



Ecosystems - Terms of Agreement

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These Terms of Agreement (also referred to as "Terms of Use") govern your use of the baseworks.tech Ecosystem software: the software, firmware configuration and documentation supplied by baseworks.tech to set up, operate, update and manage a baseworks.tech Ecosystem. The baseworks.tech Ecosystem is a product of baseworks.tech.

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Section 1: Company identity and contact details

The baseworks.tech Ecosystem software is provided by baseworks.tech, registered in the Netherlands under Chamber of Commerce number (KvK) 98170643, VAT number NL005312934B1, with postal address Box E1586, Oder 20, 2491 DC Den Haag, Netherlands. In these terms, "baseworks.tech," "we," "us" and "our" refer to that provider.

General support questions may be sent to support@baseworks.tech. Privacy questions may be sent to privacy@baseworks.tech.

The current version of these terms and other company policies will be available from the baseworks.tech policies page: <https://www.baseworks.tech/policies/>.

Section 2: Definitions

- **Ecosystem:** a combination of Compute hardware, network hardware, sensors and other devices prepared or configured by baseworks.tech so that they operate together as a baseworks.tech environment.
- **Compute:** the single-board computer (for example a Raspberry Pi) in an Ecosystem that runs the Ecosystem Software.
- **Goods:** physical products supplied under an Order Confirmation, whether manufactured by a third party and resold by the Company or assembled and prepared by the Company.
- **Root Network:** the network router (for example a MikroTik device) that the Ecosystem Software sets up and manages.
- **Ecosystem Software:** the baseworks.tech applications that run on the Compute, including but not limited to the Control Website, Control API, Data API, Agent, Composer, Root Network and CO2 Monitor, together with their configuration, documentation, updates and the related update and licensing service. The Ecosystem Software does not include Third-Party Software. Any Third-Party Software which the Ecosystem Software relies on comes as-is and is governed by its own Terms of Agreement.
- **Control Website:** the web interface that the Compute serves on the local network and through which you set up, operate and update the Ecosystem.
- **Third-Party Software:** software that baseworks.tech neither owns nor develops but that is installed, configured or used by the Ecosystem, such as Raspberry Pi OS, Docker, Home Assistant, MikroTik RouterOS and device firmware.
- **Update Bundle:** a signed file that contains a release of one Ecosystem Software application. It is obtained online through the control website or supplied for offline installation.
- **Activation Code / License:** a signed code that licenses particular Ecosystem Software applications for a particular Ecosystem.
- **Ecosystem Password:** the password that protects the Ecosystem.

Section 3: Scope and acceptance

These terms apply to the Ecosystem Software, however you received it: preinstalled on Goods from the baseworks.tech Shop, installed in an existing Ecosystem, or installed from an Update Bundle.



They do not govern purchases from the baseworks.tech Shop, which are governed by the Shop - Terms of Agreement available at <https://www.baseworks.tech/policies/#shop-terms>. They also do not govern the baseworks.tech website, the Homebrewed applications or Third-Party Software. Third-Party Software is governed by its own terms, as described in Section 9.

By pressing Start or Begin on the Ecosystem's first-setup or welcome screen, or by otherwise using the Ecosystem Software, you agree to these terms. If you do not agree, do not use the Ecosystem Software. Where you are entitled to, you may exercise your withdrawal, return or conformity rights under the Shop - Terms of Agreement available at <https://www.baseworks.tech/policies/#shop-terms>.

If you set up or use an Ecosystem for or on behalf of another person, household or organization, you confirm that you are authorized to do so. You remain responsible for your own use.

Nothing in these terms excludes, restricts or makes conditional a right or remedy that applicable law does not allow us to exclude or restrict. Consumers keep all mandatory protections of the law that applies to them.

Section 4: Relationship to the Shop Terms and software licence

When you buy Ecosystem Software through the baseworks.tech Shop, the licence grant, licence transfer with hardware, statutory conformity and security updates, and withdrawal rights are set out in Section 10 of the Shop - Terms of Agreement available at <https://www.baseworks.tech/policies/#shop-terms>. These terms add to those provisions. If the two conflict on a matter covered by the Shop - Terms of Agreement, the Shop - Terms of Agreement prevail.

Subject to these terms and to the applicable Order Confirmation, baseworks.tech grants the purchasing household or legal entity a non-exclusive, non-sublicensable licence to install and use the licensed Ecosystem Software applications for its own internal purposes on Ecosystems it owns or controls. Where Ecosystem Software is supplied preinstalled on, or configured for, a specific physical unit, the licence transfers with that unit as described in the Shop - Terms of Agreement.

The Ecosystem Software is licensed, not sold. No ownership in the Ecosystem Software is transferred to you. Open-source, font, icon and other independent licences continue to govern the material they cover and are not restricted by this licence.

Section 5: What the Ecosystem provides

The Ecosystem Software lets you set up, operate, monitor and update a local environment. That environment consists of a Compute, an optional Root Network router, supported sensors such as CO2 monitors, and a Home Assistant installation that integrates compatible devices. More Ecosystem Software may be provided as needed or requested by the customer.

The Ecosystem is designed to work locally. It does not need a baseworks.tech account or a baseworks.tech cloud service for day-to-day operation. An internet connection is needed only for optional features that



depend on it, such as online updates, activation through the update service, time synchronization and third-party integrations.

The Customer is solely responsible for applying available software and firmware updates to maintain the security, stability, and integrity of their local Ecosystem environment. baseworks.tech shall not be held liable for security breaches, system failures, or performance issues resulting from outdated software, unapplied patches, or third-party device vulnerabilities.

The features available in a particular release are those described in the control website and in its documentation for that release. Screenshots, examples and explanatory text illustrate intended use. They do not guarantee that every third-party device or integration will be available or behave as shown.

Section 6: Setup, credentials and physical security

During setup, the Ecosystem uses an Ecosystem Password and a recovery code. For compatibility, the same Ecosystem Password is used to sign in to the control website, as the Wi-Fi key of the Compute access point, and for the administrative accounts that the Ecosystem creates in Home Assistant and on the Root Network. Anyone who knows the Ecosystem Password can therefore access all of these.

You are responsible for:

- replacing any factory or printed default credentials with a strong password of your own as soon as setup allows;
- keeping the Ecosystem Password, recovery code, Wi-Fi QR codes and Activation Codes confidential;
- deciding whether the control website requires sign-in, where the Ecosystem lets you choose; if sign-in is disabled, anyone who can reach the control website can administer the Ecosystem;
- keeping the Compute, its storage medium (SD card or SSD) and the Root Network physically secure. Credentials are encrypted at rest, but the encryption key is stored on the same medium, so a person with physical access to the storage medium may be able to read them; and
- controlling who can join the networks created by the Ecosystem.

Section 7: Access point, internet uplink and local network

The Compute can broadcast its own Wi-Fi access point for setup and management. The Ecosystem can also connect the Compute to the internet through a network cable or through a Wi-Fi network that you select (the "Wi-Fi uplink"). The Root Network router can provide an additional managed network.

You are responsible for having the right to connect the Ecosystem to any network you choose, and for complying with that network's terms, including any captive-portal or hotspot terms.

The Ecosystem lets you make certain local services reachable from other devices on your local network. Only do so on networks you trust. The Ecosystem is not designed to be exposed directly to the public internet, and baseworks.tech does not provide a remote-access service for it.



Wireless coverage, throughput, latency and reliability depend on the environment, interference, radio regulations, other equipment and the chosen Wi-Fi channel. They are not guaranteed.

Section 8: Updates, releases and activation codes

baseworks.tech may make new releases of the Ecosystem Software available. Releases contain bug fixes, security changes, compatibility changes or new features. You can install a release online through the control website, or offline by uploading an Update Bundle obtained from baseworks.tech.

Update Bundles and Activation Codes are cryptographically signed. The Ecosystem verifies them before installation. Do not install Update Bundles or Activation Codes from any source other than baseworks.tech, and do not attempt to modify or bypass their verification.

Unless you enable automatic update checks, the Ecosystem contacts the baseworks.tech update service only when you ask it to: for example, when you check for, download or activate a release. An update can briefly interrupt services, network connectivity and automations while it is installed. Keep the Compute powered and connected until the control website reports that the update has finished.

For Consumers, baseworks.tech supplies the conformity and security updates required by law, as described in the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms>. You are responsible to install such an update within a reasonable time after receiving adequate instructions (e.g. a notification that the update is available).

An Activation Code licenses specific applications for a specific Ecosystem. Activating an application does not install it until you confirm installation. Software refunds are not granted automatically and remain at the sole discretion of baseworks.tech. If a licence grant is revoked, for example after a refund is issued, access to the application and the ability to download new releases will be terminated.

Section 9: Third-party software, devices and services

The Ecosystem installs, configures or relies on Third-Party Software. This includes but is not limited to: Raspberry Pi OS (a Debian-based Linux distribution), Docker, Home Assistant, MikroTik RouterOS and the firmware of supported sensors and devices. Third-Party Software is governed by its own licences and terms. Those licences prevail over these terms for the material they cover. The current notices are listed in the Ecosystems - Licenses and Acknowledgments document on the baseworks.tech policies page.

Home Assistant and other third-party components may offer features, integrations and cloud services of their own. If you enable them, for example a device manufacturer's cloud account, a voice assistant or a remote-access subscription, your relationship with that provider is governed by its terms and privacy practices. baseworks.tech does not control those services.

baseworks.tech configures Third-Party Software so that it works as part of the Ecosystem. baseworks.tech does not guarantee the continued availability, behaviour, security or compatibility of Third-Party Software, third-party devices or third-party services. Nor does it guarantee that every device that Home Assistant supports will work in your Ecosystem.



If you change the configuration of Third-Party Software outside the control website, the Ecosystem Software may be unable to manage, update or repair that configuration, and a later update may overwrite it. We recommend that you perform full offline backups of your storage medium(s) regularly.

Section 10: Measurements and automation limitations

Sensor readings, air-quality indicators, charts, notifications and automations provided through the Ecosystem are indicative, decision-support information. They are not accredited measurements, a statutory compliance audit, medical advice, engineering certification or a guarantee that a space is safe.

The Ecosystem is not designed, tested or certified for life support, medical, emergency alarm, life-safety, security-alarm or other uses in which a failure could reasonably lead to death, personal injury, or severe environmental or property damage. Do not rely on it as the only means of detecting a hazardous condition. Use certified smoke, carbon-monoxide and other safety equipment where required.

Automations can fail, be delayed or act unexpectedly. Causes include power loss, network problems, device or firmware behaviour, configuration errors and updates.

Section 11: Acceptable use

You must not use the Ecosystem to:

- violate applicable law or another person's rights, privacy or confidentiality;
- monitor people without a lawful basis, or without giving any notice, consultation or consent that applicable law requires. This includes household members, guests, tenants and employees;
- gain unauthorized access to networks, devices or accounts, or interfere with networks you do not control;
- bypass signature verification, licensing checks or other security protections, or install software that did not come from baseworks.tech in place of the Ecosystem Software;
- introduce malicious code or use the Ecosystem to attack or disrupt other systems;
- sell, sublicense, rent, lease, distribute or publicly host the Ecosystem Software separately from the hardware for which it is licensed; or
- reverse engineer, decompile or disassemble the proprietary parts of the Ecosystem Software, except to the extent that applicable law or an applicable open-source licence expressly permits it.

This section does not prohibit activity protected by mandatory law. That includes lawful security research, and reverse engineering needed for interoperability where those rights cannot be waived. Using open protocols and standard interfaces to access, export or migrate your own data is expressly permitted.

Section 12: Your data, exports and resets

You keep whatever rights you hold in the information you create, configure or collect with the Ecosystem. The Ecosystem stores that information locally. Because the Ecosystem does not upload it to a baseworks.tech server, storing it in the Ecosystem does not grant baseworks.tech a licence to it.



The control website lets you export a copy of the Ecosystem's data. Secrets are removed from the export. Keep your own export or backup wherever loss would matter. baseworks.tech has no server copy of your Ecosystem data and cannot recover it for you.

Resetting the Ecosystem, reinstalling a component, replacing or erasing the storage medium, or a hardware failure can permanently remove or overwrite information. A reset keeps the licensing data needed to reinstall the applications licensed for the Ecosystem.

Before you return, sell, transfer or dispose of Ecosystem hardware, remove or back up your data and reset the Ecosystem. Storage media returned to baseworks.tech may be erased and re-imaged, as described in the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms>.

Section 13: Intellectual property

The Ecosystem Software, its design, documentation, configuration methods, branding and original content are owned by baseworks.tech or its licensors. No ownership right is transferred to you. Rights not expressly granted by these terms, the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms> or mandatory law are reserved.

"baseworks.tech" and other names and marks of baseworks.tech identify its products. "Raspberry Pi," "Docker," "Home Assistant," "MikroTik," "RouterOS" and other third-party names and marks identify their respective products, services or owners. Their use does not imply endorsement or sponsorship.

You may give feedback about the Ecosystem. baseworks.tech may use it without obligation, but will not identify you publicly without your permission.

Section 14: Support

Reasonable support for the installation, configuration and intended operation of the Ecosystem Software is available at support@baseworks.tech, as described in the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms>. Unless mandatory law or a separate written agreement requires otherwise, no response time, resolution time or availability level is promised.

Support generally excludes general platform support for Third-Party Software, configurations you created outside the supplied configuration, devices and services not supplied by baseworks.tech, and low-level system administration that you perform yourself.

When you ask for support, you may be asked to provide screenshots, logs or an export from the control website. Remove any information you do not want to share before sending it. Section 13 of the Ecosystems - Privacy and Data Protection Policy explains how support correspondence is handled.

Section 15: Warranties and liability

The Ecosystem Software is supplied subject to the warranties and remedies that cannot lawfully be excluded, including the conformity rights described in the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms>.



To the maximum extent permitted by law, the Ecosystem Software and Third-Party Software are otherwise provided "as is" and "as available." We do not warrant that the Ecosystem will be uninterrupted or error-free, or compatible with every device, network or future third-party release. Nor do we warrant that measurements, automations or third-party information will always be complete, timely or accurate.

To the maximum extent permitted by law, baseworks.tech is not liable for:

- indirect, incidental, special or consequential loss;
- loss arising solely from a failure to keep credentials or hardware secure;
- loss arising solely from a failure to keep a backup;
- loss arising solely from configuration changes made outside the control website;
- loss arising solely from Third-Party Software or services; or
- loss arising solely from use contrary to Section 10 or Section 11.

Nothing in these terms excludes or limits liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, breach of a mandatory consumer obligation, or any other liability that cannot legally be excluded or limited. Any limitation is reduced to the minimum extent necessary to comply with applicable law.

Section 16: Privacy

The Ecosystems - Privacy and Data Protection Policy explains how the Ecosystem Software handles information. It covers local storage on the Compute, credentials, network features, logs, exports, and the limited information exchanged with the baseworks.tech update and licensing service. The current policy is available from the baseworks.tech policies page at <https://www.baseworks.tech/policies>.

If you use the Ecosystem to process information about other people, such as household members, guests or employees, you are responsible for complying with the data-protection law that applies to that use.

Section 17: Suspension and termination

You may stop using the Ecosystem Software at any time.

Your licence rights under these terms end if you materially breach them and do not remedy the breach, where applicable law requires an opportunity to do so. baseworks.tech may refuse to supply new releases, or may revoke licence grants, where the Ecosystem Software was not validly licensed, a licence was refunded or revoked under the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms>, or supply would be unlawful. baseworks.tech has no general mechanism for remotely disabling an Ecosystem, and does not use one.

Sections concerning intellectual property, third-party licences, warranty limitations, liability, governing law and accrued rights continue to apply after use ends, where their nature requires it.

Section 18: Changes to these terms

We may publish revised terms for future releases or future use of the Ecosystem Software. Each version will show its published date, effective date and version number on the baseworks.tech policies page at <https://www.baseworks.tech/policies>. The version in force when a release is built is included in that release and shown in the control website.

Where a change materially affects existing users, we will give appropriate notice before the change takes effect, where required. We may do so through the control website, release notes or another reasonable channel. A later version does not retrospectively remove a right or remedy that has already arisen under mandatory law.

Section 19: Governing law and disputes

These terms and the relationship between you and baseworks.tech are governed by Dutch law.

If you are a consumer, you also keep the protection of the mandatory law of the country where you habitually reside, when that law applies. You may bring proceedings in any court made available by mandatory jurisdiction rules.

Before starting formal proceedings, please contact support@baseworks.tech with a clear description of the issue, so that we can try to resolve it. This request does not prevent you from using a court, regulator, alternative dispute-resolution procedure or other remedy available under applicable law, and it does not shorten a legal limitation period.

Section 20: General provisions

If a provision of these terms is found invalid or unenforceable, the remaining provisions continue in effect. The affected provision applies to the maximum extent permitted by law or, where necessary, is replaced by a valid provision that most closely reflects its purpose.

A delay or failure to enforce a provision is not a waiver. A waiver is effective only for the specific instance for which it is given.

You may not transfer your rights or obligations under these terms, except with the hardware as described in Section 4 or where mandatory law permits. We may transfer our rights and obligations as part of a lawful reorganization, sale or transfer of the Ecosystem business, provided that consumer rights are not reduced contrary to applicable law.

Together, the following form the relevant agreement for your use of the Ecosystem Software:

- these terms;
- the Shop - Terms of Agreement at <https://www.baseworks.tech/policies/#shop-terms> and the applicable Order Confirmation;
- the Ecosystems - Privacy and Data Protection Policy; and
- the applicable third-party licences.

They do not create an employment, partnership, agency or joint-venture relationship.

Section 21: Governing language

The authoritative version of these terms is English. A translation may be supplied for convenience. If a translation differs from the English version, the English version prevails to the extent permitted by applicable law. Mandatory language requirements remain unaffected.

Section 22: Contact

General questions and support:

support@baseworks.tech

Privacy questions:

privacy@baseworks.tech

Postal correspondence:

baseworks.tech, Box E1586, Oder 20, 2491 DC Den Haag, Netherlands