



# KLIPPEL QC System Support Contract

Effective as from January 1<sup>st</sup> 2024

Item 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 from the immediate previous version to the next release of QC software (currently from QC6 to QC7, including purchased optional QC tasks, and add-ons for QC tasks), percentage surcharge for software update from older QC software versions, e.g., additional 10% for software update from QC5 to QC7
  - 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, QC tasks, and add-ons for QC tasks
- Support email KLIPPEL QC SYSTEM: [qc-support@klippel.de](mailto:qc-support@klippel.de)
- Get a quotation from [sales@klippel.de](mailto:sales@klippel.de)

## Terms:

- Effective for 1 year
- List price per unit KLIPPEL QC SYSTEM (KA3 or PA2 + Klippel Dongle), discount for several units at same location
- Modules, QC tasks, and add-ons for QC tasks 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), ...)
- 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.**