

# Software Upgrade Plan

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# Keep your software up-to-date

A software upgrade adds functionalities and improvements to your system. Having the most recent version with newest features ensures that your and the level of security is always up to date. During the purchased SUP coverage period, the installer is entitled to receive updates and upgrades for their software. These updates and upgrades are released throughout the year and made available for usage.

## Upgrade

Adding functionality, improvements, security patches and bug fixing.

## Pricing

Within one year after purchase of the software, the installer can purchase the SUP for a period of 1 to 5 years. The following pricing structure then applies: (% list price)

Software Upgrade Plan pricing	
Software Upgrade Plan 1 year	15%
Software Upgrade Plan 2 year	25%
Software Upgrade Plan 3 year	30%
Software Upgrade Plan 4 year	40%
Software Upgrade Plan 5 year	45%

Payment in advance per period. After the period has expired it is possible to extend the SUP for a new period. Extra charges apply for on-site support.

If the installer decides to purchase the SUP more than one year after the original purchase date of the software, we offer a SUP for five years for 60% of the original purchase price.

Software Upgrade Plan 5 years after 1 year from system purchase or original purchased SUP expiry date	60%
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	Examples 1	Examples 2
Purchase date system	01-01-2024	01-01-2024
Purchase date Software Upgrade Plan 5Y	01-01-2024	01-01-2025
SUP pricing	45%	60%
Valid through	31-12-2028	31-12-2028

## FAQ

- **When can a software upgrade plan (SUP) be purchased?**  
The SUP is offered with a new quotation and can be purchased at any time.
- **At which moment does the SUP start?**  
The SUP always starts on the initial purchase date of the software, or on the date of previous SUP expiration.
- **What to do in case of extensions?**  
Example: the period runs for 5 years, it's paid in advance (45%). Then after 2 years there is an extension (amount & functionalities). The costs for software extensions will be charged over the remaining period of the contract after the purchase.
- **Where can I download the new release?**  
Contact our Service & Support center.