



## Support Services for Registered Customers

### New Customers — Warranty Period

Welcome! Your Cleanscape product is warranted as specified in the (Shrinkwrap) Software License Agreement. During the 30-day warranty period, use any of the services described below as required to get your product up and running as a successful addition to your software toolkit! If not delighted with the product, contact us within the warranty period to arrange for return/refund.

### New & Existing Customers — Annual Software Support Service

Cleanscape provides an annual Software Support Service for ongoing maintenance, support, and release updates as described in this document. Your purchase may have included an annual warranty good for 12 months from the invoice date; if so, this is documented on your invoice.

### Technical Support

- Hours: 8:00 am – 5:00 pm CST
- Support Options:
  - Telephone (800-944-5468 or +931-946-1015),
  - Fax (+931-933-7658), or
  - Email, addressed to [support@cleanscape.net](mailto:support@cleanscape.net)
- Maximum Response Time:
  - Within four (4) hours of placement of support call before or during regular support hours.
  - Before noon CST the next business day if call is placed after regular support hours.

Cleanscape Support attempts to respond to all support calls regardless of severity as soon as a problem is reported. However, problems deemed severe will be given the highest priority. Support Services are available for the most current (shipping) revision and backward one prior release. Limited Support Services are also available for older versions on a case-by-case basis.

### Product Upgrades

Cleanscape may release new product versions periodically throughout the year. By maintaining a Software Support Service contract, you can obtain new versions at no charge. Upgrades may:

- Correct bugs,
- Include new features and enhancements, and/or
- Maintain compatibility with newer versions of supported operating systems. As part of normal product upgrade and maintenance, Cleanscape tests its software with the latest versions of supported operating systems.

### License Transfer

Customers under support may transfer their license during the year at no charge. This transfer must be to the same operating system (e.g., Solaris to Solaris) with similar performance (e.g., uniprocessor-to-uniprocessor). Upon successful reinstallation, the customer will delete the product from the old machine and notify Cleanscape so a new license key can be generated.

Transfers requested when out of maintenance or subsequent to a 1<sup>st</sup> transfer in the maintenance year are subject to a \$500 administrative fee. Transfers to a different class of machine (new operating system or higher performance class) generally require a fee (with an allowance for the prior license).

### Terms

The renewable Contract is for a period of 12 months from the date indicated in the sales quote and invoice, at a rate of 20% of the product's current license price. These services are charged in advance and orders shall be received prior to the previous contract expiration date. Should the contract expire, a reinstatement fee of up to 50% of the product price may be assessed. New license purchases must include maintenance prorated to the expiration of existing maintenance.

Cleanscape reserves the right to charge the customer for the service at current rates, plus travel expenses, to correct any error or problem not covered by this Contract.