



PolarCare 2009

Maintenance & Support

Your PolarCare Maintenance & Support program provides you with technical support, software updates and additional benefits described in this document.

Eligibility

Products with fixed time-period licenses include PolarCare for the duration of the license.

Polar recommends that you protect your valuable software investment by purchasing PolarCare

Polar will advise you before the expiry of this PolarCare agreement to offer you the option to renew it.

Benefits of your PolarCare Maintenance & Support Program

- Technical support
- Software updates
- Free/subsidized movement of Floating Licenses
- Subsidized movement of Node-Locked Licenses
- Subsidized reactivation of Floating Licenses
- Subsidized reactivation of Node-Locked Licenses
- Subsidized replacement of lost software keys
- Discount on the purchase of additional user Licenses

Terms & Conditions

PolarCare agreements must be prepaid, and commence once payment has been received by Polar.

Details of the PolarCare program are subject to change by Polar Instruments without notice.

Technical Support

Holders of an active PolarCare agreement are entitled to technical support provided either by telephone or email. We will answer queries on the use of and technical support for the application, installation problems, product change requests etc, and will endeavour to provide a reasonable and prompt response in all cases. Support is provided for the *current* version of the product, which is available at no charge (see Software Updates)

Software Updates

Holders of an active PolarCare agreement are entitled to software updates for the product at no charge. These are downloadable from the web.

Contact Information

Your PolarCare agreement will identify three contacts: Billing (for invoicing and renewal information); Licensing (for support on installation of the software) and Application (for support on use of the software).

Types of License

Portable Software Key

For a single user, protected by a plug-in key (Parallel Port or USB) that can be moved freely between PCs. A license file matching the key is installed on the PCs.

Node-locked License Activation

For a single user, protected by a software license activation file. This is locked to a specific PC.

Floating License (standard)

For multiple users on a network. Allows license to float between 5 specified nodes per seat purchased (i.e. 1 user = 5 nodes; 2 users = 10 nodes etc.)

Enterprise license

Allows license to be floated between an unlimited number of nodes.

Issuing of License Files

License files are issued annually and are automatically reissued by Polar when your PolarCare agreement is renewed.





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Movement of a Floating License to a new Server (Rehosting)

Network reconfiguration may necessitate moving the license file to a new server. Holders of an active PolarCare agreement are entitled to one movement each year free of charge, provided Polar is advised 14 days in advance of the movement.

Further movements in the year can be made at a subsidized price*. This license will expire at the anniversary date of your PolarCare agreement.

Change of Host for a Node-Locked License

Holders of an active PolarCare agreement are entitled to move the license to a new host at a subsidized price*. This license will expire at the anniversary date of your PolarCare agreement.

Rehosting a Floating License in the event of system failure

Where a user's system failure necessitates the reissue of a license file, holders of an active PolarCare agreement are entitled to this at a subsidized price*.

This license will expire at the anniversary date of your PolarCare agreement.

Reactivating a Lost Node-Locked License

Where a user's system failure necessitates reactivation, holders of an active PolarCare agreement are entitled to this at a subsidized price*.

This license will expire at the anniversary date of your PolarCare agreement.

Replacement of a Lost Software Key

If a parallel or USB software key is damaged or lost, then where there is an active PolarCare agreement you are entitled to a replacement at a subsidized price*. The replacement key will expire at the anniversary date of your PolarCare agreement.

*Subsidised price for replacement, reactivation, rehosting

The charge for replacement, reactivation or rehosting of a license is determined by the annual subscription price of the product, reduced pro-rata according to the number of unexpired months before the next annual renewal, i.e.

$$\text{Cost} = (\text{Annual Subscription Price}) \times \frac{(\text{Months to next renewal})}{12}$$

	First change of host in year	Further changes in host	Replacement of lost Key
Software Key	N/a	N/a	Subsidized price*
Node-locked license	Subsidized price*	Subsidized price*	Subsidized price*
Floating license	Free	Subsidized price*	Subsidized price*





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Discontinuing Maintenance & Support

By declining maintenance, you accept complete and ongoing responsibility for all aspects of maintenance of the software including the full costs associated with but not limited to loss, updates, relocation and relicensing. Replacement license files, whether for moving to a second server or to replace lost or damaged keys, will be charged at the current list price.

We may terminate the agreement giving you 30 days notice. In this case you will receive a pro rata refund of the charges for the remainder of the agreement period. Should you discontinue annual maintenance, no credit or refund will be given.

If you have chosen to discontinue Maintenance & Support, you may restore it later under Polar's reinstatement program. In order to reinstate you will need to purchase annual maintenance for each year back to the date maintenance was declined plus maintenance for the coming year. In addition to this there is also a \$500 reinstatement fee.

Example 1: If you declined maintenance in January this year and wished to reinstate in September this year, you would need to purchase 12 months maintenance plus the maintenance for the coming year, plus the reinstatement charge. This would reactivate maintenance until January two years hence. Once reinstated you are then entitled to all the facilities of the Polar Maintenance and support program - including subsidized reactivation as described on the previous page of this document.

Example 2: If you declined maintenance in March last year and wish to reinstate in October this year, you would need to purchase 24 months maintenance plus the maintenance for the coming year, plus the reinstatement charge. This would reactivate maintenance until March next year. Once reinstated you are then entitled to all the facilities of the Polar Maintenance and support program - including subsidized reactivation as described on the previous page of this document.

Software Support & Maintenance Program Reinstatement

Summary of Benefits of Support & Maintenance Agreement

	Users with PolarCare	Users without PolarCare
Technical Support	Response to specific queries by telephone or email. Support for queries on the use of, and technical support for, the application; installation problems; product change requests etc	Access to Application Notes on website only. No telephone or email support.
Software Updates	Updates downloadable from polarinstruments.com free of charge.	No updates available.
Movement of Floating License (rehosting)	One free movement per year. Further movements at subsidized price.	License movement at full price
Replacement of Floating License (rehosting)	License reactivated at subsidized price.	No License reactivation can be issued.
Replacement of Software Key	New software key supplied at subsidized price.	No new software key can be issued.





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I no longer have a maintenance agreement. Can I obtain technical support?

Polar provides a comprehensive set of application information on its website, which is regularly enhanced and expanded. As a Polar customer you are encouraged to make use of this information, but please note that Polar is only able to provide answers to specific questions to holders of a PolarCare agreement.

Who is entitled to software updates?

If you have an active PolarCare agreement you are entitled to download software updates free of charge. If your agreement has expired, Polar offers a scheme to restore Support & Maintenance. Please refer to "Software Support & Maintenance Re-reinstatement".

What if I lose my software key?

If you have an active PolarCare agreement you are entitled to purchase a replacement at a subsidized cost. Please refer to "Replacement of lost software keys". If your agreement has expired, Polar offers a scheme to restore Support & Maintenance. Please refer to "Software Support & Maintenance reinstatement".

How can I move a Floating License to a new server?

If you have an active PolarCare agreement you are entitled to rehost the license as described in "Movement of a Floating License". If your agreement has expired, Polar offers a scheme to restore Support & Maintenance. Please refer to "Software Support & Maintenance reinstatement".

I no longer have a maintenance agreement.

If your agreement has expired, Polar offers a scheme to restore Support & Maintenance. Please refer to "Software Support & Maintenance reinstatement". Alternatively you may prefer to purchase an annual subscription.