

Service Specifications

Effective date of the latest version: June 30, 2023

0. Introduction

Thank you for using our slurry analysis system. The following shows the details, fees, scope, method, level, usage time, and other conditions of the slurry analysis system (henceforth called the "Service") provided by HIOKI E.E. Corporation (henceforth called the "Company") for the customers who have applied to use the Service (in this document, customers shall mean the individuals, companies, other organizations, or their representatives that have concluded a Usage Contract with the Company based on the Terms of Use and opened an account for GENNECT Cloud.) The Service Specifications shall be part of the Slurry Analysis System Terms of Service. The "Terms of Use" in the Service Specifications shall refer to these terms of use.

1. Service details and scope

The Service provides the features to analyze slurry impedance data via Web access to the cloud provided by the Service. The customer must separately procure the means of communication between the customer's PCs and between the customer's PC and the cloud (Internet connection) at the customer's own cost and responsibility.

This enables quantification of the conductivity of electrons flowing in the LIB electrode slurry, which can be used for screening at the slurry stage and optimizing slurry preparation conditions.

The scope of the Service and the Company's responsibility for maintenance and operation after the Service is provided shall be the website (analysis site) where the slurry analysis software (analysis software) can be used.

2. Products/services provided

This section describes the products/services provided.

Model name	Product name	Details
SA2631-01	3-day license	Registration code for using the analysis software for three days

SA2631-03	30-day license	Registration code for using the analysis software for 30 days
SA2631-05	365-day license	Registration code for using the analysis software for 365 days

The registration code is provided on a card (paper).

The amount of money (usage fees) for the products mentioned above shall be estimated separately between the customer and the Company, the Company's distributor, or the Company's agent.

To use the Service, a GENNECT Cloud account must be created the first time only.

3. Sample procedure of service usage

- (i) Purchase a license card
- (ii) Access the analysis site (the URL is indicated on the license card)
- (iii) Click the **Create Account** button to create a GENNECT account (first time only).
- (iv) Log in to the analysis site with the GENNECT account
- (v) Review and agree to the terms of use of the Service (each time the terms of use are updated)
- (vi) Register license information at the analysis site
- (vii) Upload slurry impedance data
- (viii) Enter a slurry material category
- (ix) Press the **Analysis** button to start an analysis
- (x) Check analysis results on the analysis site
- (xi) Download analysis results as a CSV file

4. Service features and overview

This chapter provides an overview of the specifications. For details of the behaviors, please see the instruction manual.

Functional specifications of the service

-1. System specifications

Supported languages	English and Japanese
Time zone display	Coordinated Universal Time (UTC), displayed on the site
Service provision area	Worldwide (excluding China)

Automatic logout time	After 180 minutes
License confirmation feature	Remaining time is displayed on the analysis site
Contact	slurry_support@hioki.co.jp
Supported file formats	<p>-1. CSV file obtained by the measurement software (SA2633)</p> <p>-2. the following format</p> <p>Measurement frequency f, $R_s(\text{Re}Z)$, $X(\text{Im}Z)$</p> <p>- File format : CSV</p> <p>- Frequency range :</p> <p>Minimum frequency : 0.9mHz to 110kHz</p> <p>Maximum frequency : 190kHz to 310MHz</p> <p>- Number of data :</p> <p>Between 490 and 1100 in logarithmic intervals</p> <p>The number of data required depends on the measurement frequency range.</p> <p>(Reference value)</p> <p>1mHz to 200kHz : 700points</p> <p>1mHz to 8MHz : 1000points</p> <p>4Hz to 8MHz : 500points</p> <p>4Hz to 300MHz : 1000points</p> <p>100kHz to 300MHz : 500points</p>
Operation-checked Web browsers	<p>Google Chrome</p> <p>Microsoft Edge</p>

-2. Specifications of the analysis section

Upload CSV files	Up to 30 CSV files in the supported file format described above (up to 50 files can be analyzed at the same time)
Configure materials	<p>Select active materials, conductivity aids, binders, solvents, and dispersants from the pull-down lists.</p> <p>Data that is simultaneously uploaded is analyzed under a common material category.</p> <p>*The combination of selected material</p>

	categories determines the material-specific algorithm.
Configure analysis	<ul style="list-style-type: none"> - Bulk Boundary Search Mode (low frequency side) : Curvature, Intersection -Bulk Initial Value Search Mode : Curvature, Peak - Relaxation Process : Automatic
Analysis time	Standard time: One minute (total analysis time for the files uploaded simultaneously) Even if the user logs out during an analysis, the analysis proceeds.
Analysis results that are output	DCR, Rratio, Uniformity, Number of relaxation processes
Show results	<ul style="list-style-type: none"> - Overview of analysis results - Compare groups
Manage analysis results	<p>Up to 300 analysis results data (including analysis errors) can be stored.</p> <p>Analysis results can be downloaded in CSV file format.</p> <p>Analysis results can be downloaded or deleted individually, selectively, or collectively.</p>

5. Service renewal

(i) When you want service renewal

Service renewal is not automatic. If you register a new registration code on the analysis site before the end of the license term, the remaining available time will be increased. If the license expiration date passes during analysis, the analysis can be completed, and the results can be displayed. In addition, results can be downloaded for 30 days from the end of the license term, even if the license expiration date has passed. After 30 days from the end of the license term, the analysis results will be deleted. The customer is responsible for storing them. The registration code is provided on a card (paper). It takes about two weeks to receive the registration code after ordering. Please order based on your service use plan.

*Please be sure to register your registration code (at initial registration as well as at service renewal) through the analysis site. The Company will not be liable for

any damage incurred by the customer as a result of registering the customer's registration code from a site other than the analysis site.

(ii) When you do not want service renewal

If you do not want continuous service usage, you need no service stop procedure. After the license expiration date, the data upload feature will be disabled.

(iii) Service cancellation during the license term and daily refund

The service use cannot be stopped during the license term. The service remains available until the remaining available time reaches zero. Therefore, no daily refund is provided because of cancellation.

6. Service level agreement (SLA)

-1. Utilization time and availability

Web service hours	0:00–24:00 (UTC) Exception: However, the service unavailability period during the maintenance window shown below is not covered by the SLA 23:30–1:30 (UTC) (8:30–10:30 (JST))
Availability of the Web service (henceforth called “availability”)	98.6% or more (service unavailability period during the Web service hours is 1.4% or less [equivalent to 20 minutes or less per day]) *“Availability” means a value of the ratio (%) of the service unavailability hours to the time when slurry impedance data should be analyzed, and the results should be output by accessing the cloud provided by the Service, subtracted from 100(%).
Service unavailability period	The period when alive monitoring of the Web service is unavailable.
Compensation	If the availability is less than 98.6%, a license code equivalent to the number of days corresponding to the service unavailability period is provided. If a file that is not downloaded yet is deleted because of a failure, the equivalent file will be returned upon request as an e-mail attachment. Exception: The service unavailability period does

	not include unavailability due to an Internet connection failure. The service unavailability period does not include unavailability during the maintenance time that is announced in advance.
Inquiry response	slurry_support@hioki.co.jp Inquiries received after 15:00 on weekdays and those received on weekends and holidays will be answered on the next business day or later.

-2. Operation monitoring

The Company shall monitor the operation 24 hours a day, 365 days a year (366 days for a leap year). When a failure happens, the Company shall promptly handle it and notify our customers (response time is based on our business hours). The Company maintains an access log, which logs the history of accesses to the analysis site. The Company may use the log for maintenance management and for statistical analysis of usage. The Company shall not use the access log except for maintenance management and usage/operation check.

7. Handling a failure

-1. Handling a failure of the Service

If availability is less than 98.6%, the analysis site will be replaced by a maintenance screen.

The following information about the failure will be posted on the analysis site after the failure is restored.

- Details of the failure
- Period of the failure
- Number of license days provided as compensation

-2. Maintenance

The Service may be suspended for maintenance or other work. In that case, the information will be posted on the notification screen of the analysis site before and after the maintenance (on the maintenance screen at the time of suspension).

However, the above does not apply to the work that the Company considers urgent.

8. Password policy

It is recommended that the password of the customer's user administrator be set

based on the following policy.

- Length: Shall be at least eight characters.
- Combination: At least one number, uppercase alphabetic character, and lowercase alphabetic character shall be included.

9. Security

The Company shall conduct the following security management.

-2. Unauthorized access

- Use the firewall feature of the cloud service infrastructure to block access to the Service for purposes other than using the system.
- When a user accesses the analysis site, authentication and confirmation are conducted with a user ID and password.

-3. Interception of communications

- The communications of users who use the analysis site are encrypted by TLS.

-4. Audit

- Vulnerability checking is outsourced to an external organization that conducts vulnerability checking, which checks for vulnerabilities in the system.

10. Security Control Standards

The Company shall establish the following Safety Control Standards for Article 19 (Confidentiality) and Article 20 (Protection of Personal Information) (hereinafter collectively called "Confidential Information") of the Terms of Use for the Service.

- (i) The Company shall limit the equipment and facilities for handling Confidential Information and the storage location of equipment and media that store Confidential Information to the greatest extent possible.
- (ii) The Company shall implement the measures of locking the storage location and shall control access to the storage location to prevent unauthorized entry by persons other than those authorized to handle Confidential Information.
- (iii) The Company shall limit the number of authorized persons who can access Confidential Information as much as possible and shall restrict access using IDs, passwords, or other means of authentication.
- (iv) When receiving a request from the person or their representative (a person authorized by the person or a legal representative, such as a person with parental authority, and the same applies hereinafter) to inquire about, correct, or delete the person's personal information, the Company shall respond to such a request without delay if the Company thinks it necessary to do so.

When the Company responds to such a request or decides not to respond, the person or their representative will be notified of the response/decision without delay.

- (v) If an accident, such as leakage, loss, damage, or falsification of Confidential Information occurs, or if objective circumstances arise that indicate a high probability of such an accident, the Company shall immediately report it to the customer.
- (vi) In the case of the preceding item, the Company shall implement the necessary measures to prevent a recurrence at its own responsibility and expense.

11. Deleting an account

Emails are not received for a long time

If the customer's e-mail address does not receive our emails for two months or more, the account may be deleted (frozen). To ensure that the customer will receive important notices, please be sure that the customer's email address receives emails.

Violation of prohibitions of the Terms of Use

If a violation of a prohibition of the terms of use is found and improvement is not seen, the account may be deleted (frozen). Before using the Service, please read the Terms of Use carefully and understand them.