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## Technical Support Policy

**DAQ Systems reserves the right to change these terms without notice**

- **Startup Support** Limited by free hours in quotation or one year from date of shipment, whichever comes first. Software bugs or hardware flaws not counted against free hours. Free or reduced cost training usually included.
- **Lifetime Support** Up to 20 years from purchase date and at no charge, we will make every reasonable effort to fix any software bug. DAQ Systems reserves the right to require fee-based support if a user error is suspected.

### START-UP SUPPORT TIPS – CONSERVING FREE HOURS

1. Get support from in-house professionals for networking and operating system issues
2. Read manuals to locate appropriate content
3. Understand configuration file syntax
4. Create backup copies of files
5. Have a hot spare if your application cannot tolerate downtime.
6. Seek support directly from third party software suppliers

### STARTUP SUPPORT GUIDELINES – HOW TECH SUPPORT IS PROVIDED

- Attach a completed Trouble Report and email to [inquiry@daqsystems.com](mailto:inquiry@daqsystems.com)
- Do not call -- we set up a phone conference if necessary.
- Discuss only one issue per report
- Follow our instructions and provide additional information in a timely manner
- Respond within two days
- Maintain a professional tone
- Describe the problem as a sequence of actions -- if we cannot reproduce the error, we cannot fix it!
- Failure to adhere to the above guidelines may result in termination of free support.

Fee-based support is available when free support hours have expired or the flexibility of a fee-based support is desired. Contact DAQ Systems for details.