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2/22/11

To whom it may concern,

A purchase of the CMM Manager software includes a one year software warranty. This warranty provides all the latest software releases and technical support for the duration of the warranty period (1 year).

After the original warranty expiration, a software service contract (SSC) can be purchased. The SSC starts the date the warranty period (or previous SSC) expired and provides additional software upgrades and free technical support for the duration of the contract, which can range from one to three years. The SSC can be purchased for a small fee equal to 10% of the list price of the software. The SSC ensures that companies can benefit from the latest enhancements in functionality, ease of use, efficiency, etc.

If there is a lapse in coverage of less than a year, the customer has the option of either paying the standard SSC fee (10%) and having the contract start when the warranty/last SSC expired, or paying an additional 10% upgrade fee along with the SSC fee (total fee of 20%) and having the contract start when the purchase order is issued. If it has been more than a year since the expiration of the last warranty/contract the additional 10% upgrade fee will automatically be included with the standard 10% fee for the software contract (totaling 20%). (See table below for detailed pricing.)

Software	List Price of Software	SSC fee (starts at expiration of last warranty/contract)	SSC fee + Upgrade Fee (starts date PO issued)
Manual Lite version	\$3450	\$345	\$690
Manual Standard version	\$4950	\$495	\$990
DCC Lite version	\$6450	\$645	\$1290
DCC Standard version	\$9950	\$995	\$1990
Native Cad Import options	\$1900	\$350	\$700

While the software contracts are optional, you must have a current SCC in place to receive the newest versions of software (after warranty period) and to take advantage of our technical support services.

Technical support is available by telephone, email, and/or a web meeting.

They can be reached at 810-220-4380 or us-helpdesk@nikonmetrology.com