MSDH Service Description

This Service Description (this "Description") describes the content and terms of use of the service (the "Service") provided by OMRON Corporation (the "Company") to its customers under the "Machine Safety Design Hub Terms of Service" (the "Terms of Service").
In the event of any inconsistency between this Description and the Terms of Service, the Terms of Service shall prevail.

1. Content of the Service

(1) Product Specifications

No.	Item	Description
1	Product Name	Machine Safety Design Hub (this "MSDH")
2	Product Overview	MSDH is a product targeted at mechanical and electrical designers who perform risk assessments and risk reduction measures for manufacturing equipment machinery safety, as well as safety design managers who review safety designs. Its purpose is to support compliance with international safety standards ISO 12100 and ISO 13849-1/-2, and it supports the following tasks: ・ Risk assessment (risk analysis, risk estimation, risk evaluation) ・ Determining risk reduction measures ・ Safety function design (defining safety requirement specifications, evaluating performance levels) ・ Creating technical documentation
3	Provision Method	WEB application
4	Operating Environment	・OS : Windows 11　(64 bit version)　version23H2 or later ・CPU：DOS/V (IBM AT compatible machines) personal computers equipped with Intel® Core™ i5-3xxx (3rd generation: Ivy Bridge) or equivalent/later processors are required. ・RAM : 8 GB min ・Display : WXGA1280x800　1600 colors min ・Web browser : Edge version140.0.3485 or later or Chrome version142.0.7444 or later ・Network : Internet connection

5	License Type	・Machine Safety Design Hub Standard Edition　MS1-ST010L (1 year, Maximum 10 users, Data capacity limit 30GB) ・Machine Safety Design Hub Standard Edition　MS1-ST020L (1 year, Maximum 20 users, Data capacity limit 60GB) ・Machine Safety Design Hub Standard Edition　MS1-STXXXL (1 year, 21 or more users (the maximum number of users will be set according to the customer's request at the time of purchase), Data capacity limit 100GB)
6	Supported Languages (Note)	Japanese, English, Spanish, Germany, French, Italian

(Note): The technical guide (international safety standard explanation book) and tutorial video are only available in Japanese and English.

(2) Support/Inquiries

No.	Item	Description
1	Inquiries about MSDH product	Please contact our sales office.
2	MSDH maintenance status	Please refer to the following URL. Japanese: https://www.fa.omron.co.jp/product/tool/msdh-maintenance-info/index.html English: https://www.fa.omron.co.jp/product/tool/msdh-maintenance-info/index_en.html

(3) Service Fees

This service is provided based on the validity period and content (such as the maximum number of simultaneous users) specified for each license.

Prices are open. Usage fees are renewed annually. Please note that refunds (e.g., daily-rate) will not be provided for cancellations during the validity period.

2. Restrictions

The following acts that may affect the system, whether intended or unintended by the User, are prohibited.

No.	Item	Description
1	Acts that may lead to the shutdown of the web server	All acts that may lead to the shutdown of the Webserver are prohibited.
2	Acts of uploading files to the server without performing virus checks	Acts of using or providing harmful programs such as computer viruses, or acts that may pose such risks. Acts that violate laws, regulations, or legally binding rules, etc. Uploading files that contain viruses or other harmful programs is prohibited. Files that contain viruses may be automatically deleted and cannot be saved. Therefore, the User should perform a self-check on their files to prevent the loss of important files.
3.	Acts that violate laws or security	1. Acts that infringe or may infringe on the property of a third party or the Company or on privacy, etc. 2 Acts that defame, slander, or threaten third parties or the Company, or actions that damage their reputation or credibility. 3. Acts that are or may be contrary to public order and morals. 4. Acts of making false declarations or statements, such as registering someone else's email address.
4.	Other acts that interfere with the operation of the Web server	Any other actions which the Company deems to interfere with the safe operation of the Web server.

3. Disclaimer

The Company is not responsible for the information on this website regarding the following points:

- Accuracy, secureness, and usefulness.
- Suitability and functionality for a particular purpose.
- Constant up-to-dateness.
- Safety (e.g. the information does not include any harmful stuff such as computer viruses.)
- Any and all damages incurred by the User as a result of changes or deletions of the terms of use of the Service or information on this website, or interruptions, suspensions, or terminations of disclosure thereof.
- Please take appropriate security measures and conduct backups regularly in case of unexpected shutdown of the MSDH server.
- Any and all matters related to websites accessed by the User through links.

4. Security Policy

The following is the security settings policy.

No.	Item	Description
1	Product Security Policy	Please refer to https://www.omron.com/global/en/inquiry/product_security/
2	Handling of Personal Information	Please refer to the following URL. Japan: https://www.fa.omron.co.jp/footer/privacy.html Europe: https://industrial.omron.eu/en/misc/privacy-policy U.S.: https://automation.omron.com/en/us/privacy-policy Canada: https://automation.omron.com/en/ca/privacy-policy Canada (Quebec): https://automation.omron.com/fr/ca/politique-de-confidentialite Mexico: https://automation.omron.com/en/mx/privacy-policy.html Brazil: https://www.omron.com/br/pt/privacidade Please contact our sales office for other countries or areas.

5. Setting Guide

The following is a setup guide to ensure safe use of the product.

No.	Item	Description
1	User Management	The User is required to appropriately conduct its user management such as by avoiding the management of a large number of unspecified users since it has a significant impact on the security levels. The license holder is a user who has registered with the MSDH's license. This user is granted all privileges. To prevent misuse due to unauthorized access, regular password updates are recommended.
2	Password Policy	Strong password is recommended for user registration. Below is an example of a strong password policy. When using a tool that automatically generates passwords, it is recommended that the generated password meet the following criteria: ・ at least twelve (12) characters long; ・ at least one (1) uppercase letter, one (1) lowercase letter, one (1) number, and one (1) special character; ・ different from passwords used for other accounts; ・ unguessable from personal information, such as names; ・ avoidance of common English words as is.; and ・ avoidance of easily predictable patterns or simple combinations.

6. Change of license registrant

A licensed registrant may transfer their registration to another employee within the same legal entity. However, the successor must be located in the country or region where the Service was originally purchased.

7. SLA (Service Level Agreement)

The following is SLA to ensure safe use.

(1) Service hours (Service available hours)

24 hours a day, 365 days a year, excluding maintenance.

(2) Planned outage schedule notification

If it is necessary to shut down the server and perform maintenance, we will provide advance notice and suspend the Service. However, in urgent cases, we may suspend the Service without advance notice, even during service hours. For details, please refer to the following URL.

Japanese:

https://www.fa.omron.co.jp/product/tool/msdh-maintenance-info/index.html

English:

https://www.fa.omron.co.jp/product/tool/msdh-maintenance-info/index_en.html

(3) Version up

Version up will be performed irregularly. Details of the upgrades will be announced at the following URL.

Japanese:

https://www.fa.omron.co.jp/product/tool/msdh-update-info/index.html

English:

https://www.fa.omron.co.jp/product/tool/msdh-update-info/index_en.html

(4) Inquiry reception hours

This is during our business hours. Please contact our sales office.

(5) Data storage

After service cancellation, user accounts will be deactivated. Data will be deleted approximately 60 days later. Deleted data cannot be recovered.

Revision history:

Revised on October 27, 2026.

Revised on April 28, 2026.

Revised on March 30, 2026.

Established on December 12, 2025.