

Thermo Scientific Amira, Avizo, Avizo TruePut, Amira-Avizo2D, PerGeos, Open Inventor, ImageDev and Athena Software

Software Maintenance Service Terms and Conditions

These terms and conditions apply to the following Thermo Scientific software products: Amira, Avizo, Avizo Trueput, Amira-Avizo2D, PerGeos, Open Inventor, ImageDev and Athena, referred hereafter as "Thermo Scientific Software". For other Thermo Fisher Scientific products and services, please visit www.thermofisher.com.

Any Licensee of a Thermo Scientific Software product can subscribe to a renewable Maintenance Service, along with, or independently of the purchase of the product license itself.

Scope of services provided by the Thermo Scientific Software Maintenance Service

The Thermo Scientific Software Maintenance Service grants the licensee the following services:

- **Hotline:** Customer can submit hotline requests through the CUSTOMER SUPPORT CENTER web portal to receive help for our software. Customer can open a new case and review all your submitted cases in the "My Support" section. Customer can search for answers to frequently asked questions submitted by customers in the "Knowledge Base" section.
- **No-charge upgrades:** Access through electronic delivery only to all regular patches, and minor and major releases of the product of which the licensee owns a license.
- **Software malfunctions fixes:** Access to malfunctions report and correction service.
- **License transfer facility:** Licensee under Maintenance Service will have the possibility to transfer his product license from a specified equipment to another. Limited to 3 transfers per year for node-locked licenses.
- **Technical resources & news services:** Privileged access to technical resources (tutorials, tips, sample code, and more) and to an automatic news services about release availability and more.

	Amira Avizo Avizo Trueput Avizo Inspect PerGeos Amira-Avizo2D Athena	Inventor SDK ImageDev SDK	Inventor runtime ImageDev runtime
- Hotline: Customer can submit hotline requests through the CUSTOMER SUPPORT CENTER web portal to receive help for our software. Customer can open a new case and review all your submitted cases in the "My Support" section. Customer can search for answers to frequently asked questions submitted by customers in the "Knowledge Base" section.	X	X	X
- No-charge upgrades: Access through electronic delivery only to all regular patches, and minor and major releases of the product of which the licensee owns a license.	X	X	□
- Software malfunctions fixes: Access to malfunctions report and correction service.	X	X	□
- License transfer facility: Licensee under Maintenance Service will have the possibility to transfer his product license from a specified equipment to another. Limited to 3 transfers per year for node-locked licenses.	X	X	X
- Technical resources & news services: Privileged access to technical resources (tutorials, tips, sample code, and more) and to an automatic news services about release availability and more.	X	X	□

Restrictions of the Thermo Scientific Software Maintenance Service

The following restrictions apply to the Thermo Scientific Software Maintenance Service:

- **Hotline:** The hotline service is not training or consulting service. Specific services covering product training and consultancy are available separately.
- **No-charge upgrades:** All regular patches, minor releases ("dot releases") and major releases will be provided by electronic delivery only.
- **Software malfunctions fixes:** Software malfunctions are defined as performance variances between the software and the applicable Reference Manual/User's Guide description. All notices of software malfunctions shall be in writing with details sufficient for Thermo Scientific Software Group to diagnose or reproduce said failure. Thermo Scientific Software Group will use reasonable efforts to correct duly reported malfunctions and will distribute corrected versions, when and if available, at the time of normal distribution of a new patch, minor release or major release.
- **License transfer License transfer facility (Open Inventor & Applications floating licenses):** Licensees who wish to transfer a license under maintenance should connect to the CUSTOMER SUPPORT CENTER and create a case to request the transfer.
- **Mandatory yearly upgrade (Athena only):** Licensee must perform at least one deployment of a new release per calendar year to be eligible to the full scope of the maintenance service. In the event that the customer decides not to update their Athena license at least once a year, Thermo Fisher will not be able to provide a premium maintenance service or a compliant deployment as defined above in the item "scope of services".

Purchase Terms and Conditions of the Maintenance Service

The following Purchase Terms and Conditions apply to the Thermo Scientific Software Maintenance Service:

- **Duration:** Maintenance is purchased in advance for a 12 months period.
- **Purchase price:** The Maintenance Service covers one individual product license. The price is defined in the Thermo Scientific Software price list current at that time. The unit price is dependent on the product, and type of license (development, runtime, application).
- **Renewal:** Prior to the expiration of the maintenance period, a maintenance service renewal letter will be sent to the licensee, for all licenses currently under maintenance. Should you decide not to renew your maintenance service, you will no longer benefit from the hotline service and complimentary upgrades. A full purchase of the software will then be necessary in order to come back into the maintenance program. For more information, please contact your account manager.

Maintenance Policy

Thermo Fisher Scientific reserves the right to alter its maintenance policy from time to time, but will not reduce the level of maintenance during any maintenance period for which a maintenance fee has been paid.