



# Polarcare 2018

## 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.

### Software Updates

Holders of an active Polarcare agreement are entitled to software updates for the product at no charge. These are available from [polarcare@polarinstruments.com](mailto:polarcare@polarinstruments.com)

### 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).

### Issuing of License Files

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

### 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)

### Benefits of your Polarcare Maintenance & Support Program

- Technical support
- Software updates
- Free/subsidised movement of Floating Licenses
- Subsidised movement of Node-Locked Licenses
- Subsidised reactivation of Floating Licenses
- Subsidised reactivation of Node-Locked Licenses
- Subsidised replacement of lost software keys



# Polarcare 2018

## Maintenance & Support

### 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 subsidised price\*. This license will expire at the anniversary date of your Polarcare agreement.

### Change of nodes for a Floating 1/5 License

First node change at no charge, second and subsequent changes at subsidised price.

### 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 subsidised 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 subsidised 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 subsidised price\*. The replacement license file associated with the new computer will renew annually at the Polarcare anniversary date.

### 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 subsidised price\*. The replacement license file associated with the new key will renew annually at the Polarcare anniversary date.

### \*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	Subsidised price*
Node-locked license	Subsidised price*	Subsidised price*	Subsidised price*
Floating license	Free	Subsidised price*	Subsidised price*





# Polarcare 2018

## Maintenance & Support

**What if I decline or discontinue Polarcare?**

**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. Full licenses will continue to be re-issued annually but no changes to these will be permissible (e.g. no change to the specified PC for a node-locked license; no change to server or node details for floating licenses etc.) and will be valid only for the software version that was current when Polarcare ceased.**

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.

**Polarcare Reinstatement**

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 subsidised 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 purchase the two years of back-maintenance (to become current) plus the maintenance for the coming year plus the reinstatement charge. This would reactivate maintenance until March the year after next.

**Summary of Benefits of Support & Maintenance Agreement**

	<b>Users with Polarcare</b>	<b>Users without Polarcare</b>
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 subsidised price.	License movement at full price.
Replacement of Floating License (rehosting)	License reactivated at subsidised price.	No license reactivation can be issued.
Replacement of Software Key	New software key supplied at subsidised price.	No new software key can be issued.
Annual re-issue of license	Automatic. User has option to upgrade to latest version software.	On request - no changes to license details are permitted. No software upgrades.





# FAQ Polarcare 2018

## Maintenance & Support

### USA / CANADA / MEXICO

**Polar Instruments Inc**

T: (503) 356 5270

E: ken.taylor@polarinstruments.com

### ASIA / PACIFIC / SINGAPORE

\* **Polar Instruments (Asia Pacific) Pte Ltd** T:

+65 6873 7470

E: terence.chew@polarinstruments.asia

### CHINA

\* **Polar Instruments (China) Ltd**

East China - Shanghai

T: +86 21 3530 7470

E: jonson.jiang@polarinstruments.cn

South China - Zhuhai

T: +86 21 3530 7470

E: matthew.chan@polarinstruments.cn

### INDIA

\* **Polar Instruments (India) Pvt Ltd**

T: +91 80 4911 6666

E: india@polarinstruments.asia

### KOREA

\* **Polar Instruments Korea Corp**

T: +82 2 2644 2493 / 4

E: jsbae@polarinstruments.asia

### TAIWAN

\* **Polar Instruments Taiwan**

T: +886 2 2991 7470

E: rick.chang@polarinstruments.asia

### GERMANY, AUSTRIA, SWITZERLAND

\* **Polar Instruments GmbH**

T: +43 7666 20041-0

E: hermann.reischer@polarinstruments.eu

### UNITED KINGDOM / EUROPE

**Polar Instruments (Europe) Ltd**

T: +44 23 9226 9113

E: neil.chamberlain@polarinstruments.com

### REST OF WORLD

**Polar Instruments Ltd**

(Head Office)

T: +44 23 9226 9113

E: martyn.gaudion@polarinstruments.com

\* Authorised distributor for Polar Instruments Ltd's products. These independent operations are neither agents or subsidiaries of Polar Instruments Ltd.HH

**I no longer have a Polarcare 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 "Polarcare Reinstatement".

**What if I lose my software key?**

If you have an active Polarcare agreement you are entitled to purchase a replacement at a subsidised 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 "Polarcare 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 "Polarcare Reinstatement".

**I no longer have a Polarcare agreement.**

If your agreement has expired, Polar offers a scheme to restore Polarcare. Please refer to "Polarcare Reinstatement". Alternatively you may prefer to purchase an annual subscription.