NETZSCH Software Lifecycle Policy

NETZSCH-Gerätebau GmbH ("NETZSCH") provides support and maintenance for its *Advanced Software* products (Kinetics Neo, *Peak Separation*, *Thermal Simulations*) during a defined period of time, referred to as the "lifecycle".

The customer must have a subscription to the support plan in order to receive this support. This plan includes support for **existing** software product versions in the form of **updates** as well as access to **new** software product versions in the form of **upgrades**. This document describes the updates policy for any given NETZSCH software product version.

NETZSCH provides updates in the form of service packs, minor releases or individual hot fixes. Updates may contain bug fixes or feature enhancements. NETZSCH may release any update independently of customer-reported issues.

NETZSCH also carries out new releases of its software products which may contain different new features and bug fixes for older releases.

Lifecycle Description

The lifecycle for any given NETZSCH software product version consists of one (1) year of Standard Support, plus an extension of one (1) year of Limited Support.

The following chart shows the lifecycle for NETZSCH software products:

	Year 1	Year 2	Year 3	Year 4	Year 5
Release Year 1	Standard	Limited	None	None	None
Release Year 2		Standard	Limited	None	None
Release Year 3			Standard	Limited	None

The following table indicates the support components available for each of the various Support Types:

	Standard	Limited	None
New Features	Yes	No	No
Issue Fixes	Yes	No	No
Critical Issue Fixes	Yes	Yes	No
Support (software usage)	Yes	Yes	No
Forums	Yes	Yes	Yes
Access to Documentation (Web)	Yes	Yes	Yes

Important: Access to Standard and Limited support components grants only for the customers purchased maintenance support plan.

Standard Support

Provided that a customer has a current subscription, Standard Support shall be provided for each released version for up to two (2) years. Standard Support includes hot fixes and patches for software defects that prevent product use ("software crashes") or any available workarounds for other non-critical software defects.

During the Standard Support portion of the lifecycle, NETZSCH:

1 May fix bugs in a current release and deliver it as a hot fix; or

2 May schedule bug fixes in a future release.

Limited Support

Provided that a customer has a current subscription, Limited Support starts immediately at the end of Standard Support and continues for one (1) year.

Limited Support includes email support, problem investigation, and providing problem resolution recommendations based on existing knowledge. It also includes existing supported product releases. During the Limited Support phase, NETZSCH may provide qualified security updates at its discretion.

Lifecycle Dates

All future dates mentioned for "End of Standard Support" and "End of Limited Support" are close approximations and subject to change.

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