KNX Support Agreement

Support agreement for KNX-Tool(s) / September 2026 – Version 1.3

General Statement

As owner of one or more official products of *KNX Association*, you are entitled to request support for these. By creating a new support request, you agree to the underneath conditions.

The *KNX Tools Software License Agreement* continues to apply without restrictions.

Details

Definitions

"KNX Association"	shall mean *KNX Association* cv with headquarters in Diegem/Brussels (Belgium).
"KNX Support"	tool accessible mainly via the 'MyKNX' platform to create/edit an own support request.
"KNX Product"	according to the *KNX Tools Software License Agreement* a software of *KNX Association*.
"KNX ETS App"	according to the *KNX Tools Software License Agreement* a functional extension to the ETS, developed by the *KNX Association*.
"Third Party ETS App"	according to the *KNX Tools Software License Agreement* a functional extension to the ETS developed by a KNX member.
"Support Team"	the team or individual(s) responsible for handling a support case; this is generally a technician and can in some cases also be a software developer.
"Customer"	rightful owner of at least a *KNX Product* with an own valid 'MyKNX' account.
"Tier 1"	the first level of support provided by the *KNX Association Support Team*, handling initial triage, diagnosis, and resolution of support cases.
"Tier 2"	the second level of support involving specialist resources, which may include software developers or external subcontractors, engaged when a support case cannot be resolved at *Tier 1*.

Support availability

(0) Support requests should be submitted through the corresponding menu entry in the *Customer's* 'MyKNX' account. The MyKNX platform is the primary channel for creating, tracking, and managing support cases. Requests addressed to the official support addresses of *KNX Association* (support@knx.org, sales@knx.org, info@knx.org, certification@knx.org) are equally accepted: such requests automatically create a support case on the MyKNX platform upon receipt, without any manual intervention by *KNX Association* staff. The priority classification and time aspects set out in this Agreement apply to every support case so created, irrespective of whether it was created by the *Customer* directly on the platform or automatically from a message sent to an official support address.

(1) Requests or enquiries addressed to the individual email addresses of *KNX Association* staff, or submitted via social media (Facebook, X.com, YouTube) or any other channel, do not in themselves constitute formal support cases. *KNX Association* may forward such enquiries to the MyKNX platform, or invite the *Customer* to submit them there. The response and resolution targets set out in this Agreement begin to run only once a support case has been created on the MyKNX platform, and *KNX Association* gives no assurance that enquiries sent to individual addresses or other channels will be received, forwarded, or answered.

(2) *KNX Association* does not offer technical support by telephone. The *Support Team* cannot be reached by telephone for the purpose of submitting, diagnosing, following up on, or escalating technical support cases. *Customers* seeking technical assistance must use the written channels set out in paragraphs (0) and (1). This exclusion applies solely to technical support; other departments of *KNX Association* (e.g. sales, administration, certification) may continue to be contacted by telephone where such contact is offered. The *Support Team* may, at its sole discretion, initiate telephone contact with the *Customer* where it determines that a technical matter cannot be resolved efficiently through written communication alone. Any such outbound telephone contact is a unilateral decision of the *Support Team* and does not create an entitlement for the *Customer* to telephone-based technical support.

Extent of Support

(3) *KNX Support* is only available for technical problems/questions that are directly related to a *KNX Product* and owned by the customer.

(4) *KNX Support* does not in any way include customer training. Consequently, questions related to the KNX System and software knowledge do not strictly have to be taken into account by the *Support Team*. For these types of questions or problems, the customer shall either address an official KNX training centre or acquire appropriate technical literature, e.g. via MyKNX. A further option is the use of the ETS eCampus which is available at https://ecampus.knx.org.

(5) The *Support Team* will endeavour every reasonable means to solve a support case. In the case where a problem cannot be solved, the *Support Team* will suggest an alternative solution. In addition, the problem will be redirected to the KNX Tool Manager. When a *KNX Product* clearly has an error, a correction will be provided as quickly as possible. The *Support Team* is however not able to inform the customer on the possible date, on which the corrected version will be available. The same applies when no alternative solution could be suggested.

(6) Support for *KNX ETS Apps* is offered by the *Support Team* of *KNX Association* in *KNX Support*.

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(7) Support for *Third Party ETS Apps* is provided by the respective KNX member, who is responsible for own ETS Apps as well as the corresponding support. The support on these ETS Apps is however not handled via *KNX Support* and needs to be addressed to the respective KNX member.
(8) *KNX Association* cannot be held liable for any incorrect or incomplete information of the *Support Team*.

Limitation of use

(9) The *Support Team* provides assistance for recovery or restore of data that has become unusable or corrupt, however if the data turns out to be unrecoverable, the customer bears sole responsibility for ensuring that adequate backups of his or her data are maintained at all times. *KNX Association* cannot be held liable for data loss in such situations and is not obliged to invest further time in an attempt to solve the problem.
(10) The *Support Team* does not provide assistance for operating systems not meeting the tool requirements. These requirements can be viewed via the official *KNX Association* Help Centre (support.knx.org).
(11) The *Support Team* does not provide assistance for problems related to the individual PC equipment of the customer and/or its configuration or to the installed operating systems, if no direct relation to a *KNX Product* can be detected or is apparent. *KNX Association* cannot be held liable for such a situation and is not obliged to invest further time in solving the problem.
(12) The *Support Team* does not provide assistance for problems related to KNX devices, when no direct relation to a *KNX Product* can be detected or is apparent. Problems with KNX devices are exclusively dealt with by the respective device manufacturer/provider.
(13) The *Support Team* cannot offer assistance for problems, which are related to not-certified KNX devices, even if the problem is possibly caused by a *KNX Product*.
(14) The *Support Team* provides assistance only in respect of the most recent officially released version of a *KNX Product* within each supported product generation. Versions that are no longer maintained by *KNX Association* are not supported, and the *Support Team* is not obliged to investigate, reproduce, or correct issues reported against such versions. The list of currently supported versions is published via the official *KNX Association* Help Centre available at https://support.knx.org. Where an issue is reported against a version that is no longer supported, the *Support Team* may require the *Customer* to reproduce the issue on a supported version before the support case is investigated further. This paragraph does not affect the rights granted to the *Customer* under the *KNX Tools Software License Agreement*.

Limitation of liability

(15) The limitation of liability provisions set forth in the *KNX Tools Software License Agreement* shall apply in full and without restriction to all support services, advice, guidance, and any other assistance provided under this Support Agreement. Without limiting the foregoing, *KNX Association* shall not in any case be liable for direct or indirect damages, including but not limited to loss of profits, loss of data, business interruption, or any consequential damages, arising from or in connection with the support services provided under this Support Agreement. In any event, *KNX Association*'s aggregate liability under this Support Agreement shall never exceed the License fees paid by the *Customer* under the *KNX Tools Software License Agreement* in the twelve (12) months preceding the event giving rise to the claim.
(16) The support services provided under this Support Agreement are offered on an "as is" basis, without warranty of any kind, whether express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or accuracy of information provided. The provisions of paragraph (8) of this Support Agreement shall apply without limitation.

Priority classification and time aspects

(17) All support cases shall be classified by the *Support Team* upon receipt into one of the following priority levels:
   (a) Priority 1 (Critical): The *KNX Product* is unusable or a core function is completely inoperable, no workaround is available, and the *Customer's* project work is blocked.
   (b) Priority 2 (High): A major function of the *KNX Product* is significantly impaired. A workaround may exist but is limiting or impractical for continued use.
   (c) Priority 3 (Normal): A minor issue, general technical question, non-critical defect, or enhancement request. Normal working use of the *KNX Product* is not materially affected.

   The *Support Team* retains the right to reclassify the priority of a support case based on its own assessment of the technical impact.

(18) The *Support Team* (*Tier 1*) shall provide an initial substantive response within the following targets, measured in Belgian business hours (Monday to Friday, excluding Belgian public holidays):
   (a) Priority 1: four (4) business hours.
   (b) Priority 2: one (1) working day.
   (c) Priority 3: two (2) working days.

   The *Support Team* shall endeavour to resolve support cases within the following targets:
   (a) Priority 1: two (2) working days.
   (b) Priority 2: five (5) working days.
   (c) Priority 3: ten (10) working days.

(19) Where a support case cannot be resolved by the *Support Team* (*Tier 1*), it may be escalated to specialist resources, which may include external subcontractors (*Tier 2*). Upon escalation to *Tier 2*, the following resolution targets shall apply:
   (a) Priority 1: five (5) working days from the date of escalation.
   (b) Priority 2: ten (10) working days from the date of escalation.
   (c) Priority 3: fifteen (15) working days from the date of escalation.

   The *Customer* shall be informed when a support case is escalated to *Tier 2*.

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(20) The response and resolution targets set out in paragraphs (18) and (19) represent objectives and are not binding guarantees. Should a target not be met, the *Customer* will be informed of the expected timeline in the corresponding support case. These targets shall not give rise to any right to compensation or damages.
(21) The response and resolution timelines set out above shall be paused during any period in which the *Support Team* is awaiting information, data, or action from the *Customer*. The *Customer* is responsible for responding to requests from the *Support Team* in a timely manner.
(22) The *Customer* shall provide the *Support Team* with the information, data, and access reasonably required to reproduce, analyse, and resolve a reported issue. Where such information is not provided, or where the *Customer* does not cooperate sufficiently during the investigation, the ability of the *Support Team* to analyse and resolve the support case may be limited and the assistance offered may be limited accordingly. Following two (2) reminders without a substantive response from the *Customer*, the *Support Team* may close the support case; a closed support case may be reopened upon provision of the requested information. The suspension of the response and resolution timelines set out in paragraph (21) applies during any such period.
(23) For support cases relating to *Third Party ETS Apps*, the response and resolution targets set out in paragraphs (18) and (19) do not apply as those are not handled by *KNX Support*, but by the respective KNX member using its own means.
(24) Regardless of the KNX internal support and surveillance system, the customer stays the sole responsible for his own support requests. Should a support case remain unanswered, the customer is responsible to inform the *KNX Support* Team about the missing answer in the corresponding support case.

Communication

(25) Communication with *Customers* is exclusively handled via *KNX Support*, including the possibility for data exchange (e.g. *KNX Product* diagnostic files). Should the amount of data unexpectedly be too large, an online storage access (or similar) will be offered to the *Customer*.
(26) Should the customer create a new support case for an issue that he already raised before, an automatically generated answer will be generated and the new case will be merged to the existing support case.
(27) For administrative support, the *Support Team* can answer support cases in the following languages: English, Dutch, French and German.
(28) For technical support, the preferred languages are English and German. The *Support Team* may also answer in Dutch, French, Greek, Spanish and Italian, depending on the topic and the availability of *Support Team* staff. Under certain conditions (e.g. absence of staff), an answer in a language other than English within the timing stipulated in paragraphs (18) and (19) cannot be ensured, and the *Customer* consequently accepts possible delays. Support cases conducted in English are not subject to such additional delays.

Duration and Termination

(29) This Support Agreement may be terminated by the *Customer* to *KNX Association* upon three (3) months' prior notice at the end of each quarter. From the moment of termination, the *Customer* is no longer entitled to any further support described in the General Statement of this Support Agreement.
(30) *KNX Association* may terminate this Support Agreement or suspend a *Customer's* access to *KNX Support*, with immediate effect, by written notice to the *Customer*, in the event of:
   (a) a material breach by the *Customer* of any provision of this Support Agreement that remains uncured for fifteen (15) days following written notice of such breach;
   (b) abusive, threatening, discriminatory, or otherwise inappropriate conduct by the *Customer* toward the *Support Team*;
   (c) systematic misuse of the support channel, including but not limited to the repeated submission of requests falling outside the scope of support defined in this Agreement.

   Where practicable, *KNX Association* shall provide the *Customer* with prior notice and an opportunity to remedy the relevant conduct before exercising its right of termination or suspension under this paragraph.

(31) The *Customer* shall not have any right to any indemnity or payment of compensation or damages in the event of termination or suspension of this Support Agreement.
(32) Upon termination of this Support Agreement for any reason, the following provisions shall survive and continue in full force and effect: Limitation of liability (paragraphs 15–16), Confidentiality (paragraph 38), Data handling and protection (paragraphs 39–40), Indemnification (paragraph 41), Governing law and dispute (paragraph 34), and this survival clause.

Exceptions

(33) All rights not explicitly expressed by this Support Agreement are reserved.

Governing Law and dispute

(34) This Support Agreement shall be governed by and shall be construed in accordance with the Belgian Law without regard to any conflict of law's provisions. The courts of Brussels (Belgium) have the exclusive jurisdiction for the resolution of all disputes or controversies between *KNX Association* and the *Customer*.

Miscellaneous

(35) Requests for product recommendation cannot be accepted. *KNX Association* is not entitled to provide such information. *Customers* are in this case requested to consult the manufacturer information on the respective web sites or to establish direct contact with the KNX manufacturer.

Force Majeure

(36) Neither party shall be liable for any delay or failure to perform its obligations under this Support Agreement to the extent that such delay or failure is caused by circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, war, terrorism, government actions, power failures, internet or telecommunications outages, or

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cyberattacks ("Force Majeure Event"). The affected party shall notify the other party without undue delay of the Force Majeure Event and its expected duration. If a Force Majeure Event continues for more than sixty (60) days, either party may terminate this Support Agreement upon written notice to the other party.

Severability

(37) If any provision of this Support Agreement is held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect. The invalid or unenforceable provision shall be replaced by a valid and enforceable provision that most closely reflects the original intent of the parties.

Data handling and protection

(38) The *Support Team* shall treat customer data as well as project data as confidential and shall not disclose them to any third party, nor use them for commercial purposes. Project data may however be used by the *Support Team* for rectifying problems related to *KNX Products*, whether directly or indirectly.

The obligations of confidentiality under this paragraph shall not apply to information that:

a) is or becomes publicly available through no fault of *KNX Association*;
b) was already known to *KNX Association* prior to disclosure by the *Customer*, without an obligation of confidentiality;
c) is independently developed by *KNX Association* without reference to the *Customer's* confidential information;
d) is received from a third party without restriction on disclosure; or
e) is required to be disclosed by law, regulation, or order of a court or competent authority, provided that *KNX Association* shall, where legally permitted, give the *Customer* reasonable prior notice of such disclosure.

The *Customer* shall treat as confidential any non-public technical information, workarounds, diagnostic methods, or internal tool details disclosed by the *Support Team* in the course of providing support, and shall not disclose such information to third parties without the prior written consent of *KNX Association*.

The confidentiality obligations set forth in this paragraph shall survive termination of this Support Agreement for a period of three (3) years.

(39) Depending on the type and complexity of a support case, the *Support Team* may request project data. This can either be data that is used by a *KNX Product* (e.g. exported project files or 'Project Store' files) or project-related data (e.g. project reports, screenshots of the project within a *KNX Product*, etc.). By providing such data to the *Support Team*, the *Customer* confirms that he or she has obtained all necessary permissions, including from the building owner and any affected third parties, to upload the project information and relevant files to *KNX Support*.

(40) The processing of personal data in connection with this Support Agreement is governed by the *KNX Association* Privacy Policy, available at the *KNX Association* website. The *Customer* acknowledges and agrees that personal data submitted through *KNX Support* — including but not limited to account information, support case communications, and project data — will be processed by *KNX Association* in accordance with said Privacy Policy and applicable data protection legislation, including Regulation (EU) 2016/679 (General Data Protection Regulation). *KNX Association* shall implement and maintain appropriate technical and organisational measures to protect such data against unauthorised access, loss, or destruction.

Indemnification

(41) The *Customer* shall defend, indemnify, and hold *KNX Association* harmless against any third-party claims, damages, costs, or liabilities (including reasonable legal fees) arising from or related to

a) data provided by the Customer to KNX Support in breach of the representations made in paragraph (39), or
b) the Customer's failure to obtain the necessary permissions or consents required under paragraph (39).

Assignment

(42) Neither party may assign or transfer any of its rights or obligations under this Support Agreement without the prior written consent of the other party, except that *KNX Association* may assign this Support Agreement without consent to an affiliate or in connection with a merger, acquisition, or sale of all or substantially all of its assets. Any purported assignment in violation of this paragraph shall be null and void.

Prevailing language

(43) This Support Agreement is drawn up in English. Any translation of this Support Agreement into another language is provided for convenience only. In the event of any discrepancy, inconsistency or difference in interpretation between the English version and any translated version, the English version shall prevail.

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