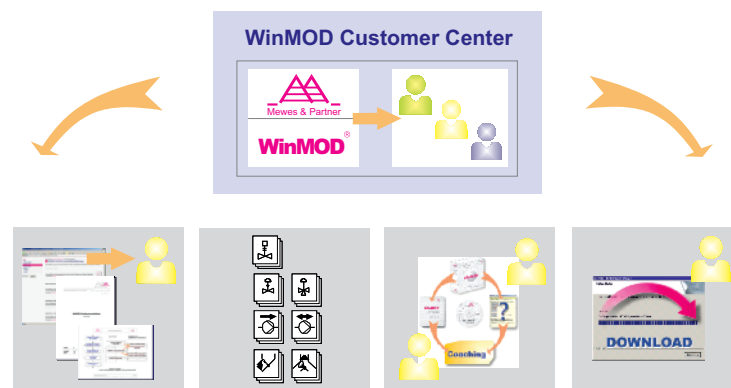


## Data Sheet: WinMOD Software Maintenance Service Standard

- *free of charge technical support via telephone, e-mail or online remote support during the installation of the software*
- *unlimited access to the WinMOD Customer Center with download area*
- *free upgrade/update offer for WinMOD System Software, WinMOD Configurations and WinMOD AddOns*
- *free of charge supply of available software updates for hardware equipment purchased from Mewes & Partner*

### WinMOD Software Maintenance Service Standard



Order Number	Item
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<b>WSP000ST72</b>	<b>WinMOD Software Maintenance Service Standard</b>
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The real-time simulation system WinMOD is continuously improved and extended by Mewes & Partner. The fundamental development targets are:

- Continuous system development for efficient engineering and usage of WinMOD simulation projects.
- Continuous adaptation and extension to the development of the automation systems.
- Continuous integration of the PC-Technique, which is used as hardware platform.
- Continuous adaptation to enhanced versions of the operation system platform MS Windows.

The purchase of the WinMOD System Software includes the WinMOD Standard Service for the duration of 6 months. It consists of the WinMOD Support via telephone, e-mail or online remote support as well as access to the WinMOD Customer Center with download area.

The WinMOD Software Maintenance Service Standard extends these services beyond the 6 months period. This service keeps your WinMOD Systems up to date and you can benefit from the multiple provisions and support of the WinMOD Customer Center.

**For WinMOD Systems with WinMOD-SIMLINE we advise the conclusion of the additional WinMOD-SIMLINE Software Maintenance Service.**

**The WinMOD Software Maintenance Service Standard includes the following benefits:**

**WinMOD Support:**

The **WinMOD Support** is at your disposal for the clarification of technical questions and for the solution of technical problems, during the installation and commissioning of the software, by telephone and e-mail. It is the task of the WinMOD Support to enable the customer to solve problems relating to WinMOD Software by themselves or how to avoid these problems. A problem solution shall not be warranted as well as a general introduction or training how to use WinMOD Products.

You can receive assistance also by the shared desktop WinMOD Remote Support. The support via telephone and e-mail is available from Monday till Friday 8:00 – 16:30 except public holidays.

**WinMOD Customer Center:**

- The WinMOD Customer Center provides in the area **WinMOD Product Support** the possibility to download actual upgrades/updates (build versions) for the WinMOD System Software, the WinMOD Configurations and the WinMOD Add-Ons. Moreover actual manuals for the WinMOD System Software, the WinMOD Configurations and the WinMOD Add-Ons are here available.
- The area **WinMOD System Coaching** allows a fast learning, trial and understanding of WinMOD projects. Different WinMOD Projects for all simulation elements are shown in their variety. The WinMOD System Coaching is completed by videos about the typical workflows in WinMOD. It is the optimal complement to manuals and online support.
- The **WinMOD OCA Libraries** in the WinMOD Customer Center provide prepared WinMOD components for the areas process automation and factory automation. These components are open and can be easily modified in order to adjust them to actual customer projects. They are characterized by large simulation depth and high accuracy.
- The **WinMOD Project Guideline** in the WinMOD Customer Center defines the uniform WinMOD Project Standard, including the areas product design, structural conception and standardization of signal and type declarations as well as item designations (ID). The project guidelines are highly optimized and efficient workflows and guarantee reproducible results.
- The **WinMOD Project and File Templates** in the WinMOD Customer Center support the fast creation of uniformly structured projects with common and proven layout. They include file templates for device simulation, component libraries and WinMOD Project files.

All purchased software components of a WinMOD System like WinMOD System Software, WinMOD Configurations and WinMOD Add-Ons are licensed by a single WinMOD System license number. A unique serial number (license number) will be defined with the delivery of the WinMOD System Software. The WinMOD Software Maintenance Service Standard will be managed under the respective license number.

Please note actual system requirements:

<http://winmod.de/en/index.php?page=winmod-systemvoraussetzungen>

**The WinMOD Software Maintenance Service Standard includes the following benefits:****Start of service:**

When ordering WinMOD Software Maintenance Service Standard within the first 6 months after license purchase, the WinMOD Software Maintenance Service Standard continues the WinMOD Standard Service. In the case of a later ordering or of interruption of annual payment, an upgrade to the actual software version is required.

**Duration of service:**

The WinMOD Software Maintenance Service Standard is agreed for 2 years and will be automatically renewed for one year as long as it is not cancelled in due time. The WinMOD Software Maintenance Service Standard is cancelled in due time for the following year by the licensee or by Mewes & Partner without giving reasons up to 3 months before ending of the actual service year.

**Payment terms and prices:**

The price to be paid from the customer for the WinMOD Software Maintenance Service Standard corresponds to the actual price list. Prices are subject to change without prior notice. In this case the customer is free to cancel the contract to the date of the price adjustment. The costs for the WinMOD Software Maintenance Service Standard are invoiced by Mewes & Partner in advance for the following year and have to be paid entirely before the first day of the new contract periods starts.

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