



LSIZE Product Support – 2010



Ensure that your mill site receives upgrades to all LSIZE software for the PC and the firmware and software within the LSIZE Wireless Handheld, as well as telephone training and support for current and new LSIZE users. The LSIZE Product Support year is January 1 to December 31 each year and is renewed annually.

What does LSIZE Product Support include?

- ▲ The current version of the LSIZE software for your mill site's LSIZE software license on your PC and the current software and firmware versions within the LSIZE Wireless Handheld.
- ▲ Telephone training for all LSIZE users on the LSIZE software for the PC, LSIZE Wireless, and the MicroPak.
- ▲ Telephone technical support for all LSIZE users on the LSIZE software for the PC, LSIZE Wireless, and the MicroPak.
- ▲ Free replacements for your LSIZE software and LSIZE manuals whenever needed.
- ▲ New Registration ID for your LSIZE software site license should your mill site's company and location information change for the site license (this information also prints out on your LSIZE reports).
- ▲ Note: The MicroPak will be supported until 5/1/11 or as long as parts are available.

What does LSIZE Product Support cost?

- ▲ New LSIZE customers:
 - With the initial purchase of LSIZE, the \$395 LSIZE Product Support cost will be prorated from the purchase date through the end of the calendar support year.
- ▲ Renewal each year is \$395.
 - Renewable at the end of each year. A renewal notice will be sent to the LSIZE contact specified at the mill site.
- ▲ Interrupted support is \$695.
 - If support is renewed each year thereafter, the \$395 renewal rate applies. A renewal notice will be sent to the LSIZE contact specified at the mill site.
- ▲ Product Support is required in order to receive telephone training and support on LSIZE products.

Are Free service calls included with LSIZE Product Support?

YES! We always encourage your communication with us. There is no charge for the following calls whether or not your mill site has LSIZE Product Support.

- ▲ Suspect a software bug(s).
- ▲ Have a quick question on the operation of any LSIZE product.
- ▲ Feel there is some functionality that could be added to any LSIZE product.

What troubleshooting can be done before calling for support assistance?

- ▲ Check available Help in the software and your User's Guides (also contained on LSIZE CD).
- ▲ Check resources available on our web site www.lsize.com.