KLIPPEL R&D SYSTEM Support Contract

Effective as from January 1st, 2021

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 hardware set up and operation questions

- Email support for software installation and operation questions

- Email support for measurement questions

- Email support for using the automation interface in two cases

- Module license for Programmable Post-Processing (PPP) within validity period of this support contract

- Application support for PPP software (in two cases)

- 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: 24/7 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 KLIPPEL R&D SYSTEM (KA3, DA2 or PM8), discount for several units at same location

- Software update to future releases of dB-Lab software included. Modules that you have not purchased are not included in the software 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 reserves the right to decline support requests from customers without a valid support contract.