TERMS OF SERVICE

Last updated: February 8, 2026

1. Agreement to Terms

By accessing or using the Kelro website (www.kelro.ai) and services, you agree to be bound by these Terms of Service. If you disagree with any part of these terms, you may not access our website or services.

2. Description of Service

Kelro provides an AI-powered diagnostic assistance platform for HVACR technicians. Our service includes diagnostic tools, technical documentation access, and field intelligence features designed to support—not replace—qualified technicians in their work.

3. User Responsibilities

As a user of Kelro, you agree to:

- Use the service only for lawful purposes
- Provide accurate information when signing up or contacting us
- Not attempt to gain unauthorized access to our systems
- Not use the service to harm, threaten, or harass others
- Maintain the confidentiality of any account credentials

4. Professional Responsibility

Kelro is a diagnostic assistance tool and does not replace professional judgment, training, or certification. Users are responsible for verifying all recommendations and making final decisions regarding equipment service and repair. Always follow applicable safety standards, manufacturer guidelines, and local regulations.

5. Intellectual Property

The Kelro website, logo, and all content, features, and functionality are owned by Kelro AB and are protected by international copyright, trademark, and other intellectual property laws. You may not reproduce, distribute, or create derivative works without our express written permission.

6. Limitation of Liability

To the maximum extent permitted by law, Kelro AB shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data, or other intangible losses, resulting from your use of or inability to use the service.

7. Disclaimer of Warranties

The service is provided "as is" and "as available" without warranties of any kind, either express or implied. We do not guarantee that the service will be uninterrupted, secure, or error-free, or that any defects will be corrected.

8. Indemnification

You agree to indemnify and hold harmless Kelro AB, its officers, directors, employees, and agents from any claims, damages, losses, or expenses arising out of your use of the service or violation of these terms.

9. Termination

We may terminate or suspend your access to the service immediately, without prior notice, for any reason, including breach of these Terms. Upon termination, your right to use the service will cease immediately.

10. Governing Law

These Terms shall be governed by and construed in accordance with the laws of Sweden, without regard to its conflict of law provisions. Any disputes shall be resolved in the courts of Malmö, Sweden.

11. Changes to Terms

We reserve the right to modify these terms at any time. We will provide notice of significant changes by posting the updated terms on our website. Your continued use of the service after changes constitutes acceptance of the new terms.

12. Contact Information

For questions about these Terms of Service, please contact us at service@kelro.ai