

## Enerdat-S Support Terms

### Services not covered by our support

Enerdat-S offers a full support for all our products. Users can submit a support ticket online for technical assistance with troubleshooting, bug requests, and other product issues. There are some exclusions to Enerdat-S free support.

Enerdat-S free support does not include:

1. Any new version or new release of the Software that Enerdat-S may issue as a separate or new product, whereby Enerdat-S shall, in its sole discretion, determine whether any issuance qualifies as a new version, new release, or Update
2. Software training
3. On-site support or maintenance
4. Support or maintenance of any separately identified third-party programming and configuration which is not being sub-licensed by Enerdat-S as part of the Software
5. Support or maintenance of any additional products created, sold and/or licensed by Enerdat-S, for which there is no software maintenance agreement
6. Direct changes or modifications to existing custom configurations not created by Enerdat-S

### **Europe, North and South America**

+386 4 29 27 400

[sales@enerdat.com](mailto:sales@enerdat.com)

### **Middle East, Asia-Pacific (AP + MEA)**

+971 4 45 32 733

[sales@enerdat.com](mailto:sales@enerdat.com)