Card, see **Card and Battery Safe Disposal** for further details.

Card data may be uploaded once a day via a Gateway, manual or remote upload. More than one upload per day will reduce the battery life.

Once activated Cards should not be stored with other Cards, unless they are visitor Cards. Storing many Cards together will create multiple close contact records and may reduce battery life.

Turning on or testing the Card activates the Card, starting the approximately six months battery life.

Note: Contact Harald offers other options and product form factors, with different performance characteristics. Please ask for further information, if needed.

Normal Operating Temperatures and Storage

The Card is designed to operate in normal indoor environments and temperatures.

The Card is design to operate between 5 °F to 131 °F (-15 °C to +55 °C) temperature bands. Storage temperature -4 °F to 140 °F (-20 °C to +60 °C). Outside these temperature bands, the Card may not function correctly, or the internal electronics or battery may fail.

Fluctuations or sustained high or low temperatures will affect battery life. If your facility has harsh temperature conditions or large temperature fluctuations, we advise you to consult with our team to discuss the System performance. Note at -4 °F (-20 °C) or lower the battery performance is about half.

All Cards must be stored in a dry and secure place. When stored, Card battery life will discharge at a rate of approximately 2.5% per year, when not activated.

Wearing the Card

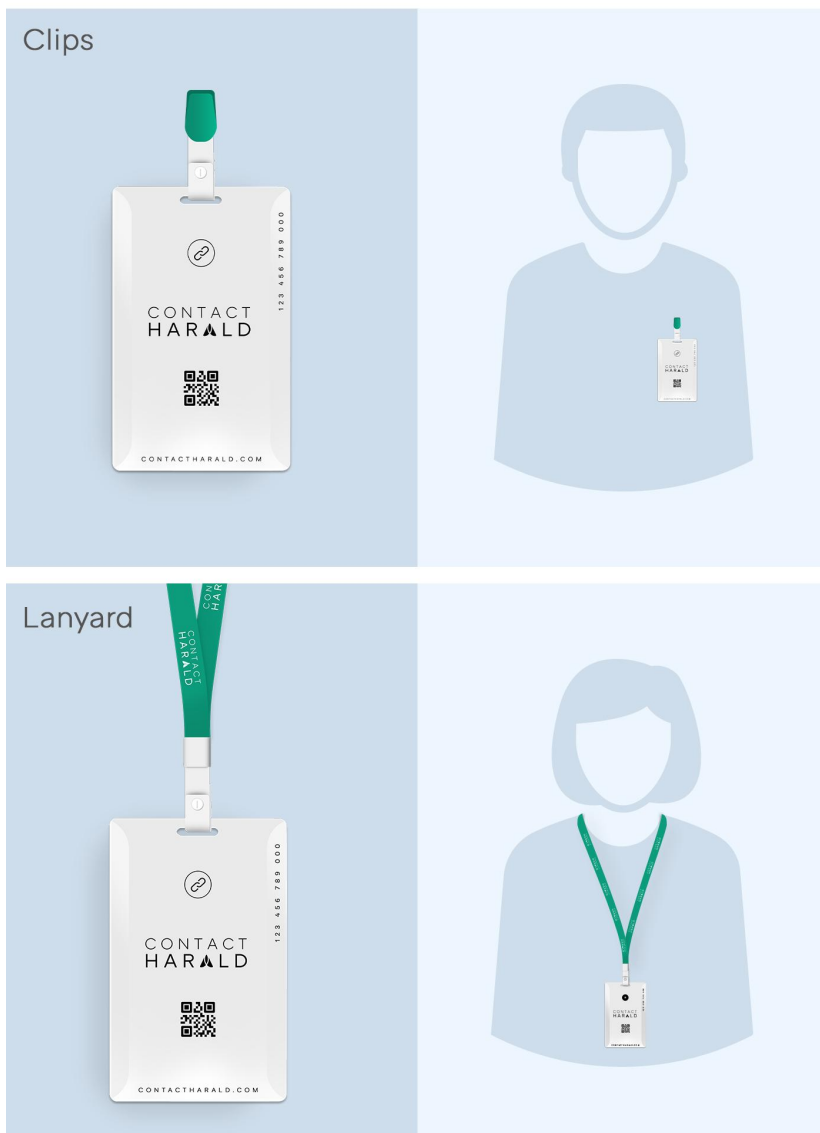
For proper performance, the Card must be used as specified:

1. The Card must be worn in front of the body.
2. Do not put the Card in side or back pockets. The Card should be worn in front.
3. The Card attaches using a lanyard with a plastic clip at the end or a plastic pocket clip.
4. Do not use a lanyard with a metal clip as the metal may affect the performance. Please use the supplied plastic clip.
5. Do not place the Card direct contact with skin, however the Card may be below a layer of clothing.



Correctly wearing the Card with the lanyard or pocket clip

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Proximity Contact Records

To understand who was in close proximity with who, the Contact Harald Card records when two or more Cards are nearby, using bluetooth radio signals as an **approximate measure of distance**. If the radio signal or RSSI is within a threshold, the two Cards are considered close together. The Cards are calibrated to use a series of RSSI measurements to approximate six feet or 1.5 metres of each other. Environmental and interference factors may affect the RSSI and thus the accuracy of the measurements and the classification of a close contact.

Two or more Cards exchange anonymous ID numbers. No personal information is shared between the Cards. The anonymous IDs are rotated every 15 minutes to avoid potential tracking or monitoring of the Cards using Rotating Proximity Identifier (RPI).

If a User has symptoms or a positive COVID result or is informed of a trace to a positive COVID result, it is the User's responsibility to inform the organization that gave him or her the Card of such information and that organization is responsible for uploading that information to the Application (including via Bluetooth to an iPad or Gateway), which then transfers via the Internet to the secure database. Without this information being notified by the User and uploaded promptly and accurately then the data retrieved from the Card by the organization will be affected, and your contact tracing program will not work optimally. The Card data contains anonymous IDs that can

be matched to other Users. The other Users who have been traced can be immediately contacted and asked to test and self isolate.

Contacting other Users

The Contact Harald System can identify the close contacts then send SMSs or emails to each traced person, or provide a list to management to immediately manually contact trace.

Proximity Contact Distance and Time

The System has been configured to measure and rank contacts within approximately six feet or approximately 1.5 metres of each other. Bluetooth signal strength, or RSSI is used to approximate distance. The Cards have been calibrated to work best when worn on the lanyard around the neck or clipped to the front of the body. When Cards are worn on other parts of the body or carried elsewhere, this reduces the performance and the chance of accurate contact trace.

When two Cards come within six feet proximity of each other for two minutes or more, a contact event is saved on the Card. Multiple contacts are tallied up to give a total contact time. For example, if two people were together for four minutes, then apart for a while, then back together for six minutes the System would display a total of ten minutes cumulative time.

Due to Bluetooth performance and potential environmental and radio signal interference, a confidence ranking is also applied to the proximity time. In ideal conditions, the System will give good confidence.

Card Memory Storage and Privacy

The Card is designed to store 20 days of proximity contacts. As COVID-19 may be pre-symptomatic or asymptomatic, 20 days gives historical data to trace back through earlier contacts.

Database Storage and Privacy

By default, the database is designed to store 20 days of proximity contacts. As COVID-19 may be pre-symptomatic or asymptomatic, 20 days gives historical data to trace back through earlier contacts.

Aged historical proximity data is deleted from the Contact Harald database. The age of the proximity records is a configurable number of days set in the Application by the System administrator at your organization; the default is set to 20 days and the maximum setting is 1,095 days (ie. three years).

Contact Harald System Components

The Contact Harald System is broken down into three primary components, and three optional components:

1. Contact Harald Cards.
 2. An iPad or equivalent (containing the Application) that is used to register Users and associate the Bluetooth Contact Harald Card to the System. The iPad is also used to upload Card proximity data to the System via Bluetooth.
 3. The Microsoft Azure database and contact tracing web-application which operates in the Safari and Chrome web browsers.
 4. **Optional** Gateways to automatically capture and upload card proximity data to the contact tracing database. Triggers are supplied with the Gateways to prepare or 'prime' cards for an upload as a user approaches a Gateway.
 5. **Optional** Beacons to detect 'presence' for location check-in technologies replacing QR-code manual check-in.
 6. **Optional** Remote Upload of the card data via an iOS app or Android app. This is a secure, upload-only function. It must be enabled first by Contact Harald; it is supplied with separate instructions.
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iPad Registration and Card Upload

The iPad and Application is designed to register new Users and associate the unique Card number to the User. The Application can also collect data from the Card via Bluetooth and store it on the secure online database server.

This data is uploaded securely to the Microsoft Azure database. No personal data is stored on the Card. The Application is designed to be easy to use.

The iPad can be used by staff with low security clearance, for example a temporary reception staff member. The staff member does not have access to the database and cannot lookup User data.

Secure Microsoft Azure Database and Contact Tracing System

When a User registers with the System (via the Application), their data is securely stored on a Microsoft Azure server. A secure link is established between the local web-based local session and the cloud-based server.

Only authorized Users can access the personal data to run or run a contact trace based on a User's proximity information. Different levels of authorization give different access levels to the System and such authorizations are made by the organization who manages and issues the Card to Users (eg: the customer, not Contact Harald).

Email and SMS

Twilio is used to send out SMS messages to end users. A secure connection is established between the Twilio service and our end point. Message Send status is passed back to our App, which is logged to each SMS message, which in turn is logged to a User.

SendGrid, part of the Twilio family and used to send emails out to end users. Similarly, a secure connection is established between the SendGrid service and our end point. Email Send status is passed back to our App, which is logged to each email message, which in turn is logged back to a User.

Due to automation of this messaging, the System relies on the accurate and up-to-date uploads of information. We ask that System administrators at our Customers' organizations manage this in a diligent and timely manner.

Personal Data, Privacy and Storage

No medical data is stored on the System by us. When a User self-reports, a record of such is kept without specific details of the medical condition or status. All personal data is encrypted and stored on the secure Microsoft Azure database. Personal data for a User is accessible by the System administrators at the organization which issued the User the Card. If a User has any privacy issues in respect of the Card, please contact the organization which issued the Card.

When registering the Card for the User, the User consents to the collection of their name and contact details, certain data being held regarding that User and their proximity data being collected, uploaded and used by the System for the purpose of contact tracing (typically after the User reports positive to a test, reports that he or she showing symptoms of a possible infection, or reports that he or she has been contact traced elsewhere).

The Contact Harald System records and stores proximity information for contact tracing purposes (such as when cards record a trace with each other and when a card records its presence with a beacon), however outside of these traces we do not track User location data.

Additionally, our Customers may request location check-in technologies from us (eg. QR codes) to record a person's entry to a site area. Our Customers have the ability to use opt-in protocols with these. If requested by the Customer, beacons can be used to provide automatic and seamless check-ins, removing the need for individuals to manually "scan-in" (eg. using a QR code) on entry to a site area.

Beacons record will 'presence' for a check-in however they do not continuously track a card location. This check-in data may be called upon by a relevant local health authority via a designated API. Access to such data requires the relevant authority to place a request that is permitted under relevant privacy legislation. Beacon information is stored on a card, the card data is passed up to a Gateway and then to the secure database.

Product specific Standard Use

The tables below set out the Product specific Standard Use which, for the relevant, Product are in addition to the above stated terms of Standard Use.

| Beacons standard use |
|--|
| Beacons are designed to send 'presence' to a Card at a location, such as common areas such as reception. |
| Beacons should be mounted either on the ceiling or above eye height on columns, walls or pillars. |
| Beacon transmit power can be adjusted to change the approximate range. |
| Beacons do not need to be near a Gateway. |
| Standard beacons are for indoor use, not for outdoor, exposed or wet locations. |
| Beacons use replaceable batteries. |
| The battery life of a beacon will vary, depending on the transmit power. Battery life will be between one year and three years, depending on this setting. Replacements will incur a cost. |

| Triggers standard use |
|---|
| Triggers are designed to prepare Cards for upload when near a Gateway. |
| Triggers should be mounted either on the ceiling or above eye height on columns, walls or pillars. |
| Triggers use replaceable batteries. |
| The battery life of a trigger will vary, depending on the transmit power. Battery life will be between one year and three years, depending on this setting. Replacements will incur a cost. |
| Standard triggers are for indoor use, not for outdoor, exposed or wet locations. |
| Triggers transmit power can be adjusted to approximately change the range. |

| Gateway standard use |
|--|
| Gateways are designed to collect data from Cards via Bluetooth, then transfer the data back to the secure Azure database. |
| The Gateway is dependent on your Internet connection. A good Internet connection is required to pass data back to the database. |
| This may be via a WiFi or 3G/4G connection, depending on the tablet model. |
| Triggers tell a Card to prepare for connection to a Gateway. |
| Gateways require a mains connection and enough space for a power adaptor. |
| Standard Gateways are for indoor use, not for outdoor, exposed or wet locations. |
| Gateways should be placed at central locations, such as reception, lunch areas, gates or other places of foot traffic. |
| A recent uploads report is available to show who has recently passed by a Gateway. This also verifies who has not passed by a Gateway or who has been missed by the Gateway. |
| More Gateways and triggers may be needed at a site to maximise the capture of Card data from the Cards. |
| Gateways may capture Card data at different times, for example on entry, on exit or during the day to maximise the chance of a data capture. |
| A Card that is full of records (eg: with 20 days of data) will take longer to upload and capture through a Gateway, compared to a Card with few records (eg: one day of data). |