

Thermo Scientific™ Amira™, Avizo™, PerGeos, Visilog, Open Inventor™ Software

Application Software Maintenance Service Terms and Conditions

These terms and conditions apply to the following Thermo Scientific software products: Amira, Avizo, PerGeos, Visilog and Open Inventor, referred hereafter as "Thermo Scientific Application Software".

For other Thermo Fisher Scientific products and services, please visit www.thermofisher.com.

Any Licensee of a Thermo Scientific Application 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 Application Software Maintenance Service

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

- **Hotline:** Hotline e-mail and telephone service to a designated site coordinator to assist with the licensee's use of the software.
- **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 Inspect PerGeos	Inventor or Visilog SDK	Inventor or Visilog runtime	Pivali & Metalpack Editions
- Hotline: Hotline e-mail and telephone service to a designated site coordinator to assist with the licensee's use of the software.	X	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	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	□	X

Restrictions of the Thermo Scientific Application Software Maintenance Service

The following restrictions apply to the Thermo Scientific Application 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 Application Software Group to diagnose or reproduce said failure. Thermo Scientific Application 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 facility (Open Inventor only):** Licensees who wish to transfer a license under maintenance shall fill in and send to Thermo Fisher Scientific (fei-sw-license@fei.com) the appropriate license transfer request document and agree with its content. License transfers from one specific equipment to another which is not binary compatible is subject to payment of a license transfer fee equal to 35% of the current list price of the new license.

Purchase Terms and Conditions of the Maintenance Service

The following Purchase Terms and Conditions apply to the Thermo Scientific Application 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 Application 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 the licensee decide not to renew the maintenance service and then wish to reinstate the maintenance service at a later date, there will be a re-instatement fee equal to 50% of the product price (on the current price list), plus 12 months maintenance. This re-instatement option is only available if the period between the last maintenance day and the new maintenance service order is less than two years. If not, a new license must be purchased.

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.