



KLIPPEL R&D SYSTEM Support Contract

Effective as from January 1st, 2016

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 to future releases of dB-Lab software (including purchased modules)
 - Email support for your hardware set up and operation questions
 - Email support for your software installation and operation questions
 - Email support for your measurement questions
 - Email support for using the automation interface in two cases
 - Support within 24 hours: Monday to Friday 8:30 to 17:00 Central European Time (except holidays)
 - Support language: English and German
 - KLIPPEL USER SITE: 24h internet 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 R&D System (DA or PM8), discount for several units at same location
- New / additional modules are not included in the update
- No free evaluation for products which need additional hardware accessories (e.g. NFS, SCN, SPM)
- Hardware repair and calibration not included
- Support only for components and software delivered by KLIPPEL
- Support for third party software not included (FEA2SCN, ARES)

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

Thank you for your understanding.