

OEE Toolkit UpToDate Service Conditions

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1 DEFINITION

OEE Toolkit UpToDate Service is mandatory part of the license of OEE Toolkit. OEE Toolkit UpToDate service comprises:

- All updates and upgrades to higher versions.
- Access to the User Area and downloads at www.oheetoolkit.com.
- Technical support by e-mail (support@fullfact.com) and telephone.
- Database maintenance.
- 10% discount on additional modules.
- 25% discount on OEE Workshops (open registration).
- 25% discount on OEE Toolkit product development.

2 UPDATES AND UPGRADES

Upgrade (e.g. from version 5.2 to version 5.3, etc.)

An Upgrade is a modification of the OEE Toolkit to the extent that a separate version is advisable. This involves new functionality, restructuring the database or major changes in the user operations.

An Upgrade will be released at least once each year. Upgrades can be downloaded from the user area at www.oheetoolkit.com. UpToDate users will be notified of releases.

Update/Service Pack (e.g. from version 5.2.1 to version 5.2.2, etc.)

An Update is a supplementary OEE Toolkit edition containing a small number of modifications. These cover limited functionality expansion and small improvements in the user operations.

An Update/Service Pack will be launched when modifications are required. Updates/Service Packs can be downloaded from the user area at www.oheetoolkit.com and releases will not be announced.

3 ON-SITE SUPPORT

On-site support is not a standard component of this agreement. If on-site support is required the service conditions will be determined in advance.

4 REACTION TIME

Each support call will be reported, and will be allocated a priority and a relevant reaction time:

Priority	Version	Reaction Time *
1	Important feature/functionality failure: Strong limitation in use of OEE Toolkit, normal operation is impossible.	< 4 support hours
2	Limited feature/functionality failure: OEE Toolkit does not function as described, slighter limitation in use of OEE Toolkit.	< 6 support hours
3	General technical support with: <ul style="list-style-type: none">- Installation-related questions- Product-related questions	< 8 support hours

The reaction time is based on requests reported within support hours. See also Support Opening Hours.

5 SUPPORT OPENING HOURS

E support@fullfact.com Monday – Friday, 08.30 – 17.00 hours (CET)

T +31 (0)499-423 872 Monday – Friday, 08.30 – 17.00 hours (CET)

The reaction time is based on requests reported within support hours to support@fullfact.com or telephone calls to +31-499-423 872. See also Support Hours.