

Content and conditions for software maintenance of QTronic products

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These maintenance conditions are applicable to the following products and their options:

- QTronic Silver and Silver Runtime
- QTronic TestWeaver and TestWeaver Light
- QTronic Network License Server

Content

Software maintenance contains technical support and delivery of all updates and upgrades during the term of the maintenance.

Users of maintained software licenses are entitled to report problems and ask questions with respect to the use of the software via email, telephone or any other appropriate means. QTronic (or its appointed business partner) will answer these requests within reasonable amount of time (usually within one working day) and will rectify problems as soon as possible.

Our software is under constant development and is continuously adapted to new development environments. During the term of maintenance, customers will receive updates and upgrades without any additional costs. This includes changes to new versions of software of other vendors, such as the operating system (Windows), the used C/C++ compilers as well as interfaced simulation systems and standards (A2L, XCP, etc.).

In case the software contains completely new features that enhance the functionality and properties of the software significantly, then QTronic can declare unilaterally that those are new products or new product options and are therefore not part of the standard maintenance update/upgrade deliverables.

Active maintenance is a precondition for the transfer of PC-bound licenses and of the network license server from one computer to another. QTronic can request a written declaration of permanent deletion of the licenses and installed files in use previously. Another precondition for the license transfer from one computer to another one is that the license validity on the computer is limited to at most one year. In order to support this option, in case perpetual licenses are acquired, QTronic can issue PC-licenses limited to one year validity that are automatically extended one more year before expiration.

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Active maintenance is a precondition for replacing defect dongles. Dongles are only replaced if the defect dongle is returned to QTronic – either directly, or through the local sales partner. The replacement of a defect dongle must be initiated by a written statement sent by you to QTronic. In case QTronic and its local sales partner are not able to organize the exchange of the dongles within three working days from the notification, QTronic will issue a temporary PC-bound license for the QTronic products bound to the defect dongle. The temporary PC-bound license will be valid for a period of at most four (4) weeks, time within which the exchange of the defect dongle with the new dongle is expected to take place.

The physical dongles shipped with time-limited licenses are only rented and remain the property of QTronic. At the end of the rental period they will have to be returned to QTronic or its local sales partner, or they can be reused by the customer, if the customer acquires new QTronic dongle-bound licenses.

Conditions

When buying perpetual software licenses, maintenance for the first year of use is included in the purchase price of the license (term starts with the delivery of the license information and ends 12 months later).

Before the maintenance term ends, QTronic or its appointed business partner will send an offer for extending the maintenance for one more year. The price for maintenance consists of 20% of the price at the time when the new maintenance term starts.

In order to receive continuous maintenance, ordering before the end of the maintenance term is required.

Once maintenance is interrupted, a 5% reinstatement fee must be paid in addition to the standard 20% annual maintenance fee. The price for reinstatement is thus 25% of the current license price for each year of interrupted maintenance. After 4 or more years of interrupted maintenance, the purchase of a new license becomes cheaper than the reinstatement of the interrupted maintenance.