

| Critère                                                                                                                                                                    | Sous-critère                                                                                                   | Note du sous-critère | Coefficient du sous- critère | Note du critère | Total des notes des critères |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------|------------------------------|-----------------|------------------------------|
| 1. Documentation                                                                                                                                                           | 1.1 Durée de disponibilité de la documentation technique et relative aux conseils d’utilisation et d’entretien | 5.4/10               | 2                            | 10.8/20         | 60.5 /100                    |
| 2. Démontabilité et accès, outils, fixations                                                                                                                               | 2.1 Facilité de démontage des pièces de la liste 2*                                                            | 10.0/10              | 1                            | 19.8 /20        |                              |
|                                                                                                                                                                            | 2.2 Outils nécessaires (liste 2)                                                                               | 10.0/10              | 0.5                          |                 |                              |
|                                                                                                                                                                            | 2.3 Caractéristiques des fixations entre les pièces de la liste 1** et de la liste 2                           | 9.5/10               | 0.5                          |                 |                              |
| 3. Disponibilité des pièces détachées                                                                                                                                      | 3.1 Durée de disponibilité des pièces de la liste 2                                                            | 10.0/10              | 1                            | 20.0/20         |                              |
|                                                                                                                                                                            | 3.2 Durée de disponibilité des pièces de la liste 1                                                            | 10.0/10              | 0.5                          |                 |                              |
|                                                                                                                                                                            | 3.3 Délai de livraison des pièces de la liste 2                                                                | 10.0/10              | 0.3                          |                 |                              |
|                                                                                                                                                                            | 3.4 Délai de livraison des pièces de la liste 1                                                                | 10.0/10              | 0.2                          |                 |                              |
| 4. Prix des pièces détachées                                                                                                                                               | 4.1 Rapport prix des pièces de la liste 2 sur prix de l’équipement neuf                                        | 0.0/10               | 2                            | 0.0/20          |                              |
| 5. Critère spécifique (exemple avec 3 sous-critères)                                                                                                                       | 5.1 Accessibilité du compteur d’usage                                                                          | 0.0/10               | 1                            | 10.0/20         |                              |
|                                                                                                                                                                            | 5.2 Assistance à distance sans frais                                                                           | 10.0/10              | 0.5                          |                 |                              |
|                                                                                                                                                                            | 5.3 Possibilité de réinitialisation logicielle                                                                 | 10.0/10              | 0.5                          |                 |                              |
| Note de l’indice                                                                                                                                                           |                                                                                                                |                      |                              |                 | 6.1 /10                      |
| *liste 2 : liste des 3 à 5 pièces détachées au maximum (selon la catégorie d’équipements concernée) dont la casse ou les pannes sont les plus fréquentes ;                 |                                                                                                                |                      |                              |                 |                              |
| **liste 1 : liste de 10 autres pièces détachées au maximum (selon la catégorie d’équipements concernée) dont le bon état est nécessaire au fonctionnement de l’équipement. |                                                                                                                |                      |                              |                 |                              |

| Critère                                                                                                                                                                    | Sous-critère                                                                                                   | Note du sous-critère | Coefficient du sous-critère | Note du critère | Total des notes des critères |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------|-----------------|------------------------------|
| 1. Documentation                                                                                                                                                           | 1.1 Durée de disponibilité de la documentation technique et relative aux conseils d'utilisation et d'entretien | 5.4/10               | 2                           | 10.8/20         | 60.5 /100                    |
| 2. Démontabilité et accès, outils, fixations                                                                                                                               | 2.1 Facilité de démontage des pièces de la liste 2*                                                            | 10.0/10              | 1                           | 19.8/20         |                              |
|                                                                                                                                                                            | 2.2 Outils nécessaires (liste 2)                                                                               | 10.0/10              | 0.5                         |                 |                              |
|                                                                                                                                                                            | 2.3 Caractéristiques des fixations entre les pièces de la liste 1** et de la liste 2                           | 9.5/10               | 0.5                         |                 |                              |
| 3. Disponibilité des pièces détachées                                                                                                                                      | 3.1 Durée de disponibilité des pièces de la liste 2                                                            | 10.0/10              | 1                           | 20.0/20         |                              |
|                                                                                                                                                                            | 3.2 Durée de disponibilité des pièces de la liste 1                                                            | 10.0/10              | 0.5                         |                 |                              |
|                                                                                                                                                                            | 3.3 Délai de livraison des pièces de la liste 2                                                                | 10.0/10              | 0.3                         |                 |                              |
|                                                                                                                                                                            | 3.4 Délai de livraison des pièces de la liste 1                                                                | 10.0/10              | 0.2                         |                 |                              |
| 4. Prix des pièces détachées                                                                                                                                               | 4.1 Rapport prix des pièces de la liste 2 sur prix de l'équipement neuf                                        | 0.0/10               | 2                           | 0.0/20          |                              |
| 5. Critère spécifique (exemple avec 3 sous-critères)                                                                                                                       | 5.1 Accessibilité du compteur d'usage                                                                          | 0.0/10               | 1                           | 10.0/20         |                              |
|                                                                                                                                                                            | 5.2 Assistance à distance sans frais                                                                           | 10.0/10              | 0.5                         |                 |                              |
|                                                                                                                                                                            | 5.3 Possibilité de réinitialisation logicielle                                                                 | 10.0/10              | 0.5                         |                 |                              |
| Note de l'indice                                                                                                                                                           |                                                                                                                |                      |                             |                 | 6.1 /10                      |
| *liste 2 : liste des 3 à 5 pièces détachées au maximum (selon la catégorie d'équipements concernée) dont la casse ou les pannes sont les plus fréquentes ;                 |                                                                                                                |                      |                             |                 |                              |
| **liste 1 : liste de 10 autres pièces détachées au maximum (selon la catégorie d'équipements concernée) dont le bon état est nécessaire au fonctionnement de l'équipement. |                                                                                                                |                      |                             |                 |                              |

### 1.1 Period of availability of technical documentation and advice on use and maintenance

|    |                                                                                                                       | Yes    | No     |
|----|-----------------------------------------------------------------------------------------------------------------------|--------|--------|
|    |                                                                                                                       | 0 to 6 | 0 to 6 |
|    | Type of Documentation                                                                                                 |        |        |
| 1  | Unambiguous product identification                                                                                    | 0      |        |
| 2  | Disassembly diagram or explode view                                                                                   | 0      |        |
| 3  | Wiring and connection diagrams                                                                                        | 0      |        |
| 4  | Circuit board diagrams                                                                                                | 0      |        |
| 5  | List of required repair and test equipment                                                                            | 0      |        |
| 6  | Technical manual of repair instructions                                                                               | 0      |        |
| 7  | Error and diagnostic codes                                                                                            | 0      |        |
| 8  | Component and diagnostic information                                                                                  | 0      |        |
| 9  | Software instructions (including reset)                                                                               | 0      |        |
| 10 | Access to incidents reported and recorded in the equipment                                                            | 0      |        |
| 11 | Technical bulletins                                                                                                   | 0      |        |
| 12 | Specific guidelines on self-repair (recommended operations, safety and repair possible repercussions on the warranty) |        |        |
| 13 | Information on access to professional repairers                                                                       |        |        |
| 14 | Fault detection and required actions (general public approach)                                                        |        |        |
| 15 | Instructions for use and maintenance instructions                                                                     |        |        |

The maximum number of points = 286

Score for this sub-criterion= (obtained points/286 points) x10

**aintenance.**

| Column B              |         |            | Column C              |        |         |            |
|-----------------------|---------|------------|-----------------------|--------|---------|------------|
| Repairers             |         |            | Consumers             |        |         |            |
| Years of availability |         |            | Years of availability |        |         |            |
| 7 to 8                | 9 to 10 | 11 or more | 0 to 6                | 7 to 8 | 9 to 10 | 11 or more |
| Number of Points      |         |            | Number of Points      |        |         |            |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| 7                     | 9       | 11         | 0                     | 7      | 9       | 11         |
| ir instructions,      |         |            | 0                     | 7      | 9       | 11         |
|                       |         |            | 0                     | 7      | 9       | 11         |
|                       |         |            | 0                     | 7      | 9       | 11         |
|                       |         |            | 0                     | 7      | 9       | 11         |

## 2.1 Ease of disassembling the List2 parts.

|                   |
|-------------------|
| External parts    |
| Remote Control(2) |

|                          |
|--------------------------|
| Internal parts           |
| Internal Power Supply(3) |
| Main board               |
| Panel                    |

In case of use of Internal Power supply;

The maximum number of points =12

Score for this sub-criterion= (obtained points/12 points) x10

In case of use of External Power supply;

The maximum number of points =9

Score for this sub-criterion= (obtained points/9 points) x10

## 2.2 Tools required (List2)

|                          |       |
|--------------------------|-------|
|                          |       |
|                          | ND/NA |
| List2 parts              |       |
| Remote Control           | 0     |
| Internal Power Supply(3) | 0     |
| Main board               | 0     |
| Panel                    | 0     |

In case of use of Internal Power supply;

The maximum number of points =16

Score for this sub-criterion= (obtained points/16 points) x10

In case of use of External Power supply;

The maximum number of points =12

Score for this sub-criterion= (obtained points/12 points) x10

### 2.3 Characteristics of the fasteners between the List1 and List2 parts.

| List1 or List2 parts |                          |
|----------------------|--------------------------|
| 1                    | Back Cover               |
| 2                    | Wifi Module(3)           |
| 3                    | Bluetooth Module(4)      |
| 4                    | Infrared Receiver        |
| 5                    | Speakers                 |
| 6                    | Connectors(5)            |
| 7                    | Remote Control           |
| 8                    | Internal Power Supply(6) |
| 8                    | External Power Supply(7) |
| 9                    | Main board               |
| 10                   | Panel                    |

The maximum number of points =20

Score for this sub-criterion= (obtained points/20 points) x10

| Number of steps to access to the parts |   |   |   |
|----------------------------------------|---|---|---|
| ND/NA(1)<br>or 4 or more               | 3 | 2 | 1 |
| Number of points                       |   |   |   |
| 0                                      | 1 | 2 | 3 |

| Number of steps to access to the parts |          |        |        |
|----------------------------------------|----------|--------|--------|
| ND/NA(1)<br>or 12 or more              | 10 to 11 | 8 to 9 | 1 to 7 |
| Number of points                       |          |        |        |
| 0                                      | 1        | 2      | 3      |
| 0                                      | 1        | 2      | 3      |
| 0                                      | 1        | 2      | 3      |

(1) ND=Case that it can not remove individually. NA=Case that it can not access indiv

(2) Removal of batteries.

(3) Case that the external Power source is used, the item is out of scope from this calc

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| Type of Tools       |                |                                   |
|---------------------|----------------|-----------------------------------|
| Proprietary Tools   | Specific Tools | Without tools,<br>Common tools(1) |
| Number of points(2) |                |                                   |
| 1                   | 2              | 4                                 |
| 1                   | 2              | 4                                 |
| 1                   | 2              | 4                                 |
| 1                   | 2              | 4                                 |

(1) including Tools supplied with the spare part or the product also.

(2) in case that more than one tool is needed, the worst point is used for this calculation

(3) Case that the external power source is used, the item is out of scope from this calc



| Type of fastener             |                         |                           |
|------------------------------|-------------------------|---------------------------|
| Neither Removal nor Reusable | Removable, non-reusable | Removable and Reusable(1) |
| Number of points(2)          |                         |                           |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |
| 0                            | 1                       | 2                         |

(1) Including the case that the connection is provided with the spare parts.

(2) In case that more than one type of connection is needed, the worst point is used for

(3) Case that there is no corresponded part, the item is out of scope from this calculation

(4) Case that there is no corresponded part, the item is out of scope from this calculation

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray Player)

(6) Case that the external power source is used, the item is out of scope from this calculation

(7) Case that the internal power source is used, the item is out of scope from this calculation

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### 3.1. Period of availability of List2 parts.

|                          | Manufacturer         |       |        |            |       |
|--------------------------|----------------------|-------|--------|------------|-------|
|                          | Year of availability |       |        |            |       |
|                          | 0 - 6                | 7 - 8 | 9 - 10 | 11 or more | 0 - 6 |
| List2 parts              | Number of points     |       |        |            |       |
| Remote control           | 0                    | 7     | 9      | 11         | 0     |
| Internal Power supply(1) | 0                    | 7     | 9      | 11         | 0     |
| External Power Supply(2) | 0                    | 7     | 9      | 11         | 0     |
| Main board               | 0                    | 7     | 9      | 11         | 0     |
| Panel                    | 0                    | 7     | 9      | 11         | 0     |

(1) Case that the External Power Supply is used

(2) Case that the Internal Power Supply is used

The maximum number of points =176

Score for this sub-criterion= (obtained points/176 points) x10

### 3.2. Period of availability of List1 parts.

|                     | Manufacturer         |       |        |            |       |
|---------------------|----------------------|-------|--------|------------|-------|
|                     | Year of availability |       |        |            |       |
|                     | 0 - 6                | 7 - 8 | 9 - 10 | 11 or more | 0 - 6 |
| List1 parts         | Number of points     |       |        |            |       |
| Back Cover          | 0                    | 7     | 9      | 11         | 0     |
| Wifi Module(1)      | 0                    | 7     | 9      | 11         | 0     |
| Bluetooth Module(2) | 0                    | 7     | 9      | 11         | 0     |
| Infrared Receiver   | 0                    | 7     | 9      | 11         | 0     |
| Speaker             | 0                    | 7     | 9      | 11         | 0     |
| Connectors(3)       | 0                    | 7     | 9      | 11         | 0     |

(1) Case that, there is no corresponded part, the

(2) Case that, there is no corresponded part, the

(3) Connection for external equipment (Cable,

The maximum number of points =264

Score for this sub-criterion= (obtained points/264 points) x10

### 3.3. Delivery time for List2 parts.

|                          | Manufacturer     |        |       |       |             |
|--------------------------|------------------|--------|-------|-------|-------------|
|                          | Delivery Days(1) |        |       |       |             |
|                          | 11 and more      | 6 - 10 | 4 - 5 | 1 - 3 | 11 and more |
| List2 parts              | Number of points |        |       |       |             |
| Remote Control           | 0                | 1      | 2     | 3     | 0           |
| Internal Power Supply(2) | 0                | 1      | 2     | 3     | 0           |
| External Power Supply(3) | 0                | 1      | 2     | 3     | 0           |
| Main board               | 0                | 1      | 2     | 3     | 0           |
| Panel                    | 0                | 1      | 2     | 3     | 0           |

(1) working days from the day of the order.

(2) Case that the External Power Supply is used

(3) Case that the Internal Power Supply is used

The maximum number of points =48

Score for this sub-criterion= (obtained points/48 points) x10

### 3.4. Delivery time for List1 parts.

|                   | Manufacturer     |        |       |       |             |
|-------------------|------------------|--------|-------|-------|-------------|
|                   | Delivery Days(1) |        |       |       |             |
|                   | 11 and more      | 6 - 10 | 4 - 5 | 1 - 3 | 11 and more |
| List1 parts       | Number of points |        |       |       |             |
| Back Cover        | 0                | 1      | 2     | 3     | 0           |
| Wifi Module       | 0                | 1      | 2     | 3     | 0           |
| Bluetooth Module  | 0                | 1      | 2     | 3     | 0           |
| Infrared Receiver | 0                | 1      | 2     | 3     | 0           |
| Speaker           | 0                | 1      | 2     | 3     | 0           |
| Connectors(2)     | 0                | 1      | 2     | 3     | 0           |

(1) working days from the day of the order.

(2) Connection for external equipment (Cable,

The maximum number of points =72

Score for this sub-criterion= (obtained points/72 points) x10

| Distributors         |        |            | Repairers            |       |        |            | Consumers            |       |
|----------------------|--------|------------|----------------------|-------|--------|------------|----------------------|-------|
| Year of availability |        |            | Year of availability |       |        |            | Year of availability |       |
| 7 - 8                | 9 - 10 | 11 or more | 0 - 6                | 7 - 8 | 9 - 10 | 11 or more | 0 - 6                | 7 - 8 |
| Number of points     |        |            | Number of points     |       |        |            | Number of points     |       |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |

d, the item is out of scope from this calculation.

l, the item is out of scope from this calculation.

| Distributors         |        |            | Repairers            |       |        |            | Consumers            |       |
|----------------------|--------|------------|----------------------|-------|--------|------------|----------------------|-------|
| Year of availability |        |            | Year of availability |       |        |            | Year of availability |       |
| 7 - 8                | 9 - 10 | 11 or more | 0 - 6                | 7 - 8 | 9 - 10 | 11 or more | 0 - 6                | 7 - 8 |
| Number of points     |        |            | Number of points     |       |        |            | Number of points     |       |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |
| 7                    | 9      | 11         | 0                    | 7     | 9      | 11         | 0                    | 7     |

ie item is out of scope from this calculation.

ie item is out of scope from this calculation.

Antenna, USB, DVD and Blue-Ray players)

| Distributors     |       |       | Repairers        |        |       |       | Const       |        |
|------------------|-------|-------|------------------|--------|-------|-------|-------------|--------|
| Delivery Days(1) |       |       | Delivery Days(1) |        |       |       | Delivery    |        |
| 6 - 10           | 4 - 5 | 1 - 3 | 11 and more      | 6 - 10 | 4 - 5 | 1 - 3 | 11 and more | 6 - 10 |
| Number of points |       |       | Number of points |        |       |       | Number      |        |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |

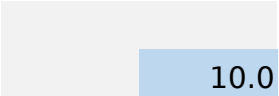
d, the item is out of scope from this calculation.

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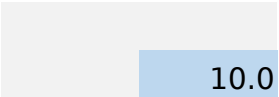
| Distributors     |       |       | Repairers        |        |       |       | Const       |        |
|------------------|-------|-------|------------------|--------|-------|-------|-------------|--------|
| Delivery Days(1) |       |       | Delivery Days(1) |        |       |       | Delivery    |        |
| 6 - 10           | 4 - 5 | 1 - 3 | 11 and more      | 6 - 10 | 4 - 5 | 1 - 3 | 11 and more | 6 - 10 |
| Number of points |       |       | Number of points |        |       |       | Number      |        |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |
| 1                | 2     | 3     | 0                | 1      | 2     | 3     | 0           | 1      |

Antenna, USB, DVD and Blue-Ray players)

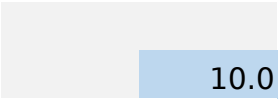
|             |            |
|-------------|------------|
| umers       |            |
| vailability |            |
| 9 - 10      | 11 or more |
| of points   |            |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |



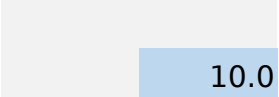
|             |            |
|-------------|------------|
| umers       |            |
| vailability |            |
| 9 - 10      | 11 or more |
| of points   |            |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |
| 9           | 11         |



|           |       |
|-----------|-------|
| umers     |       |
| Days(1)   |       |
| 4 - 5     | 1 - 3 |
| of points |       |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |



|           |       |
|-----------|-------|
| umers     |       |
| Days(1)   |       |
| 4 - 5     | 1 - 3 |
| of points |       |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |
| 2         | 3     |



#### 4.1. Ratio of List2 parts price compared with new equipment price.

Depending on the ratio between the point, which is related the price of List  
 $\text{ratio} = \frac{\text{Price excluding Tax of the most expensive part in List2}}{\text{Average price of new equipment}}$

if the figure to the 3rd decimal place is less than 5, rounding down to the 2  
 if the figure to the 3rd decimal place is greater than or equal to 5, rounding

The Maximum number of Points is 100.

The number of point is;

- if the result of the ratio is higher than 0.3, then the number of points is 0
- if the result of the ratio is lower than 0.1, then the number of points is 10
- if the result of the ratio is between 0.1 and 0.3, then the number of point

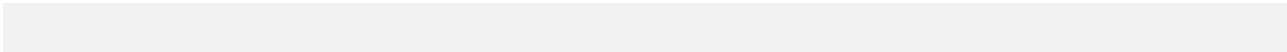
| Ratio  | 0,1 | 0,11 | 0,12 | 0,13 | 0,14 | 0,15 | 0,16 | 0,17 | 0,18 | 0,19 | 0,2 |
|--------|-----|------|------|------|------|------|------|------|------|------|-----|
| Points | 100 | 95   | 90   | 85   | 80   | 75   | 70   | 65   | 60   | 55   | 50  |

Score for this sub-criterion= (obtained points/100 points) x10

:2 parts and calculated from the below formula, and the price of the product, score should be of the price excluding Tax of the parts in List2)/2 ÷ Price of the equipment e  
nd decimal place.  
g up to the 2nd decimal place shall be used.

(zero).  
10.  
s is determined according to the following table.

|    |      |      |     |      |      |      |      |      |      |      |      |      |     |
|----|------|------|-----|------|------|------|------|------|------|------|------|------|-----|
| 17 | 0,18 | 0,19 | 0,2 | 0,21 | 0,22 | 0,23 | 0,24 | 0,25 | 0,26 | 0,27 | 0,28 | 0,29 | 0,3 |
| 5  | 60   | 55   | 50  | 45   | 40   | 35   | 30   | 25   | 20   | 15   | 10   | 5    | 0   |



uld be calculated.  
xcluding Tax.

|  |      |     |
|--|------|-----|
|  | 0,29 | 0,3 |
|  | 5    | 0   |

0

### 5.1 Accessibility of the usage meter (1)

|                                     |
|-------------------------------------|
| Accessibility of the Usage Meter(2) |
|                                     |
|                                     |

The maximum number of points =2

Score for this sub-criterion= (obtained points/2 points) x10

### 5.2 Toll-Free remote assistance

|                           | Repairers |                                |
|---------------------------|-----------|--------------------------------|
| Type of remote assistance | None      | Up-to-date information on site |
| Number of points          | 0         | 1                              |

The maximum number of points =5

Score for this sub-criterion= (obtained points/5 points) x10

### 5.3 Software Reset capability

|                                                                                                       | Manufacturer     |          |
|-------------------------------------------------------------------------------------------------------|------------------|----------|
| Possibility of resetting software fee-of-charge and without restrictions on access to these services. | Impossible       | Possible |
|                                                                                                       | Number of points |          |
| Operating System Reset(1)                                                                             | 0                | 1        |
| Firmware Reset(1)                                                                                     | 0                | 1        |

(1) including Reset via external

The maximum number of points =6

Score for this sub-criterion= (obtained points/6 points) x10

| Consumers        |                         |                                |
|------------------|-------------------------|--------------------------------|
| Location         |                         |                                |
| Absence          | Not easily to access(3) | Visible or easily to access(3) |
| number of points |                         |                                |
| 0                | 1                       | 2                              |

(1) Usage meter means a display device that cumulatively records the usage of the  
The Unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than 3 clicks.

(2) The value of the usage can be checked by 3 clicks or less.

0.0

| Consumers |                    |                              |                          |
|-----------|--------------------|------------------------------|--------------------------|
| None      | Remote Information | Remote diagnostic assistance | Remote repair assistance |
| 0         | 1                  | 2                            | 4                        |

10.0

| Repairers        |          | Consumers        |          |
|------------------|----------|------------------|----------|
| Impossible       | Possible | Impossible       | Possible |
| Number of points |          | Number of points |          |
| 0                | 1        | 0                | 1        |
| 0                | 1        | 0                | 1        |

rnal keys/buttons.

10.0

product.