

## LenelS2 OnGuard North America Training and Certification

### Terms and Conditions

Operated by Honeywell Security Americas LLC.

Please note: This Agreement is a supplement to the LenelS2 Value Added Reseller (VAR) Agreement.

Class schedules are posted and maintained on the website: [OnGuard Calendar](#)

Custom or onsite classes can be arranged subject to availability. The following terms and conditions apply.

#### 1. System user non-certification training

1.1. System user classes are for OnGuard administrators and their operators. All training must be purchased via the Value- Added Reseller (VAR) of record for the system user.

1.2. System user classes do not qualify the participant for certification. An attendance certificate is issued if appropriate.

#### 2. VAR and system user certification training

##### 2.1. Availability

2.1.1. VAR participation requires an active VAR agreement.

2.1.2. System user participation requires an active End User License Agreement (EULA) and an active Software Upgrade and Support Plan (SUSP).

2.1.3. Any other party not covered by 2.1.1 or 2.1.2 will be required to sign an appropriate non-disclosure agreement and meet other conditions.

##### 2.2. Certification conditions

2.2.1. The VAR certification benefit of technical support is available to successfully certified participants, who are employed by, or act on behalf of the VAR of record for the system user. The system user must hold an active Software Update and Support Plan (SUSP).

2.2.2. OnGuard system user certification software technical support benefits are available to users that hold a Direct Support Contract only (SUSP is insufficient).

2.2.3. At least 90% class attendance is required to qualify for a certification attempt. LenelS2 reserves the right to withhold certification for incomplete class attendance.

2.2.4. Certification is awarded for successful completion of a post-class exam. The exam must be passed within 30 days of issue, to qualify for certification recognition. Exams completed after 30 days are not accepted and certification cannot be awarded.

2.2.5. Three exam attempts are permitted. If all three attempts result in failure, then an application to repeat training and certification attempts will be considered but is not guaranteed. All training fees apply.

2.2.6. Classes must be attended in sequence; 'Core', 'Professional' and 'Expert', in each discipline. However, it is not necessary to complete the exam for a prerequisite class before attending the next session. Although each prerequisite certification exam must be passed before the highest certification is granted.

### 2.3. Maintaining certification

2.3.1. For continued certification benefits a VAR and system user must maintain their certification by attending free online update classes.

2.3.1.1. A VAR has 120 days following a product release to complete online update classes. If a VAR does not perform the required update, their certification becomes suspended and technical support may be denied.

2.3.1.2. A system user must update their certification to the version of OnGuard deployed at their site. A one-time exception for technical support with lapsed certification is permitted. Systems that are older than the published support criteria are not eligible for support other than advise or upgrading assistance.

2.3.2. Certification will be cancelled two years from the date of issue, if not maintained in line with the current release of OnGuard by the holder.

2.3.3. To bring certification up to date every release eLearning update course must be completed to span the gap between the certification version held (in a suspended state) and the current product version.

2.3.4. Updates for the versions of OnGuard supported by LenelS2 Technical Support Group are available. Cancelled certification will require attending certification classes again to gain new certification and fees apply.

2.3.5. Commercial releases of new OnGuard versions are announced and advertised at [LenelS2 | The Leading Physical Security Company](#).

2.3.6. LenelS2 reserves the right to check the knowledge of a participant annually, in the form of an exam or assignment.

## 2.4. Transferring certification

2.4.1. Certification awarded to a VAR participant cannot be transferred to another VAR or system user without incurring transfer fees of the current value of the certification held. (Please refer to the 'VAR Investment Protection Program' if applicable.)

2.4.2. If certification is awarded to a system user participant, it cannot be transferred to another VAR or system user.

## 2.5. Certification cancellation

2.5.1. If a VAR agreement is cancelled by either party, any certification held is also cancelled.

2.5.2. Non-payment of training invoices may result in a credit stop being applied to the account and lead to the suspension of the awarded certification.

2.5.3. Certification is automatically cancelled after two years of lapsed certification. (See maintaining certification above.)

2.5.4. If certification is misrepresented or misused, it may be cancelled by levelS2.

2.5.5. Under special exceptions an unsigned potential new VAR participant may attend training before the VAR agreement has been completed by both parties, subject to conclusion of a non-disclosure agreement. In this case, certification can be held pending completion of the VAR agreement. If the VAR agreement is not completed within six months, certification is forfeited.

## 3. VAR Investment Protection Program

3.1. If during the two years following Associate certification, the participant leaves a VAR and moves to another VAR, the participant's new VAR must pay for certification to be transferred; the original VAR can then apply for compensation via free certification for one individual to the same level. The participant from the original VAR can aim for the same level of certification via class(es) and exam(s) within twelve months.

3.2. If requested the original VAR is provided with access to standard classes only, either in-person classroom training or virtual online training. Regional classes and customs or private classes are excluded from this offer.

3.3. Where the participant's new VAR decides to only acquire part of the available certification the same part is made available under this scheme to the original VAR.

3.4. The initial VAR investment in OnGuard certification training is protected as stated in articles 3.1 to 3.3 for two years.

3.5. Attending custom or private classes does not afford the VAR the benefits of the VAR Investment Protection Program. This program applies to standard scheduled classes only.

3.6. There is no cash value to this program.

3.7. This program is for VARs only.

3.8. VAR subcontractors are specifically excluded.

4. Personal data provided to and retained by LenelS2

4.1. The following information is required for enrollment into training classes and the management of participant certification, name, job title, email address, telephone number, business name and business address. The processing of your personal data shall comply with the General Privacy Notice, currently available at [Honeywell Privacy Statement](#) and applicable privacy laws. Participants can always review, correct or ask to delete the personal information held. Please email: [HoneywellPrivacy@honeywell.com](mailto:HoneywellPrivacy@honeywell.com).

4.2. The information held may be used for direct communication regarding class attendance and related notifications.

4.3. This information may be passed to the Denied Party Screening (DPS) process provider, see 5.12 below.

4.4. Personal data and associated records will be deleted by LenelS2 if 2.3.2 above is activated or on request from the participant or their employer.

4.5. The information held will not be used for any other purpose.

5. General

5.1. This document or the fact that the training as stated herein is provided is not intended and cannot be interpreted to create a direct or indirect contractual relationship between Honeywell or LenelS2 and the participants of such training or the relevant system user. To the extent Honeywell interacts with the system user or training participants, it does so as part of its support to the VAR as per the terms and conditions of the relevant VAR agreement and therefore acting on behalf and for the account of the VAR. The latter shall be exclusively liable vis-vis its customers and system users for the training support as described herein.

5.2. Training cancelled within ten business days of the training start date, will incur 100% of the class charge attributable and invoiced to the VAR.

5.3. Substitute participants cannot be accepted later than three business days before training starts.

- 5.4. No-shows will incur 100% of the class charge attributable and invoiced to the VAR.
- 5.5. Attendees who start a class, but choose not to complete, will incur 100% of the class charge attributable and invoiced to the VAR.
- 5.6. Once a VAR purchase order (PO) is provided for custom or onsite training it cannot be cancelled without incurring 100% of class charge.
- 5.7. Honeywell is not responsible for:
  - 5.7.1. any travel costs incurred by participants
  - 5.7.2. internet or other communication requirements associated with accessing online classes
  - 5.7.3. non-compliance by participants of recommended environmental conditions for attending online classes.
- 5.8. Class schedules are posted and maintained online: [OnGuard Calendar](#)
- 5.9. Class attendance can be requested (pending a PO) on the training pages: [Access Control Training | LenelS2](#)
- 5.10. A place is reserved for a participant when they have booked online and provided a PO accepted by LenelS2.
- 5.11. For operational reasons, all scheduled classes are subject to postponement and cancellation at LenelS2 discretion.
- 5.12. LenelS2 is not liable for costs incurred by the participant prior to confirmation of class availability. Confirmation is normally issued ten business days before a class start date and may be via a separate email from the booking and PO acceptance email(s).
- 5.13. All training participants will be the subject of a mandated Denied Party Screening (DPS) process. LenelS2 may cancel places without charge due to unfavorable DPS results.
- 5.14. Where complementary food is provided within the context of in-person classroom training, this is for subsistence only and is not designed to be the main meal of the day.
- 5.15. During in-person training sessions the participants are expected to clear their own workspace of any rubbish accumulated during the day and deposit in bins provided.
- 5.16. When the equipment is on location from LenelS2 to equip a temporary classroom provided by others for onsite in-person training, the liability of any loss or damage is with

the VAR who placed the purchase order. LenelS2 reserves the right to apply charges for missing equipment at the current market value.

5.17. To the maximum extent permitted by Law, LenelS2 disclaims all liability for any action or inaction of participants and system users that may or may not result from training. Training certification does not constitute any guarantee or representation on behalf of LenelS2 above and beyond the warranties as provided in LenelS2's general terms and conditions of sale.

LenelS2 reserves the right to review this information periodically, which may be subject to change without prior notice.

For further information or advice, please email: [learning.lenels2@honeywell.com](mailto:learning.lenels2@honeywell.com)