StressCheck® Software Maintenance & Technical Support Policy

When purchasing StressCheck for the first time, *Software Maintenance and Technical Support* (SM&TS) is required for the first year with an option to purchase additional, consecutive years of SM&TS thereafter. Coverage under this policy applies only to StressCheck software and not to any third party software which may be integrated within StressCheck.

The cost of the Annual StressCheck SM&TS is **20%** of the most current published list price of the purchased modules. The purchase of a software maintenance and technical support contract entitles the Customer to unlimited technical support related specifically to the use and functionality of the software. It does not include engineering consulting services[1] or training[2].

A valid maintenance and support contract also enables the Customer to upgrade the software as new versions are released during the maintenance period, as well as to download supplementary materials from the website. Understanding that hardware is refreshed from time to time, the Customer can also move the software license to another machine once during the maintenance period. Additional moves require the purchase of a License Transfer.

What is **included** in a maintenance & support contract:

1. Software Technical Support – investigation of problems caused by software defects or user error with appropriate work-around solutions explored.
2. License Upgrades – requests for upgraded licensing and installation assistance.
3. Feature Requests – requests for StressCheck product enhancements and functionality to improve the customer experience and capabilities.
4. Technical Documentation Requests – requests for documentation on specific features or functionalities related to the usage of StressCheck (best practices, tips, etc.).
5. Request for clarification on the scope of implemented functionality which may not be clear from reading the documentation.

ESRD reserves the right to refuse technical support to customer questions and requests beyond the aforementioned categories. Customers in this situation may be asked to purchase a service listed below.

What is **not included** in a maintenance & support contract:

1. Consulting services – Requests to perform and/or verify analyses, develop models or concept demonstrators, develop Visual Basic scripts for COM automation, or provide engineering advice or consultation.

   These services can be purchased under a *Consulting Services Contract*. Please contact ESRD consulting services (consulting@esrd.com) for a quotation.

2. Training – Instruction in the use of StressCheck that is clearly outlined in the documentation (MasterGuide) or the context-sensitive AOM help.

   Please visit the training services area of ESRD's website for details about training classes offered. Software training can be requested on an individual or group basis by contacting ESRD training services (training@esrd.com).