

DataApex's important announcement on the upgrade policy (paid service) and a free software upgrade period

OUTLINES

- Each new software license comes with free upgrades for one year period.
- Upgrade (major version): the change in the number before a dot **X.y**, this change is represented by the change of a user code.
- Update (minor version): the change in the number after the dot **x.Y**

Free software upgrade period

Each license purchased for our software products (including p/n C50, C50-xx C40, C59, C59-xx) comes with a **one-year period during which a free software upgrade** is provided. This follows our End User License Agreement (EULA). In this case, software has to be registered at DataApex webpages by the end user. We will send an email with a new user code to the email address that was used in the registration.

The **reference day** for this free upgrade period is the day when the user code was released, which is either the day of shipment from DataApex or the day the user code is emailed to a distributor. We understand that the time needed for goods to be transferred to the customer can vary, so we have set a free upgrade period of 13 months in our system. To ensure transparency, we will indicate a free software upgrade period in **our delivery documents**.

Paid upgrade vs free updates:

If a **major version - upgrade** of our software is released (as indicated by a change in the number before a dot), the **user code will be changed**, and a **paid upgrade** will be required (unless the user is entitled to a one-year free software upgrade). There will also be **minor versions - updates** (indicated by a change in the number after a dot) and these will be provided **free of charge**.

Examples: 8.3 to 9.0 paid upgrade, 8.6 to 8.8 free update

At DataApex, we strive to provide our customers with the latest software features to support the best customer experience. **The last software version available for free download is Clarity Chromatography Software version 8.8.1** (released in January 2023), and Clarity Lite Chromatography Software version 8.8 (released in November 2022). All customers with versions lower than the above listed versions can update to these versions free of charge. (*Note: This information is valid for Clarity (Lite) Chromatography Software, it might differ for OEM versions.*)

Please note that we only sell the latest version of our software. If you need to **extend your existing software license** by adding additional software modules, such as software extensions or control modules, it **may require a software upgrade depending on your current software version**.

Example: There is the latest software version 9.0. You have version 8.3 and need to purchase an LC control module; you will also need to buy a software upgrade to the latest SW version.

Customer support

We want to assure you that we remain committed to providing exceptional user support and technical assistance as usual. Our team is always ready to answer any questions you may have and to guide you towards our extensive range of resources to help you get the most out of our software.

Please note that we only offer support for the latest software versions. We do not provide patches for any previously released versions. Instead, we provide software versions in the form of completely new software releases.

All customers are entitled to receive free upgrades within one year after their initial purchase. However, customers who have been using our software for over a year will need to pay an upgrade fee if they wish to use the latest version.

Paid upgrades will help us to provide the best user experience, support, and up-to-date software for you. If you have any questions about upgrading your software or purchasing additional modules, please don't hesitate to contact our support team. We're here to help.

Q&A:

Q: Will I automatically get the user code for upgrade for my one-year free software upgrade period?

A: Yes, if you register your software at DataApex webpages, we will automatically send the new user code when a major version is released. You will get an email with a new user code to the email address that you have used in your registration.

Q: Do I need to buy a software upgrade when purchasing additional software modules for the existing software license?

A: Yes, you need to buy an upgrade under the condition that the major version has been changed and you are not entitled to get a free upgrade as you are out the one-year free software upgrade period.

Q: I am a university customer and I have a free Clarity Offline version. How to handle software upgrade purchases?

A: If you purchase a software upgrade for your Clarity or Clarity Lite Software license, you will get a free upgrade for your associated Clarity Offline, you need to list Clarity Offline S/N on your purchase order too. An educational discount applies also on software upgrades.

Q: What is your software release scheme?

A: From now on we expect to release upgrades (major versions) every 1-2 years. There also will be 2-3 updates (minor versions) between upgrades.

Q: Which software versions will be available for download on DataApex webpages?

A: Latest version from two most recent upgrades (major versions).

Q: Where can I verify my software version?

A: You can read your software version from the software main window, in the menu Help/About



Q: How will be affected the release procedure for OEM partners?

A: Newly OEM partners will need to get user codes for testing major software versions at time of beta version. For these major version releases, we will send you the necessary user codes for your Distributor software licenses automatically. As it will be an automated process you are requested to register all your Distributor licenses on our webpages. If you have any other software license that you use for testing, please contact us and we will add such software license manually to this process.

As for the sold software licenses that can be upgraded free of charge, we can send you all relevant user codes after the version has been released on request.

Q: I am a Distributor/Software developer and want a software upgrade for my Distributor license. What is the process?

A: You need to have your Distributor license registered at our webpages. A user code will be sent automatically to the registered email address.

