



# KLIPPEL QC System Support Contract

Effective as from January 1<sup>st</sup> 2016

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. QC 4 to QC 5).
  - 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: 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 QC System: [qc-support@klippel.de](mailto:qc-support@klippel.de)
- Get a quotation at [sales@klippel.de](mailto:sales@klippel.de)

## Terms:

- Effective for 1 year
- List price per unit QC System, 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.
- 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 reserve the right to decline support requests from customers without a valid support contract.**

**Thank you for your understanding.**