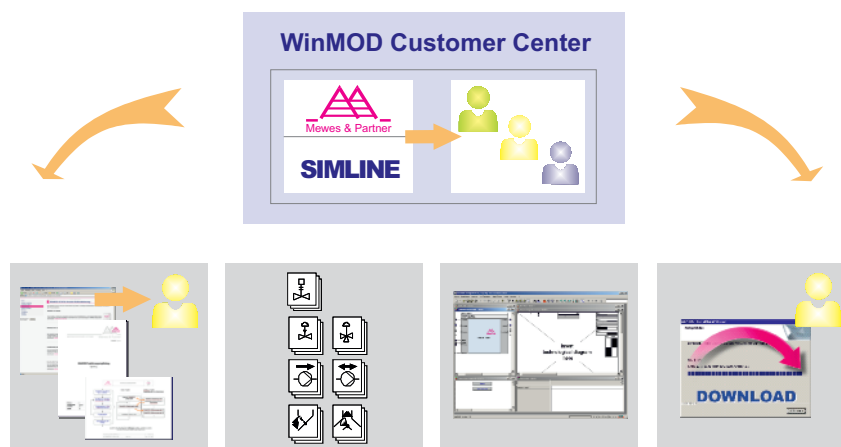


## Data Sheet: WinMOD-SIMLINE Software Maintenance Service

- free of charge technical support via telephone, e-mail or online remote support during the installation of the WinMOD-SIMLINE System and rented WinMOD-SIMLINE Libraries
- free of charge support concerning error messages during the use of WinMOD-SIMLINE
- free update/upgrade offer for WinMOD-SIMLINE System

### WinMOD-SIMLINE Software Maintenance Service



| Order Number | Item |
|--------------|------|
|--------------|------|

|                   |  |
|-------------------|--|
| <b>WSPSIMST80</b> | <b>WinMOD-SIMLINE Software Maintenance Service</b> |
|-------------------|--|

The WinMOD-SIMLINE System for real-time simulation of conveying systems with material flow simulation is continuously improved and extended by Mewes & Partner.

The fundamental development targets are:

- continuous system development for efficient engineering and usage of WinMOD-SIMLINE simulation projects
- continuous adaptation to enhanced versions of the operation system platform MS Windows

The purchase of the WinMOD-SIMLINE System 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-SIMLINE Software Maintenance Service extends these services beyond the 6 months period. You can keep your WinMOD-SIMLINE System up to date and you can benefit from the multiple provisions and support of the WinMOD Customer Center.

Please note actual system requirements:

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

**The WinMOD-SIMLINE Software Maintenance Service includes the following benefits:**

- The **WinMOD-SIMLINE Support** is at your disposal by telephone and e-mail during the installation of the WinMOD-SIMLINE System and WinMOD-SIMLINE Libraries.
- The support is also at your disposal concerning error messages during the use of WinMOD-SIMLINE.
- Excepted from this is the support concerning the engineering of WinMOD-SIMLINE Projects.
- The support via telephone and e-mail is available from Monday till Friday 8:00 – 16:30 except public holidays in the state of Brandenburg.
- The WinMOD Customer Center provides in the area **WinMOD Product Support** actual updates/upgrades of the WinMOD-SIMLINE System. Excepted from this are the rented WinMOD-SIMLINE Libraries.
- Moreover you will find here also the manuals for WinMOD-SIMLINE Software and for the WinMOD-SIMLINE Libraries.

All purchased software components of a WinMOD System and of a WinMOD-SIMLINE Systems are licensed by a single license number. The WinMOD Software Maintenance Service Standard and the WinMOD-SIMLINE Software Maintenance Service will be managed under the respective license number.

**Requirement:**

The WinMOD-SIMLINE Software Maintenance Service requires a valid WinMOD Software Maintenance Service. This ensures that both systems have the actual software version.

**Start of service:**

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

**Duration of service:**

The WinMOD-SIMLINE Software Maintenance Service is agreed for 2 years and will automatically be renewed for one year as long as it is not cancelled in due time. This service 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-SIMLINE Software Maintenance Service 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-SIMLINE Software Maintenance Service 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.

**Mewes & Partner GmbH**

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