

BRÜEL & KJÆR® Services

Software Maintenance and Support Agreement

An active Software Maintenance and Support Agreement guarantees smooth operation for your team, minimizes down time and maximizes productivity.

Regular software updates protect your investment and keep your installation in line with the latest technology, securing compatibility with the latest hardware and operating systems. And with our global network of technicians, specialists and trained application engineers can help diagnose and solve problems with your software – including how best to configure your hardware system for optimal testing and analysis.



Why Use a Software Maintenance and Support Agreement?

Technical Support

Technical support is available during normal working hours via telephone, email or video conference* for any software version released within the last 12 months.

Technical Support Includes

Configuration and setup help:

- Hardware configuration
- Application-specific questions
- Measurement setup
- Use of specific project templates

Advice and assistance with tasks:

- Organizing and managing data
- Reporting and exporting data
- Data display

General solutions and inquiries:

- Operating systems, PC, hardware and software issues
- Prioritizing of documented issues
- Questions regarding upgrades

Software Releases

As an agreement owner, you are entitled to any release that is applicable to your current software application. All software releases are available for download at bksv.com/downloads. For an alternative software delivery method, please contact your local HBK representative.

Major Software Upgrades Include

- New and enhanced features
- New and enhanced applications
- Development that supports new measurement standards
- Support for the latest Microsoft® and Windows® updates
- Latest improvements within interactive and intuitive user interfaces to ensure ease-of-use
- Computer, networking and data acquisition hardware functionality and features that enhance your software performance and capabilities

Minor Software Updates

Minor updates allow you to benefit from resolved issues and other small adjustments.

Additional Benefits

- Invitation to local events and user groups*
- One free re-hosting per licence per year. For example, licences that are node-locked to a PC and need to be moved to another PC, or for splitting of licences
- Campaign offers
- 10% discount on Brüel & Kjær-related training courses offered by the HBK Academy†

- One on-site visit per year*
- Exclusive deals on calibration and repair*
- Fast-track handling of calibration and repair*

* Check with your local HBK representative for service availability in your area

† Only available in China and Hong Kong

Agreements for Standard Software

All Brüel & Kjær applications in a system must be covered by an agreement.

NEW AGREEMENTS

M1-XXXX-yz Software Maintenance and Support Agreement

For example, an agreement for a node-locked BK Connect® Data Processing Type 8403 licence would be *M1-8403-N*.

NOTE:

- A first-year agreement is included with all standard software configurations
- Software Maintenance and Support Agreements are valid for one or more years (with the expiration date agreed upon in the contract) and can be renewed

EXPANDED AGREEMENT WITH NEW APPLICATIONS

Each Brüel & Kjær application you add to your system must be covered by an agreement

RENEWAL OF ACTIVE AGREEMENTS

A renewal quote will be sent to you before the contract expires. Approve the renewal quote, specifying the agreement duration, to continue with the same maintenance and support services

EXPIRED AGREEMENTS

If your agreement has expired, you must purchase an Reuse update together with a new M1 agreement. Order:

REUSE HOST ID Reuse Host ID for Corresponding Software
and

M1-XXXX-yz Software Maintenance and Support Agreement

Brüel & Kjær Services Available Separately

- Accredited calibration according to ISO 17025
- Hardware maintenance
- Local training in a classroom or on site (upon request)[†]
- Web/Video courses
- Application training[†]
- Special measurement projects and consulting[†]
- Advanced use of applications and new measurements[†]

[†] Check with your local HBK representative for service availability in your area

* XXXX= product type number,
y= floating (F) or node-locked (N) license
z=channel count (where applicable)

Skodsborgvej 307 · DK-2850 Nærum · Denmark
Telephone: +45 77 41 20 00 · Fax: +45 45 80 14 05
www.bksv.com · info@hbkworl.com
Local representatives and service organizations worldwide

To learn more about all HBK offerings, please visit hbkworl.com

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