

Maintenance & Support Plan

Our **Maintenance and Support Plan (MSP)** ensures that you will always have the latest version of your licensed software product without any additional cost during the term of the plan. You will receive every new release, version, feature, enhancement and improvement for your licensed software, ensuring you're always using the most current technology.

This provides a budget-conscious way to ensure you're always using the most current technology. This is the easiest and most economical way for you and your company to keep your software investment current with all of the enhancements we are creating on a continual basis.

When you purchase a new Version 6 software license or upgrade from a prior version 5.x product you will receive one year of MSP. Thereafter it can be renewed for 6, 12, 18 or 24 month periods.

Why is a Maintenance & Support Plan a good value ?

Maintenance is "upgrade insurance" to be sure that you have the up-to-the-minute software. The **Maintenance & Support Plan** includes:

- ✎ Access to all minor and major upgrades for your product free of charge.
- ✎ Web update can easily download up-to-the-minute updates. Updates are released on a regular basis, or immediately when the need arises.
- ✎ Access to technical email or fax support from our software development team of structural engineers. Send all inquiries to support@enercalc.com or fax to 949-645-3881. Always include your "KW" registration number.
- ✎ Whenever an issue requires telephone support we will give you a call after your initial question is submitted.
- ✎ When a problem is too difficult to describe or totally unknown we will use a GoToMeeting session so that we can solve the issue with you directly on your computer.

How does it work?

The purchase of a new license or upgrade from an older version of the Structural Engineering Library (SEL) includes a **Maintenance & Support Plan** that expires one year from the end of the month of new or upgrade purchase.

If you wish to continue your eligibility for these services you must renew before or at the time of expiration of your current Maintenance & Support Plan. When you renew your non-expired Maintenance & Support Plan it extends your eligibility for support, upgrades and updates for another 6, 12, 18 or 24 months beyond the your current subscription expiration.

**Please see information below for reactivation of an expired
Maintenance & Support Plan.**

What is the subscription term?

The initial term after new or upgrade purchase 12 months. When renewing you have the option of 6, 12, 18 or 24 months.

Will the software stop working after the subscription plan expires?

No! Your software **will continue to operate normally**. Only access to updates, upgrades and technical support ends. You can still easily reinstall -or- update your installed software to the software version you were last entitled to use.

What happens when I renew my MSP subscription?

When you renew your MSP subscription, **you will receive a new Product Control Code (PCC)** containing a new **Maintenance & Support Plan** expiration date. Entering the PCC into your software will allow you to download (receive) updates for the renewed (or reactivated) subscription term.

Why is a Maintenance and Support Plan a good value?

This plan allows us to provide you with the very latest software as fast as possible. It eliminates the wait time for an entire packaged update. It allows us to supply you with enhancements on a continual basis as they are developed.

Do I have to wait until the expiration date before I can renew?

No. You may renew your Maintenance and Support Plan subscription at any time during the 6 months prior to the current expiration date.

What if I want to renew my subscription after it has expired?

If you let your **Maintenance & Support Plan** expire you can renew it within the month following expiration with no reactivation fee.

If more than one month has lapsed since MSP expiration (*i.e. it expired at the end of April and it is now June*) a "reactivation fee" is charged for each full month the Maintenance & Support Plan has been expired. This fee is charged to cover all of the updates and enhancements developed when your plan was expired that you will be receiving upon renewal.

You can reactivate/renew your expired MSP by using our automated web based renewal system. Immediately after renewal you will receive via email a new Product Control Code which will reactivate the plan and allow you to receive the latest updated version.

What if I do not renew my subscription?

Your software continues to operate with no changes! When the plan expires you will no longer receive updates, upgrades or technical support. However we will still assist with installation of the last software version you were eligible for when your plan was active (not expired) for 12 months following expiration.