



Agile Products Support Membership Benefits

Agile Products Support (APS) is available to all users of the Concepts NREC Agile Engineering Design System®. APS is renewable on an annual basis and includes the following benefits:

Software Upgrades

Annual Upgrades - There is no charge for annual upgrades for organizations that participate continuously in APS. Non-USA subscribers must have a current End User Statement on file to fulfill export regulations and, in some cases, an export license may be required before shipment.

Improved Features Upgrades (This applies to CAE Codes that offer various package levels) - Current APS subscribers can purchase higher package levels or additional modes. Improved features upgrades can be purchased for the price difference between the new and previous levels, based on current prices. Companies that elect not to participate in APS, and have not participated in the development process, may still purchase upgrades at any time, but must first reinstate APS.

Software upgrade policies are not guaranteed on third-party software sold by Concepts NREC.

Technical Support

Technical support includes assistance with installation, software operation, and investigation of suspected programming errors. It does not include design assistance. Technical support is provided for the new or current version of a code and the immediately preceding version only. Questions from APS subscribers are responded to usually within one business day.

Technical support for installation and software operation issues is provided for all users during the first 30 days after purchase. APS subscribers continue to receive technical support for as long as they are active subscribers.

Design Review Service - CAE Codes Only

Active APS subscribers are entitled to one design review for each class of machine that can be designed with their software. A Concepts NREC engineer will spend 4 hours per software code (6 hours for AxCent) on APS reviewing the design. Note, this is intended as a review session, not a redesign. Examples:

1. Owners of COMPAL®, AxCent®, and AXIAL™, can have 2 design reviews (one axial and one radial), and up to 14 hours on the 2 reviews.
2. Owners of COMPAL, RITAL™, and AxCent, can have 2 reviews (one centrifugal compressor and one radial turbine), and up to 14 hours on the 2 reviews.
3. Owners of COMPAL, AxCent and pbFEA™ can have 1 review (on a centrifugal compressor), and up to 14 hours on the 1 review.

Software must be licensed for a full year for each review credit. For best results, the APS subscriber should submit detailed information to guide us. We suggest a design or laboratory report (25 pages max) including at least four pages devoted to the design goals and guiding principles. A list of desired topics and concerns to be considered would also be helpful.

International APS Members: An End User Statement (EUS) is required for each Design Review Service. Please contact your sales representative or e-mail sales@ConceptsNREC.com for more instructions. This EUS will pertain only to the individual Design Review requested and must not be transferred to any other Design Reviews.



Agile Products Support (APS) Membership Benefits, continued.

90% Discount Professional Development Course

Current APS subscribers can use a coupon for 90% off one Concepts NREC course (not including required course textbook) for one person during the year. Courses are three to five days long and normally cost between \$2,100 to \$3,500.

Free Access to Product Orientation Videos

Both CAE and CAM have a series of self-guided, pre-recorded videos of each product in the Concepts NREC software portfolio. All videos are hosted on the customer portal for APS subscribers to access at will.

Reporting Software Errors

All Concepts NREC computer programs are substantially tested prior to release. If a user believes they have found an error, they can send an e-mail to support@concepts-nrec.com with the name, version of the program, description of the problem detailed enough for reproduction of the problem, and attach any necessary files to recreate the problem.

In the event that an error is identified, we will correct the coding and issue a report within a reasonable time frame, usually within a few weeks of notification.

Annual APS Subscriber Meetings

Each year, a subscriber meeting is held using some combination of web-based, global or local (by region) meetings. These meetings are a forum to discuss new features in the latest software version, preview the upcoming version, and discuss user suggestions for future development in a formal balloting process.

Annual APS Balloting

APS members are encouraged to submit requests for new features throughout the year. Each year these features are compiled into a ballot and each member company is given a link to vote on the new features by web survey. Concepts NREC determines software development priorities based on this vote.

Transfer of License

In the event of computer hardware failure, loss, or upgrade, the client may transfer the applicable software license to a new computer system after providing Concepts NREC with the new computer identification. A new license and a copy of the applicable software will be provided by Concepts NREC. Simultaneous use by the client is limited to facilitation of the transfer.

Documentation Changes

Suggestion for revisions to software manuals are also welcomed. Please use the Suggestions Form found in the users manuals. Revisions are automatically released to all APS subscribers and announced by email.

Confidentiality

Concepts NREC keeps all client data completely confidential (unless written permission is granted).

Third-Party Software

APS benefits do not apply to third-party software sold by Concepts NREC.



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