

DownStream Maintenance

The Benefits

We appreciate the investment you have made in DownStream Technologies' products and want to provide our valued customers with superb customer support and assistance, along with highly dependable, successful software that exceeds your expectations.

We strive to achieve excellence in all our software products, as well as customer relations. Here are a few extras you receive simply by preserving an annual maintenance contract with DownStream Technologies.

1. Your DownStream Maintenance Contract includes unlimited technical support via our support hotline, website, or email.
2. If you ever experience faulty security devices and/or software CDs, they will be replaced, at no charge, under the maintenance program.
3. With a valid maintenance contract, you can upgrade via the web, free of charge, at any time, to the latest software releases available, including all bug fixes and product enhancements.

- To maximize your productivity, we commit to bring you new and improved product functionality and features year over year.

- Our software will always be maintained to support the most current platforms, such as Windows 7. Without maintenance, your software can not adapt and grow with the times.

- DownStream stays informed on all the data formats available to the PCB market, watching new ones appear and older ones persevere. Our software will always support accepted formats.

4. For our network customers, we allow the transfer of Ethernet licenses from server to server, or the splitting of an existing license among multiple servers. This is at no cost, but limited to one new license per year.

In order for DownStream to support and enhance our software products, we must have customers who acknowledge the value of, and commit to the maintenance program. Your dedication allows us the resources to reinvest in our software.

Unfortunately, if you do not choose to maintain your maintenance contract, we are forced to charge you a reinstatement fee of 30%. The more time that passes, the higher the increase, and eventually it becomes more cost effective for you to simply re-purchase the newest version of the software. To avoid this it will only cost you 15% a year, and you will have total access to all of our resources.

We understand software is not only a monetary investment made by your company, but a commitment of your time and effort as well. DownStream believes in dedicating our resources and expertise, investing in our products and customers, to provide you with the best solutions available to the market.

In Summary

Contact

sales@downstreamtech.com • 800-535-3226 • www.downstreamtech.com

Annual Maintenance Benefits Summary

We appreciate the investment you have made in DownStream Technologies' products and want to provide our valued customers with superb customer support and assistance, along with highly dependable, successful software that exceeds your expectations.

The Benefits

We strive to achieve excellence in all our software products, as well as customer relations. Here are a few extras you receive simply by maintaining a current annual maintenance contract.

1. Unlimited technical support via our support hotline, website, or email.
2. Replacement of faulty security devices and/or software CDs at no charge
3. Free software upgrades via the web, as they become available, at any time, including all bug fixes and product enhancements.
 - To maximize your productivity, we commit to bring you new and improved product functionality and features year after year.
 - Our software will always be maintained to support the most current platforms, such as Windows® 7. Without maintenance, your software can not adapt and grow with the times.
 - DownStream stays informed on all the data formats available in the PCB market, watching new ones appear and older ones persevere. Our software will always support accepted formats.
4. For network customers, we allow the transfer of Ethernet licenses from server to server, or the splitting of an existing license among multiple servers. This is at no cost, but limited to one new license per year.

Summary

In order for DownStream to provide continued support and enhancement our products, we must have customers who acknowledge the value of, and commit to the maintenance program. Your dedication allows us the resources to reinvest in our software and provide a continued return on your investment.

Unfortunately, if you do not choose to maintain your maintenance contract, we are forced to charge you a reinstatement fee of 30%. The more time that passes, the higher the increase, and eventually it becomes more cost effective for you to simply re-purchase the newest version of the software. To avoid this it will only cost you 15% a year, and you will have total access to all of our resources.

We understand purchasing our software is not only a monetary investment made by your company, but a commitment of your time and effort. DownStream believes in continued investment and dedication of resources to provide our customers the best solutions available to the market.

For more information please contact us:
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