

SpatialAnalyzer®

Maintenance & Support Renewal

Keeping your SpatialAnalyzer® (SA) annual maintenance and support contract current is essential for getting the most out of your investment in SA. To leverage New River Kinematics' (NRK) around the clock technical support, innovative software updates and new features, and regular maintenance, we highly recommend that you renew your SA maintenance and support contract every 12 months.

WHY RENEW YOUR SA MAINTENANCE & SUPPORT CONTRACT?

Official
SA Releases
& Updates

Unlimited
SA Technical
Support

QUESTIONS OR CONCERNS REGARDING RENEWAL?

Contact
Norman Gray
757.565.1500, ext 113
or
norman@kinematics.com

OFFICIAL SA RELEASES & UPDATES

SA is continuously updated with innovative enhancements and upgrades, often on a weekly basis. Receive all official SA releases, updates, and new features; as well as reminders about new releases and:

USER-SUGGESTED UPDATES: Updates are often defined by SA users around the world. By giving us your feedback, you have the opportunity to influence the development of SA.

PRIORITY RESPONSE TO ERROR REPORTS: Receive priority response if you experience an error. Our technical support team will reproduce the error, determine the cause, and quickly provide a solution.

DIRECT BUG FIX UPDATES: In the event of a software error, your issue will be forwarded to NRK's software development team. You will be notified as soon as a new version of SA is available.

NEW HARDWARE INTERFACES: SA updates include interfaces for new portable metrology hardware and enhancements to existing instruments.

COMPANIES WITH MULTIPLE USERS: Renewal ensures that all users are running consistent, current software versions. 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. Most large companies keep their keys updated.

UNLIMITED SA TECHNICAL SUPPORT

A current maintenance and support contract ensures you'll have unlimited access to our highly-trained technical support staff.

Available 24/7/365, our dedicated, experienced application engineers are here to assist you. No question is too small, no problem is too big. Our technical support team members have vast experience with SA and are ready to help you resolve any issues or questions as quickly as possible. In addition to providing basic guidance and support, our application engineers can provide engineering consulting and metrology applications advice.

Get in touch with us via phone or email:

TECHNICAL SUPPORT VIA TELEPHONE: 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.

TECHNICAL SUPPORT VIA EMAIL: Just email us at 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. Whether simply communicating questions via email or transferring your project files to us for review, our technical support team offers the highest level of email support and can always handle your inquiries quickly and efficiently.



www.kinematics.com





FREQUENTLY ASKED QUESTIONS

WILL MY SA SOFTWARE STOP WORKING AFTER MY MAINTENANCE & SUPPORT CONTRACT EXPIRES?

No. You can continue to use an older version of SA, but you cannot download any new features and updates after your maintenance contract expires.

WHAT ARE THE TERMS SURROUNDING MY SA LICENSE?

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

IF I DO NOT RENEW MY SA MAINTENANCE & SUPPORT CONTRACT 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 maintenance contract. Since SA maintenance includes upgrades, maintenance, and support, we highly recommend that your maintenance contract be kept updated without lapse. This allows SA support to respond quickly if you call us with a question, even if a code modification is required. Also, with a continuously updated SA maintenance contract, there is no need to re-purchase software in the event that your instruments are upgraded.

DOES MY MAINTENANCE & SUPPORT CONTRACT INCLUDE NEW METROLOGY HARDWARE INTERFACES?

With an up to date SA maintenance contract, SA will be the last metrology software your company will need to purchase for any precision portable metrology device. SA interfaces with over 120 different instruments. In fact, due to our relationships with equipment manufacturers; we are often able to add new instrumentation to SA prior to the equipment's release to the public. If for some reason your portable metrology instrument is not included on the SA roster, we will make every attempt to add it.

HOW WILL MY RENEWAL BE DELIVERED?

We will renew your maintenance contract by sending you a file via email. Once installed on your computer(s), the file will instantly extend your maintenance for one year.

WILL MY SA LICENSE WORK WITHOUT THE KEY/DONGLE?

No, you are required to have both the maintenance renewal file and the hardware lock/key/dongle to operate SA. You can install the renewal file on as many computers you require, but will require the hardware lock/key/dongle attached to the pc to function.

Questions or concerns regarding SA maintenance renewal?

Contact Norman Gray at 757.565.1500, ext 113 or norman@kinematics.com.



www.kinematics.com

