



D-LAB

CARE & MAINTENANCE



// The Care & Maintenance program is a worry-free policy for our D-LAB platform. Customers who have signed up for our C&M contract enjoy high priority on support calls, free updates and access to our consultants. The program can be ordered for 24 month or 36 month and helps customers to concentrate on their study instead of technology. On top of all the other features, each C&M contract comes with a second analyze license.

KEEP EVERYTHING RUNNING

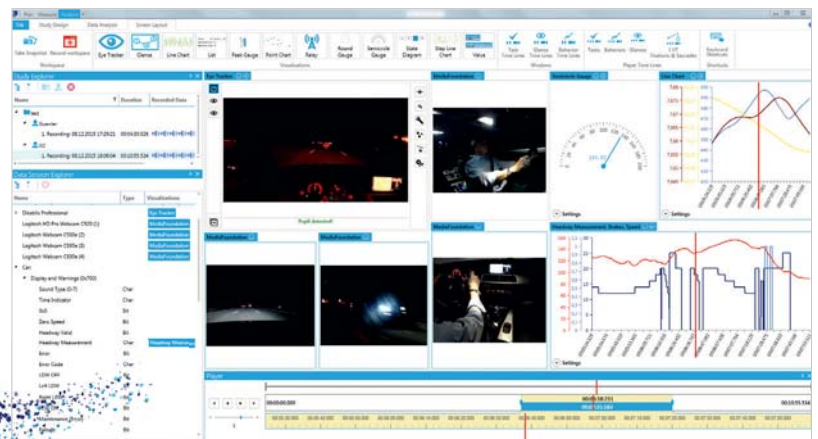
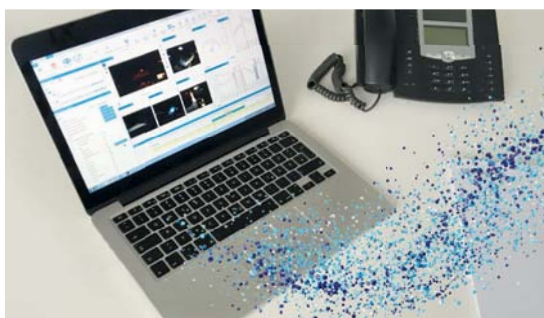
Of course we provide bug fixes and email support to any customer using our measurement and analysis platform D-LAB. For customers who want to go beyond this level we offer our Care & Maintenance (C&M) option. Free software updates of our software platform D-LAB, faster and better access via telephone to our support team, a number of additional options in training and user support and add ons like free splitting your recording and analysis license on two dongles are just a few of the extra features.

With this option you can make sure that your D-LAB stays up to date within the major release you purchased. On top of all this we make a donation to UNICEF for each Care & Maintenance ordered.

D-LAB CARE & MAINTENANCE

	NO C&M	C&M LITE	C&M
Technical email support			
Bug fixes			
Access to FAQ database			
Technical telephone support			
Pro-active information by email on new releases			
Online tutorials			
Scripting Language			
User support			
Updates (minor releases for new features and functionality)			
Support of new sensors			
Support of new D-LAB functions			
Free splitting measure and analyze license on request			
Free additional analysis license (separate dongle, one per D-LAB license)			
UNICEF donation			

We recognize that our software and equipment is used in many departments of the same organization. Even if there was an extensive training provided when D-LAB was purchased originally, the knowhow sometimes is not transferred from department to department. To help our customers getting on speed we offer an online „how to get started training“ once a year if the software is under a Care & Maintenance contract. This reduces the learning time and makes sure you can concentrate on your study.



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