



KLIPPEL R&D SYSTEM Support Contract

Effective as from January 1st, 2024

Article Number: 6001-102

Ensure to get prompt help for potential problems & questions, and get the latest software updates by signing an annual support contract for your KLIPPEL R&D SYSTEM.

This support contract includes:

- Software update from the immediate previous version to the next release of dB-Lab software (currently from dB-Lab 210 to dB-Lab 212, including purchased modules); percentage surcharge for software update from older dB-Lab release versions, e.g., additional 50% for software update from dB-lab 206 to dB-Lab 212
 - Email support for hardware set up and operation questions
 - Email support for software installation and operation questions
 - Email support for measurement questions
 - Email support for using the automation interface in two cases
 - Module license for Programmable Post-Processing (PPP) within validity period of this support contract
 - Application support for PPP software (in two cases)
 - Support within 24 hours: Monday to Friday 8:30 to 17:00 Central European Time (except German holidays)
 - Support language: English and German
 - KLIPPEL USER SITE: 24/7 access to current software installation and license keys
 - 2 months free evaluation of additional modules
- Support email: rnd-support@klippel.de
- Get a quotation at sales@klippel.de

Terms:

- Effective for 1 year
- List price per KLIPPEL R&D SYSTEM (KA3), discount for several units at same location
- Modules that you have not purchased are not included in the software update
- No free evaluation for products which need additional hardware accessories (e.g., Near Field Scanner 3D (NFS), Multi-Scanning Workbench, Suspension Part Measurement Sets (SPM), ...)
- Hardware repair and calibration not included
- Support only for components and software delivered by KLIPPEL
- Support for third party software not included (e.g. FEA2SCN, VACS)

Klippel reserves the right to decline support requests from customers without a valid support contract.