



Digital
DATA SERVICE

My Fruit

Safe and Future proof

‘My Fruit, safe and future proof’

Introduction

More than ten years after My Fruit was introduced, the operating system is still the most modern system for CA storage worldwide. To keep My Fruit future proof, new functionalities are added regularly in order to increase user-friendliness and improve fruit quality monitoring.

In today’s digital era everyone realises that software & data are vulnerable to external influences such as blackouts, viruses or hardware crashes. This is reason enough to protect the My Fruit operating system and its data by creating a safe environment.

To implement and guarantee this, we offer you the My Fruit Digital Data Service (DDS).

This brochure contains information on how this service tool guarantees the continuity of your storage system.



UP-TO-DATE



PROTECTED



ONLINE SUPPORT

My Fruit Digital Data Service

The DDS keeps My Fruit safe and future proof by:

1. Keeping your storage system up to date through the pro-active installation of relevant My Fruit updates;

Through the addition and/or amendment of functionalities, the My Fruit system is automatically optimised. Therefore, you are in possession of the most recent version with all its advantages.

2. Ensuring periodic back-ups of your (historical) data, settings and storage protocols in the Cloud;

A back-up is a reserve copy of all data and configuration settings of your My Fruit storage system. Blackouts, cybercrime or a hardware crash are just some examples of why periodic back-ups should be made.

With the DDS you ensure that your My Fruit storage data protocols are stored safely on a weekly basis, externally in the cloud, while your configuration settings are backed-up every month. Should a crash occur, all data and configuration settings are returned to your My Fruit system so that your storage system is up and running again quickly.

The information is stored in the cloud for a maximum of 2 years. After these 2 years it will be removed to free up memory space.

3. Proactive monitoring of the My Fruit hardware and software and advice on the optimisation of your operating system;

The DDS ensures that our service team is informed when there are deviations in your My Fruit hardware and/or software. For instance in case of a full or defective hard disk.

If the solution of the problem requires action from your side, you will be informed and advised accordingly.

In addition, a DDS performance report is generated twice per storage season. This performance report contains a list of all the work that has been carried out, information about the current performance and any advice on optimising your My Fruit hardware and/or software.

4. Digital protection to keep your storage system clean and safe with advanced cyber defence;

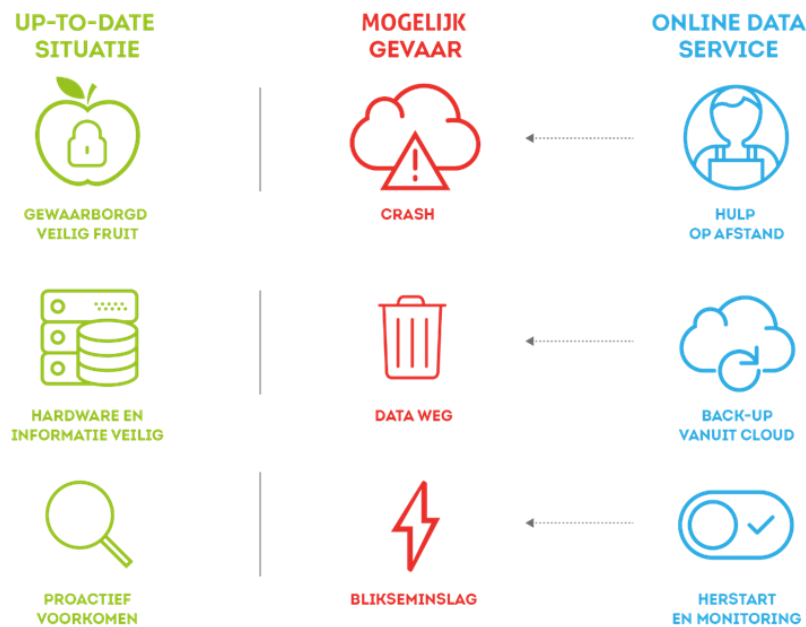
ITBrain, our Firewall software of choice, protects your My Fruit system against malicious malware. This firewall software updates itself every hour by downloading new virus definitions. Thereby, the computer that runs My Fruit remains protected against the most recent threats.

The DDS ensures that any and all updates of this firewall are automatically installed.

5. My Fruit Remote support by our service helpdesk.

Should you have any questions about the performance of your My Fruit system or about a new update, you can contact our service team via our helpdesk.*

During working hours (Monday to Friday from 07:30 to 16:30), Van Amerongen CA Technology can be reached on +31 (0)344 670 570. For urgent cases, we can be reached after hours on +31 (0)6 53 94 42 14. You will also find these number on our website (www.van-amerongen.com).



The DDS is the solution for keeping the My Fruit operating system safe and future proof.

* Charges are incurred for support by our service team outside of the scope of the DDS. This also applies to site visits, activities that have to be carried out by third parties and the cost of materials.

DDS Terms and Conditions

For the implementation of the DDS the following general conditions apply:

I. Liability

The My Fruit user retains final responsibility for the stored product and the technical installation at all times. The General Terms and Conditions of Van Amerongen CA Technology B.V. also apply to the DDS. These are available at www.van-amerongen.com.

The My Fruit user must ensure a proper Internet connection and access to the My Fruit system in order for the DDS to be implemented. Van Amerongen CA Technology B.V. cannot be held liable if the operations cannot be carried out due to a faulty Internet connection.

II. Payment and price change

Payment for the entire year is made in the second quarter of the year. In the event of late payment or non-payment the DDS operations (according to the description in this brochure) will not be implemented.

The price of the DDS may be adjusted on an annual basis.

Support by the service team outside of the DDS incurs charges. This also applies to site visits, activities that have to be carried out by third parties and the cost of materials.

III. Duration, extension and cancellation

The DDS always runs from 1 June to 31 May of the following year and is always automatically renewed for a period of 12 months after expiry of one such period, unless one of the parties cancels in writing at the latest by 1 May.

If one of the parties does not or not properly or timeously fulfil their obligations, as well as in the event of bankruptcy or suspension of payments, or in the event of cessation or liquidation of its company, the other party is entitled, without notice of default and without judicial intervention, to suspend the DDS operations for a maximum period of six months or to cancel the DDS operations in whole or in part. A cancellation requires the written form.

IV. Consent to access to the My Fruit hardware and software

By using the DDS, you consent to providing access to the My Fruit hardware and software via the local network.

Possible additional costs

For the performance of DDS operations, there are some essential points that may incur extra costs. The most important are briefly listed below:

- **Stable Internet connection**

First of all, you need a stable Internet connection at your storage location. We advise a broadband speed of 50 mb minimum.

In the absence of a stable Internet connection, we recommend obtaining a modem to improve your connection. For questions regarding the purchase/installation of such modem or other questions about your Internet connection, please contact your local Internet provider.

- **Windows version 10**

It is important that your My Fruit system runs on Windows 10. Windows 7 is no longer supported by Microsoft and thus not as safe. My Fruit has also become so advanced that it needs a newer version of Windows for optimal performance.

If you have Windows 7, a Windows upgrade will first be performed. For this upgrade, the old SSD card with Windows 7 is replaced with a new SSD card containing a Windows 10 licence. The costs arising therefrom are not within the scope of the DDS.

- **Used industrial computers**

In some cases the My Fruit system may still be running on an outdated industrial computer (IPC). If this is the case, the computer may have to be replaced.

The cost of replacing it with a new industrial computer falls outside the scope of the DDS.

- **Third-party costs**

In exceptional cases, assistance from an external software company may be required. These costs fall outside the scope of the DDS.

Technical maintenance

The DDS is a service tool that is entirely focused on your My Fruit operating system. Van Amerongen or one of its partners takes care of technical maintenance on your machines on site. Ensure that your CA installation is checked carefully before the start of the harvest and that it is ready for the new storage season.

Last but not least

If you still have questions relating to the brochure, we will of course be happy to answer them. You can contact us at dds@van-amerongen.nl or +31 (0) 344 670570.

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