

StressCheck® Software Maintenance & Technical Support Policy

Section 1.

When purchasing StressCheck for the first time, *Software Maintenance and Technical Support* (SM&TS) is required for the first year with an option to purchase additional, consecutive years of SM&TS thereafter. Coverage under this policy applies only to StressCheck software and not to any third party software, which may be integrated within StressCheck.

The cost of the Annual StressCheck SM&TS is **20%** of the current published list price of the purchased modules. The purchase of an SM&TS contract entitles the Customer to unlimited technical support related specifically to the use and functionality of the software. It does not include engineering consulting services or training.

A valid SM&TS contract also enables the Customer to upgrade the software as new versions are released during the maintenance period, as well as permits access to supplementary materials from ESRD's website. Understanding that hardware is refreshed from time to time, the Customer is also permitted to move the software license to another machine once during the maintenance period free of cost. Additional moves require the purchase of a License Transfer, which can be requested by contacting the Customer's ESRD Account Manager.

What is **included** in an SM&TS contract:

1. Software Technical Support – investigation of problems caused by software defects or user error with exploration of appropriate work-around solutions.
2. Online Resources – unlimited access to e-Learning materials, software tutorials, FAQ's and documentation on [ESRD's customer portal](#) and [Resource Library](#).
3. License Upgrades – requests for upgraded licensing and installation assistance.
4. Feature Requests – requests for StressCheck product enhancements and functionality to improve the customer experience and capabilities.
5. Technical Documentation Requests – requests for documentation on specific features or functionalities related to the usage of StressCheck (best practices, tips, etc.).
6. Feature Scope Clarification – request for clarification on the scope of implemented functionality, which may not be clear from reading the documentation.

Section 2.

ESRD reserves the right to refuse technical support to Customer questions and requests that exceed the categories listed in Section 1. In this situation, Customers may be asked to purchase consulting services or training.

What is **not included** in a SM&TS contract:

1. Consulting Services – requests to perform and/or verify analyses, develop models or concept demonstrators, develop Visual Basic / Python scripts for COM automation, or provide engineering advice or consultation.

These services can be purchased under a *Consulting Services Contract*. Please contact ESRD consulting services (consulting@esrd.com) or visit our [consulting services webpage](#) for more information.

2. Training – requests for guided instruction by the ESRD Support Team in the use of StressCheck's modules and features.

Please visit the [training services area](#) of ESRD's website for details regarding training courses offered. Software training can be requested on an individual or group basis by contacting ESRD training services (training@esrd.com) or by visiting our [training request webpage](#).

Section 3.

In the event the Customer fails to issue payment or a Purchase Order for SM&TS renewal prior to the expiration of the SM&TS term, the SM&TS Contract becomes inactive and the Customer will no longer receive the SM&TS services listed in Section 1. Reactivation of an expired SM&TS Contract requires the Customer to pay a Reinstatement Fee which is equal to the prorated cost of SM&TS for the inactive period. A Quote for SM&TS reinstatement will be provided by the Customer's ESRD Account Manager upon request.