

Upgrade & Customer Support Policy

Summary

- Each **new** software license comes with **free upgrades** for a one-year period
- **Upgrade** = major version change (change of the first number in the version code, i.e., **X.y**) is a **paid service** accompanied by a **change of user code**
- **Update** = minor version change (change of second and later numbers in the version code, i.e., **x.Y**) is **free of charge**

Free software upgrade period

Each license purchased for our software products (including p/n C50, C50-xx C40, C59, C59-xx) comes with a **one-year period during which a free software upgrade** is available **for registered users**. This follows our End User License Agreement (EULA).

To be eligible for the free upgrade, the end user must register their software license (S/N) on the DataApex website. If we release a software upgrade during the one-year free upgrade period, the new user code will be sent to the end user's email address. Software must be registered on our website during this time period, without it the free upgrade does not apply. *Customers using the Clarity OEM versions must contact the OEM partner for the upgrade.*

The **reference day** for this free upgrade period is the day the user code was released, either the day the user code is shipped from DataApex or the day the user code is emailed to a distributor. We understand that the time needed for goods to be delivered to the customer can vary, so the free upgrade period has a one-month tolerance (13 months in total). Our delivery documents indicate the free software upgrade period to ensure transparency.

Paid upgrade vs free updates

If an **upgrade = major version** of our software is released (as indicated by a change in the number before the dot, i.e., **X.y**), the **user code changes**. Payment **is required** to obtain a new user code (unless the user is eligible for the one-year free software upgrade). The paid upgrade is a one-time upgrade and does not qualify for a further 12-month free upgrades (free updates to minor versions are available).

The **updates = minor version** releases (indicated by a change in the number after the dot, i.e., **x.Y**) are provided **free of charge**.

Examples: 8.3 → 9.0 = paid upgrade, 8.6 → 8.8 = free update.

Importantly, we sell only the **latest version** of our software and support is provided for the last two major versions. If you need to extend your **existing software license** by adding additional software modules (such as software extensions or control modules), a software upgrade to the latest version might be required, depending on your current software version.

Example: The latest software version is 9.0. You have version 8.3 and need to purchase an LC control module. In such cases, it is necessary to purchase a software upgrade.

Customer support

Before contacting technical support, the customer must register their software S/N on our [website](#). It will speed up the whole process (SW configuration/version identification).

Technical support is provided

- for free, only for the last two major software versions. The free technical support does not include application support and software training.
- as paid services for older versions, software training, application support etc.

After contacting our support, we will assess the scope of services you need.

If support is provided via a remote connection, please verify your connection and ensure that all required hardware is available beforehand. Delays in the scheduled timeslot caused by connectivity issues are counted toward the support time.