



# SpatialAnalyzer® (SA)

Software Maintenance Agreement

Renewing your SpatialAnalyzer® (SA) annual Software Maintenance Agreement each year is essential for getting the most out of your investment in SA. Keeping it up to date ensures your access to New River Kinematics' (NRK) comprehensive technical support, innovative software upgrades, updates, and new features. Your initial purchase of SA software includes a one year Software Maintenance Agreement; after which we highly recommend that you renew it each year.

To renew your Software Maintenance Agreement, contact Sandy Colombo at [sandy@kinematics.com](mailto:sandy@kinematics.com) or 757-565-1500, ext 117.

## OFFICIAL SA RELEASES & UPDATES

SA is continuously updated with innovative enhancements and upgrades. Keeping your Software Maintenance Agreement up to date guarantees you the following:

- All SA releases, updates, and new features
- Priority Response to Error Reports
- Direct Bug Fix Updates
- New Hardware Interfaces
- User-Suggested Updates
- Companies with Multiple Users (Group plans are available for companies with multiple users.)
- Suppliers (Staying up to date is important for suppliers/contractors who perform work for larger manufacturers using SA.)

## UNLIMITED SA TECHNICAL SUPPORT

A current Software Maintenance Agreement ensures you unlimited access to our highly-trained technical support staff. Dedicated, experienced application engineers are here to provide quick and efficient support. No question is too small, no problem is too big.



Just email us at [support@kinematics.com](mailto:support@kinematics.com)  
Email support is an excellent way to send project files, import data files, send screenshots of error messages, and receive updates or patches.



Call us anytime at **757.565.1500**  
In the unlikely event that we are unable to answer your question immediately, we will make every effort to address it within one business day.

## FREQUENTLY ASKED QUESTIONS

To renew your Software Maintenance Agreement, contact Sandy Colombo at [sandy@kinematics.com](mailto:sandy@kinematics.com) or 757-565-1500, ext 117.



### **WILL MY SA SOFTWARE STOP WORKING AFTER MY SOFTWARE MAINTENANCE AGREEMENT EXPIRES?**

No. You can continue to use an older version of SA, but you cannot download any new features or updates, or access technical support after your Software Maintenance Agreement expires.



### **WHAT ARE THE TERMS SURROUNDING MY SA LICENSE?**

SA license terms start at the original purchase date and continue for 12 months. Software Maintenance Agreements purchased beyond the first year continue with the same benefits as a new purchase.



### **IF I DO NOT RENEW MY SOFTWARE MAINTENANCE AGREEMENT BEFORE IT EXPIRES, CAN I RENEW IT AT A LATER DATE?**

Yes, but you will be charged for the time elapsed since the expiration date of your Software Maintenance Agreement. Software Maintenance Agreement includes upgrades, maintenance, and continuous technical support, so we highly recommend that you keep it updated without lapse. Also, with a continuously updated Software Maintenance Agreement, there is no need to re-purchase software in the event that your instruments are upgraded.



### **DOES MY SOFTWARE MAINTENANCE AGREEMENT INCLUDE NEW METROLOGY HARDWARE INTERFACES?**

Yes, a current Software Maintenance Agreement grants you access to all new hardware interfaces. SA interfaces with over 120 different instruments, and the list of instruments is always growing. In fact, due to NRK's relationships with equipment manufacturers, new instrumentation is often added to SA prior to the equipment's release to the public.



### **HOW WILL MY RENEWAL BE DELIVERED?**

For USB Licenses, a file will be emailed. Once installed on your computer(s), the file will instantly extend your access for one year. For Cloud Licenses, a notification email will be sent with the extended maintenance date noted. SA Cloud Licenses update automatically; no is action necessary.



### **WILL MY USB LICENSE WORK WITHOUT THE RENEWAL FILE?**

No, SA requires both the renewal file and the USB license to operate. The renewal file may be installed on as many computers as required, but will require the USB license to be installed to operate.