



KLIPPEL QC System Support Contract

Effective as from January 1st 2023

Article Number: 6001-200

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

The support contract includes:

- Software update to future releases of KLIPPEL QC SYSTEM frame software (i.e., QC6 to QC7)
- Software update to future releases of purchased (optional) modules
- Email support for hardware set up and operation questions
- Email support for software installation and operation questions
- Support within 24 hours: Monday to Friday 8:30 to 17:00 Central European Time (except German holidays)
- Support language: German or English
- KLIPPEL USER SITE: 24/7 access to current software installation and license keys
- 2 months free evaluation of additional modules
- Support email KLIPPEL QC SYSTEM: qc-support@klippel.de
- Get a quotation from sales@klippel.de

Terms:

- Effective for 1 year
- List price per unit KLIPPEL QC SYSTEM (KA3 or PA2 or Klippel Dongle), discount for several units at same location
- Software update to latest QC frame software included. Modules that you have not purchased are not included in the QC frame software update
- No free evaluation for products which need additional hardware accessories (e. g. Linear Suspension Test Set (LST), ...)
- Support for programming with QC Programmable System not included
- Hardware repair and calibration not included
- Support only for components and software delivered by KLIPPEL
- Consulting, customization, updates of customer specific software (programmed by KLIPPEL or by the customer) are not included

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