

Maintenance - FAQ

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- What is software maintenance?

The WellCAD Maintenance Plan is an annual, subscription-based service that comes with your perpetual WellCAD 5.3 license.

With your Maintenance Plan you get free access to high-quality, timely support from technical experts at ALT. You also get free quarterly upgrades to new program versions.

- You are better off with our Maintenance Plan. Here is why:

	Without Maintenance	With Maintenance
It is yours: Own your license in perpetuity.	●	●
Stay up to date: Get free software upgrades including enhancements and new features.	-	●
Technical support: No charges apply when requesting support via phone or email.	-	●
Free help: Option to directly connect with our technical experts in Webinars (time limits apply).	-	●
Save on training: Reduced rates on training courses.	-	●
Add modules: Activate add-on modules to increase functionality and value of your WellCAD license.	-	●
Plan for the future: Know what you will spend annually to stay educated and up-to-date.	-	●

- Can I get maintenance on my current license?

Yes! If you have not signed up yet, just contact us to update you to the latest version of WellCAD and add the Maintenance Plan.

- Is there a discount for multiple maintenance or long term subscription purchases?

Yes! We apply discounts for multiple Maintenance Plan subscriptions or if you decide to renew your Maintenance Plan for three, four or five years.

- Our company has multiple offices that share licenses. Is the Maintenance Plan linked to one location only?

You can take advantage of the Maintenance Plan subscription if you are using a currently subscribed WellCAD version, even if you are in a different office location.

- I have lost my hardlock (dongle) that was part of the Maintenance Plan subscription? I know that you do not replace lost or stolen hardlocks - what about maintenance subscriptions?

Replacements of lost or stolen hardlocks are handled case-per-case. As a subscriber to a Maintenance Plan you may receive discounts on the replacement license. We will support you with a temporary license until the replacement arrives and we will transfer your maintenance subscription to your replacement license.

- What is meant by support expiration?

Your initial WellCAD purchase includes a free 12 months Maintenance Plan. When this initial maintenance period comes to an end the maintenance services are no longer available unless renewed.

- When will I receive a notification that my maintenance will be expiring?

Our sales team will contact you at least 90 days prior to the expiration date to ensure appropriate time is given to validate the use of licenses, seek the necessary purchase approvals and to complete the procurement process.

- What happens if I lapse on renewing my subscription?

During any period of maintenance lapse, we continue to invest in R&D related to the product to provide upgrades and newer versions. When you reinstate your maintenance you receive the benefit of these developments that took place during the lapsed period. Therefore we will charge a reinstatement fee which is calculated based on the number of months and/or versions for which you were out of maintenance.

- I did not use technical support last year. Do I need to pay for maintenance this year?

Customer's support needs vary from year to year. There may be one year where they need little support, and another where they need more than their annual fee may cover. In either case, we are available and support them for their annual maintenance fee. If you have stopped maintenance and need support, we will charge you a service fee.

- Why is it important to stay current on support and latest software versions?

You can never predict when you will need support. WellCAD is often used to solve time-critical process issues. As such, a current Maintenance Plan ensures that support services are available when a customer needs time-sensitive support. Also, a Maintenance Plan not only provides you with technical help, but you continue to receive all patches, updates and new versions fixes, updates and new versions of your software product that are designed and tested to work with the latest version of the Microsoft Windows operating systems. If your support lapses and you do not have a current plan, you may find that your old WellCAD software no longer works as expected with newer versions of Windows or files created with newer WellCAD versions and containing advanced features cannot be loaded.

- What happens if I do not want to renew my Maintenance Plan?

Perpetual license customers will continue to be able to use the then-current version of their licensed software. However, without a current maintenance contract in place, you will not have access to free technical support, you will not have the opportunity to download the latest software upgrades and you cannot activate add-on modules on a non-current license. FlexNet users will not be able to transfer the license to another host/server or be able to request new product keys. Should you need support moving forward, you will need to contact us to reinstate your Maintenance Plan and will incur the associated reinstatement fees.