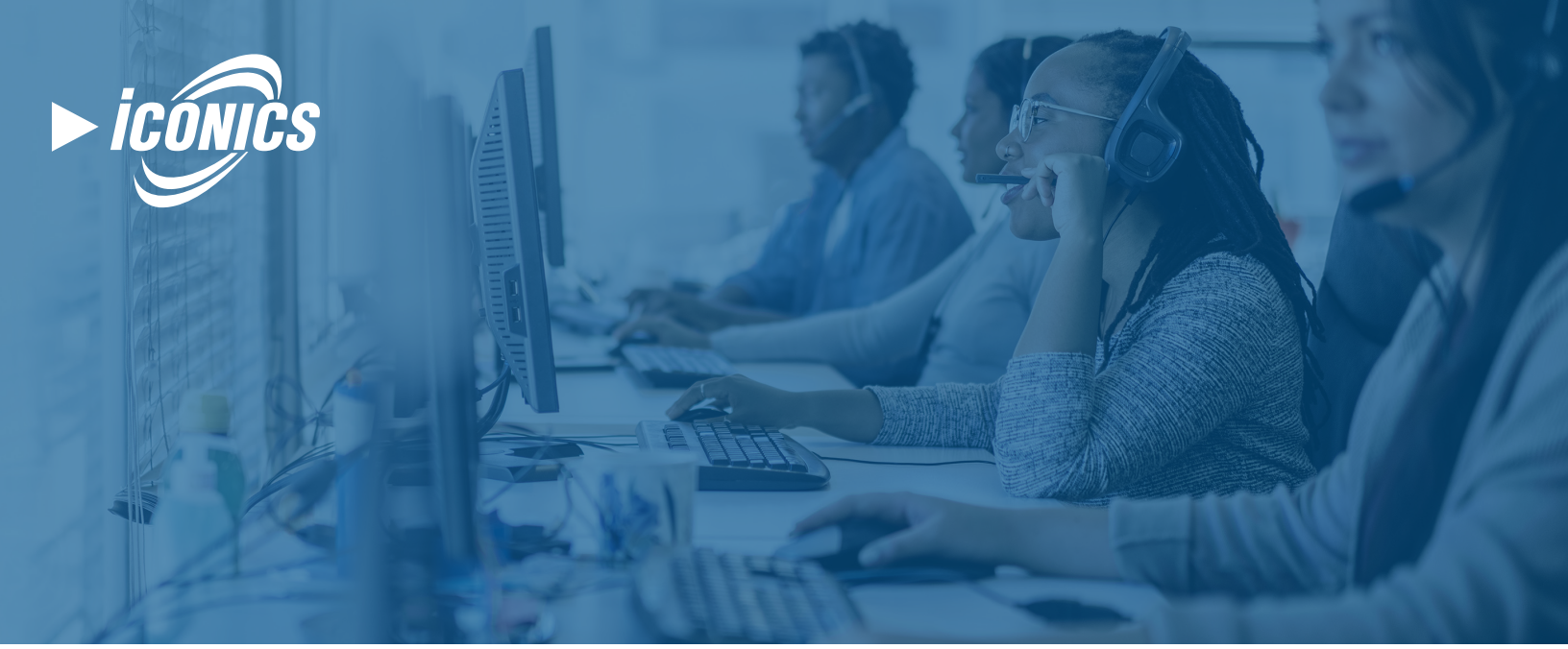


SupportWorX Guide

An Overview of ICONICS Global Support and Services Programs

Technical Support, Training, Consulting Services, Software Maintenance,
Customer Connection Portal, System Integrator Program

SupportWorX Guide

An Overview of ICONICS Global Support and Services Programs

August 2022

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ICONICS LICENSE AGREEMENT

CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS!

Last updated August 15, 2022

THIS ICONICS LICENSE AGREEMENT ("AGREEMENT") IS A LEGAL AGREEMENT BETWEEN THE INDIVIDUAL OR ENTITY ON BEHALF OF WHICH SUCH INDIVIDUAL ACCEPTS THIS AGREEMENT ("YOU" "YOUR" OR "LICENSEE") AND ICONICS, INC. ("ICONICS"). BY INSTALLING, ACCESSING, OR USING ANY PRODUCTS, YOU HEREBY AGREE TO BE BOUND BY THIS AGREEMENT AND REPRESENT THAT YOU ARE AUTHORIZED TO DO SO. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT OR IF YOU DO NOT HAVE AUTHORITY TO BIND THE ENTITY ON BEHALF OF WHICH YOU ARE ACCEPTING THIS AGREEMENT, RETURN ALL PRODUCTS AND DOCUMENTATION PROVIDED WITH THIS AGREEMENT WITHIN SEVEN DAYS OF YOUR RECEIPT AND YOUR MONEY WILL BE REFUNDED. NOTE THAT FAILURE TO COMPLY WITH SUCH INSTRUCTIONS WITHIN THE TIME PERIOD SPECIFIED WILL VOID ANY RIGHT YOU WOULD OTHERWISE HAVE HAD FOR A REFUND OF ANY FEES PAID. USING THE PRODUCTS FOR ANY PURPOSE INDICATES YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS OF THIS AGREEMENT.

ICONICS PROVIDES THE PRODUCTS AND LICENSES THEIR USE IN THE UNITED STATES AND INTERNATIONALLY.

1. DEFINITIONS

1.1 "Consignment License" means a temporary license solely for the purpose of in-house development, Products demonstration or emergency temporary license replacement.

1.2 "Documentation" means the description contained in the help files embedded within the configuration environments of the Products. Then current Documentation for Products is available online at https://docs.iconics.com.

1.3 "ICONICS Channel Partner" means an official ICONICS reseller who covers Your geographic location.

1.4 "License Term" means the period that the Products are licensed to You as specified in the Order. The License Term for Products provided on a subscription basis is as specified in the Order.

1.5 "Order" means a written document that is provided to, and/or signed by Licensee, for the purpose of purchasing the applicable Products and/or Support Services. The order form will describe the Products, provide the License Term, include any additional terms, and set forth pricing. The term "Order" also includes any applicable Products and/or Support Services renewal. If the Products are licensed through an ICONICS Channel Partner, then the order form of such ICONICS Channel Partner will apply.

1.6 "Products" means the ICONICS proprietary software products identified in Your applicable Order, including any and all (i) updates, enhancements, and modifications made thereto and (ii) versions and releases thereof.

1.7 "Support Services" means the technical support and maintenance ICONICS provides for the Products per the ICONICS SupportWorX Plans as described in the ICONICS SupportWorX Guide. For Products licensed on a perpetual basis, Support Services are available for purchase on an annual subscription basis. To receive ICONICS technical support and maintenance, You must have an annual SupportWorX Plan in place. For Products licensed on a subscription basis, Support Services are included in Your annual license fees as described in the ICONICS SupportWorX Guide.

1.8 "Warranty Period" means the period of thirty (30) days from the date of Your first acquisition of the Products. ICONICS issuance of a Products new release will not restart a Warranty Period that has expired.

2. GRANT OF LICENSE AND RESTRICTIONS

2.1 Grant of License: ICONICS grants Licensee a non-sublicensable, nonexclusive right to install and use the Products during the License Term solely for Licensee's internal business purposes and strictly in accordance

with this Agreement. You may 1) activate each Product license key on a single machine, usage limited to one unique instance of each Product feature authorized; and 2) make a reasonable number of copies solely for purpose of supporting Your usage of the Products in accordance with this Section 2. Licensee will maintain the copyright notice, logo, trademark and any other notices that appear on the Products on any copies and any media. Notwithstanding the above, if the Products are provided on Consignment License, then Licensee additionally agrees that Consignment License shall never be used for any actual production application, and shall never be copied, transferred, sub-licensed, sold or resold to any third party. This Agreement does not entitle You to any new versions or releases of the Products, or any upgrades, enhancements or modifications to the Products, except as ICONICS may make available to You under Support Services.

2.2 Restrictions: You may not (and will not allow any third party to) (i) copy (except for the authorized copies as provided in the License above), translate, modify, enhance or adapt the Products, or any portion thereof; (ii) incorporate the Products, in whole or any part, in any other product; (iii) create derivative works based on the Products, or any portion thereof; (iv) distribute, sell, license, assign or otherwise transfer the Products to any third party without ICONICS prior written consent; (v) license others to reproduce any copies of the Products, or any portion thereof; (vi) decompile, disassemble or reverse engineer the Products, or any component thereof except as permitted by law, and then only after having prior requested in writing from ICONICS any interoperability information you are attempting to obtain; (vii) circumvent, disable or otherwise interfere with security-related features of the Products; or (viii) provide, lease, lend, use the Products for timesharing or service bureau purposes or otherwise use or allow others to use the Products for the benefit of any third party. All the limitations and restrictions on Products in this Agreement also apply to Documentation.

2.3 Third Party Components: Products may contain third party software components that require you to agree to certain additional notices and/or terms. ICONICS has identified such additional requirements in the Documentation of the Products and such additional requirements are incorporated by reference into this Agreement. To the extent required by the license covering any third party software component, the terms of such license will apply to such third party software component instead of the terms of this Agreement. To the extent the license applicable to any third party software component prohibits any of the restrictions herein with respect to such third party software component, such restrictions will not apply to such third party software component. To the extent the terms of the license applicable to any third party software component requires ICONICS to make an offer to provide source code or related information in connection with such third party software component, such offer is hereby made.

3. TERM AND TERMINATION

This Agreement is effective for the License Term unless terminated early in accordance with this paragraph. This Agreement will automatically terminate if You fail to comply with any term or condition of this Agreement. Any license or right granted hereunder will automatically terminate upon termination of this Agreement. You agree, upon termination, to immediately cease use of Products and return or destroy the Products and all copies that were made from it and to promptly return any copy protection key(s) to ICONICS. Sections 4, 5.5, 5.6, and 6-11 of the Agreement shall survive termination. Termination of this Agreement does not affect Your obligation of, or ICONICS rights to, any payments due.

4. INTELLECTUAL PROPERTY

ICONICS is the sole owner of the Products, Documentation, Support Services and of any copies of the Products and Documentation, and retains all title, interest, copyright, trade secret, patent, trademark and other intellectual or industrial property rights in and to the Products, Documentation and Support Services. Any rights and licenses granted herein automatically revert to ICONICS upon expiration or termination of this Agreement.

Except as expressly set forth herein, this Agreement does not grant You any intellectual property rights in or to the Products, Documentation or Support Services. You shall have no rights to the source code of the Products.

5. WARRANTY; DISCLAIMER

5.1 ICONICS Sole Product Warranty: ICONICS warrants to You that the Products will materially conform to the applicable Documentation during the Warranty Period ("Warranty"). To be covered, You must report a warranty issue to ICONICS during the Warranty Period.

5.2 Warranty Exceptions: ICONICS shall have no warranty obligations if any failure of the Products to meet the Warranty is related to any modifications to or customizations of the Products and/ or any combination of the Products with another product not specifically authorized in writing by ICONICS.

5.3 Remedy: ICONICS entire liability and Your exclusive remedy for any breach by ICONICS of the Warranty shall be, at ICONICS sole option, either to replace or repair the Products not meeting the Warranty. If, in ICONICS sole opinion, replacement or repair is not practical, You may return the Products and any copies during the Warranty Period, and ICONICS or ICONICS Sales Channel Partner (as applicable) will issue You a refund for the license fees paid for the Products not meeting the Warranty.

5.4 No Additional Warranties: Third parties, including but not limited to any employee, officer, consultant, contractor, distributor or agent of ICONICS or ICONICS Channel Partner, are prohibited from providing any additional warranties or representations that are different that the Warranty contained in this Agreement with respect to the Products, and any such additional warranties or representations are invalid and of no effect.

5.5 Disclaimer of Warranties: EXCEPT FOR THE WARRANTY EXPLICITLY SET FORTH IN THIS WARRANTY SECTION, ICONICS SPECIFICALLY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, WRITTEN OR ORAL, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY, PERFORMANCE, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, OR LOSS OR CORRUPTION OF DATA. ICONICS DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE PROGRAM WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE PROGRAM WILL BE UNINTERRUPTED OR ERROR FREE.

5.6 Customer Responsibility: YOU ASSUME THE RESPONSIBILITY FOR THE SELECTION OF THE PRODUCTS TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION, USE AND RESULTS OBTAINED FROM THE PRODUCTS.

6 **LIMITATION OF LIABILITY**

6.1 Entire Liability: The warranty provisions provided in Article 5 (Warranty; Disclaimer) hereof state the entire liability of ICONICS, its subsidiaries, affiliates, and each of their respective directors, officers, employees or agents, with respect to the Products.

6.2 IN NO EVENT SHALL ICONICS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES WHATSOEVER IN CONNECTION WITH CLAIMS ARISING UNDER OR RELATING TO THIS AGREEMENT WHETHER BASED UPON A CLAIM OR ACTION OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY OR CAUSE OF ACTION, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN JURISDICTIONS THAT DO NOT ALLOW EXCLUSION OF IMPLIED WARRANTIES OR LIMITATION OF LIABILITY FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, THE LIABILITY OF ICONICS SHALL BE LIMITED TO THE GREATEST EXTENT PERMITTED BY LAW.

7 **PERSONAL DATA**

Any and all personal data You provide to ICONICS or ICONICS otherwise receives or collects in connection with the performance of its obligations under this Agreement will be processed in accordance with the ICONICS, Inc. Privacy Policy available here https://iconics.com/Privacy.

8 DATA

In its performance of this Agreement, ICONICS may receive, collect and/or process certain technical and related information about Your use of the Products, including without limitation, version of Products, country location, language, OS version, usage statistics and other similar data. You agree that ICONICS may use such data to support, troubleshoot, evaluate, identify trends, and enhance the Products.

9 ICONICS RETURN POLICY

All sales are final (NO RETURNS) unless Products are returned in original packaging material within seven (7) days after shipment wherein ICONICS will provide a full refund of license fees paid for the Products less all incurred shipping and handling costs. No returns are allowed on ToolWorX Products.

10 COMPLIANCE WITH LAWS

10.1 Compliance: Licensee represents and warrants that it will use the Products, as well as related technology and services, in full compliance with all applicable laws and regulations.

10.2 US Export Control: The Products and technology that ICONICS provides hereunder are subject to United States export control laws and regulations, including, without limitation, the United States Export Control Reform Act of 2018, the Export Administration Regulations (collectively, as amended, "US Export Laws"). You shall comply with all US Export Laws and shall obtain all necessary government authorization and maintain all required documentation in connection therewith. You shall not transfer, export, re-export or release the Products and related technology in violation of US Export Laws.

10.3 Indemnification: You shall indemnify and hold ICONICS harmless from all liabilities, damages, costs and expenses arising from or connected to any breach of Your obligations under this Article.

11 GENERAL

11.1 Governing Law: This Agreement will be governed by the laws of the Commonwealth of Massachusetts without reference to conflict of laws principles. ICONICS and Licensee hereby expressly disclaim the application of the U.N. Convention for the International Sale of Goods. All disputes arising under, out of, or in any way connected with this Agreement shall be litigated exclusively in the state or federal courts situated in the Commonwealth of Massachusetts. Notwithstanding the foregoing, ICONICS shall have the right to bring a claim in any court of competent jurisdiction to enforce any intellectual property rights and/or protect any confidential information.

11.2 Marketing: ICONICS reserves the right to use Your name and/or logo as a reference on ICONICS's website with your permission solely for the purpose of identifying You as a customer that has purchased the Products.

11.3 Entire Agreement: You agree that the terms of this Agreement are the complete and exclusive statement of contract between you and ICONICS relating to the subject matter of the Agreement, and supersedes any proposal or agreement, oral or written, and any other communications between you and ICONICS, including any of Your purchase order terms and conditions. Any modification or exception to this Agreement must be agreed to in writing by ICONICS.

11.4 Assignment: Neither the Agreement nor the licenses granted hereunder are assignable or transferable by Licensee without the prior written consent of ICONICS; any attempt to do so shall be null and void.

11.5 Severability: If any provision of this Agreement shall be adjudged by any court of competent jurisdiction to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable.

11.6 Amendment: Your use of the Products is subject to the then current version of this Agreement. ICONICS may amend this Agreement at any time. Current version is available on our website here: ICONICS License

Agreement. ICONICS may notify you of such amendment(s). Your continued usage of the Products signifies You agree to the amended Agreement. Should You not agree to the amended Agreement, You shall cease using the Products immediately and contact ICONICS to terminate this Agreement.

11.7 Questions: Should you have any questions concerning this Agreement, you may contact ICONICS in writing at: **ICONICS, Inc., 100 Foxborough Boulevard, Foxborough, MA 02035 USA** or via our website at **www.iconics.com**.

Modified Provisions for Products licensed in Germany:

Solely for Products licensed and used in Austria, Germany, or Switzerland, the following terms shall apply. For avoidance of doubt, the below terms shall not apply for Products and Support Services purchased outside of Austria, Germany, or Switzerland.

Section 2.2 (vi) shall not apply to the extent that (i) the further requirements of Section 69e of the German Copyright Act (*Urheberrechtsgesetz*) are fulfilled and (ii) ICONICS, upon Your written request, has not made available the information required for this within a reasonable period.

Article 5 is hereby replaced with the language below:

5 WARRANTY

5.1 Product Warranty and Warranty Period: The Products supplied by ICONICS shall substantially conform to the Product description provided in the applicable Documentation. You may notify ICONICS of failure of the Products to conform substantially to the Product description provided in the applicable Documentation ("Defect") in accordance with this Article. Minor or insignificant deviations from the description or functionality described in the Documentation shall not be considered a Defect. You shall provide notifications of Defect to ICONICS in writing, wherein you shall describe the specific details of the Defect and include, as far as is reasonable, written records, printouts or other documents showing the Defect. You agree to provide additional information regarding the Defect as ICONICS may reasonably request. Section 377 of the German Commercial Code applies, including without limitation, Your statutory obligation to inspect the Products upon delivery. Your rights in the event of Defect are subject to a limitation period of twelve (12) months from the date of delivery of the respective copy of the Product. Notice of Defect must be received by ICONICS within the warranty period. Upon expiry of this limitation period, Your warranty claims shall be statute-barred (*verjährt*). Any replacement or repair of the Products shall neither suspend nor restart the limitation period. ICONICS issuance of a new release will not start a new limitation period.

5.2 Warranty Exclusions: ICONICS shall have no warranty obligations if (i) You make changes or additions to the Products or have changes or additions made to the Products by third parties, unless you prove that the change or addition did not cause the Defect; or (ii) Defects caused by Your improper use or improper operation or Your use of unsuitable equipment.

5.3 Remedy: In the event of a Defect, ICONICS, in its sole discretion, shall (i) replace the Product by subsequent delivery or (ii) repair the Defect by providing a fix, workaround or otherwise. If the Defect is not remedied by replacement or repair after at least two attempts by ICONICS for the same Defect, then You shall have the right at Your own option, to (i) return the Product containing the Defect (including any copies) and ICONICS will issue You a refund for the license fees paid for the affected Products during the period of the existence of the Defect or (ii) a reasonable reduction in license fees paid for the affected Product. The obligations as described in this Article 5 shall be ICONICS exclusive

liability in the event of a Defect, however, ICONICS shall be liable for damages based on Defects pursuant to the pre-requisites and limitations of Article 6.

5.4 No Additional Warranties: Employees, officers, consultants, contractors, distributors, and agents of ICONICS or ICONICS Channel Partner are prohibited from providing any warranty, covenant, or representation that is different than (or in addition to) those contained in this Agreement. Any additional warranty, covenant, or representation is invalid and of no effect except as specifically stated in a written agreement signed on Your behalf by an authorized officer of Your entity and signed on ICONICS behalf by an authorized officer.

5.5 Customer Responsibility: The Products are intended to be used by trained professionals. You are solely responsible for any results which were obtained by using the Products.

5.6 Qualities Guaranty: Qualities guarantees of the Products stated in ICONICS publications or statements given by ICONICS representatives shall be binding on ICONICS only to the extent to which they are (i) are contained in a written offer or Order confirmation from ICONICS CEO or CFO, (ii) are expressly stated as a "guarantee" ("*Garantie*"), and (iii) specify the obligations of ICONICS resulting from such guarantee.

Article 6 is hereby replaced with the language below:

6 LIMITATION OF LIABILITY

6.1 General Principle: ICONICS shall only be liable in the event of a slightly negligent (*einfache Fahrlässigkeit*) breach by ICONICS of a primary contractual obligation (i.e. an obligation essential to the contract on which the other party may regularly rely) but nor for indirect and consequential damages (in particular resulting from business interruptions and for lost profits). Except as set out in Article 6.4 below, any further liability of ICONICS is excluded.

6.2 Liability Period: The limitation period for all claims for damages against ICONICS, regardless of the legal grounds, is twelve (12) months from the time You gain knowledge of the damage, or regardless of this knowledge, two (2) years after the damaging event.

6.3 Contributory Negligence: In the event of a claim against ICONICS, any contributory fault of You shall be considered accordingly.

6.4 Mandatory Liability: ICONICS liability (i) pursuant to the German Product Liability Act (*Produkthaftungsgesetz*), (ii) for injury of life, body or health and (iii) for gross negligent (*grob fahrlässig*) or willful misconduct of ICONICS or any of its statutory representatives or its performance representatives (*Erfüllungsgehilfen*) remains unaffected by the provisions of this Article 6.

6.5 Employees: The provisions of this section shall apply mutatis mutandis to the personal liability of ICONICS employees, representatives and bodies (if any).

Section 11.1 is hereby replaced with the language below:

11.1 Governing Law: This contract and its interpretation shall be governed by the law of the Federal Republic of Germany to the exclusion of private international law and the UN Convention on Contracts for the International Sale of Goods (CISG). The exclusive place of jurisdiction for all disputes relating to this contract is Bonn, Germany.

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1. Introduction to Global Support and Services

ICONICS is proud to provide our customers with the highest quality customer service. Our Global Support and Services programs are supported by ICONICS offices around the world and our network of sales channel distributors and representatives, with local and regional locations for frontline service and expert assistance.

Programs include the **SupportWorX**™ Technical Support Services subscription program for continuous technical support; **Quality Professional Services** for expert system architecture design assistance, training and start-up assistance; a **24 x 7 Emergency Support** options; our flexible **System Integrator Program**; and **Training** programs for ICONICS users, system integrators and sales channels.

ICONICS **SupportWorX** Technical Support Services provide telephone and email support from ICONICS support centers around the globe. Expert assistance is just a call or a click away. SupportWorX provides access to ICONICS' electronic resource center, the ICONICS Community Portal, for the latest service packs and other information you may need to keep your system up to date and as further described in Section 6. SupportWorX also provides important license replacement in case of lost software key or damaged hardware key. Choose from multiple SupportWorX options to fit your needs.

The ICONICS Global Support and Services team strives to deliver the best support available for your Industrial Automation projects. Your comments are always welcome. For additional information, please contact your local ICONICS representative or distributor, an ICONICS office near you, or the ICONICS Corporate Headquarters. ICONICS' office contact information can be found in Section 13 of this user guide.

2. ICONICS SupportWorX Plans

We value your project and understand that full, comprehensive support is just as important to you as the high-quality product you have purchased from ICONICS. That is why we offer SupportWorX technical support service plans that meet your technical support needs. These plans allow you to access Support Engineers, receive product upgrades, and obtain a wide variety of valuable services that will benefit both you and your customers.

ICONICS SupportWorX Plans should be purchased through your local representative or distributor. If you have any questions, please contact an ICONICS sales office near you, the ICONICS Corporate Headquarters by email at orders@iconics.com, or visit our website at www.iconics.com.

A range of SupportWorX plans is available as an annual prepaid plan to ICONICS customers as a percentage of the list price of the software owned by an end user. Choose from the full service **PREMIER** SupportWorX Plan, a **STANDARD** SupportWorX Plan, the simple **e-Care** SupportWorX, or opt for a subscription to ICONICS software, which includes the SupportWorX for **Subscriptions** Plan. All ICONICS plans come with product Update Releases (Z), lost license replacement services, and access to the ICONICS Community Portal at https://partners.iconics.com/ for frequently asked questions, product downloads, the customer forum, training materials, and more. Standard, Premier and Subscriptions SupportWorX Plans include access to ICONICS technical support engineers, product upgrades, and a wide variety of valuable services that will benefit ICONICS customers.

Versions: ICONICS software version numbers are in the format of XX.YY.Z. The X digits indicate the Major Release Version with numerical prefixes 6, 7, 8, 9, or 10. Versions 6, 7, 8, and 9 are in the GENESIS32 Product Family. Version 10 represents the ICONICS Suite (64) Product Family. The Y digits indicate a specific Enhancement Release. The Z digits represent a product Update Release, which typically includes new features and updates. Refer to the SupportWorX Plans below and section 8.3 for product upgrade privileges.

Catch-Up Fees: If SupportWorX was never purchased, or if a SupportWorX plan is allowed to lapse, then a catch-up fee will be applied to reinstate SupportWorX. The catch-up fee is equal to 5% of the total current applicable list price of the products for each year or partial year of non-coverage, up to three (3) full years, maximum. However, there is a one (1) year maximum catch-up fee when a Certified ICONICS System integrator Partner resells SupportWorX to an end user. Lapsed subscriptions may also be reinstated to avoid a Catch-Up fee when a purchase order is placed within six months of expiration; in these cases, the Plan start date will be the day following the original expiration date.

Third-Party Product SupportWorX is available according to the vendor's policies. Takebishi OPC Server SupportWorX may be combined with PREMIER or STANDARD SupportWorX Plans but is not available with e-Care.

Renewals: SupportWorX must be renewed annually to continue receiving benefits of technical support, upgrades, and lost-license replacement. Renewal orders may be placed through authorized ICONICS sales channels. Renewal dates must be back-to-back with prior term, or Catch-Up Fees will apply. Plan expiration date may be adjusted at renewal time with a pro-rated one-time fee; renewal period must be a minimum of one year. Contact ICONICS for a quotation.

Quotations: SupportWorX Plan quotations are valid for 30 days, subject to revision if the customer purchases additional product before order placement.

SIP Reseller SupportWorX Deferral Option: ICONICS System integrators with an active SIRA may purchase and re-sell SupportWorX plans to end users; those with an active SIP plan may request at the time of order to defer the SupportWorX plan start date for up to 180 days from the date ICONICS ships the products.

Lost Licenses and Keys: ICONICS will replace lost software keys or damaged hardware keys only when a valid SupportWorX plan is in place or if a one-time license replacement service fee is paid equal to 10% of the list price of the lost or damaged products. Lost hardware keys are not replaced free of charge; nor is software installed on a hardware key. SAFEGUARD YOUR LICENSE. For more information, please refer to the application note on the product installation media called ""Licensing – Dos and Don'ts"". This application note can also be found in the Info Center section of the ICONICS Web Licensing Utility at https://licensing.iconics.com/ or on the ICONICS Community Portal at https://partners.iconics.com/."

Prices: Please consult your local sales channel for quotations. Prices listed in US Dollars are for the USA Market; Prices outside of the USA market are set by local sales channels.

2.1. SupportWorX e-Care Plan

The SupportWorX e-Care Plan provides Support Case Initiation via the ICONICS Community Portal (ICP) Web Form in addition to technical support from local sales channels; License replacement service; Free Product Update Releases (Z digits); Critical Fixes Rollups; and Access to the ICONICS Community Portal (ICP) for Product Downloads, Documentation, FAQ, Support Case Status, and training content. Includes one replacement key (damaged hardware copy protection key or software SITE KEY) per year provided plan is in effect. e-Care Plan is not available for 3rd-Party products such as Takebishi OPC Servers; these require STANDARD or PREMIER SupportWorX. e-Care does not include telephone technical support from ICONICS Global Support and Service personnel. Upgrades for YY digits can be purchased for a one-time fee at 25% of the list price of the product with model numbers UPSYSxxx.

Purchase a SupportWorX e-Care plan for an annual fee of 10% of the list price of products in the plan.

2.2. SupportWorX Standard Plan

The SupportWorX STANDARD Plan provides telephone technical support from the customer's regional ICONICS Global Support and Services Center; Free Product Enhancements and Updates Releases (YY and Z digits) within a Product Family; Critical Fixes Rollups; Invitation to official ICONICS Beta Programs; Access to the ICONICS Community Portal for Product Downloads, Documentation, FAQ, Support Case Initiation via the ICP Web Form, for Support Case Status, and training content; Plus one replacement key (damaged hardware copy protection key or software SITE KEY) per year provided plan is in effect. Plan may be renewed on an annual basis. Prepaid Multi-Year Plans up to 10 years are available for a discount at 12.5% per year. *Multi-year SupportWorX Standard Plans require payment at time of purchase for all years covered by the plan. New Licenses added require purchase of SupportWorX for remainder of Plan. . .*

Optional purchases for SupportWorX Standard Subscribers:

- 24 x 7 Emergency Support. Refer to local sales channel for fee amount
- Annual Test/Development Subscription at 20% of the list price of the products included

Purchase a SupportWorX Standard plan for an annual fee of 15% of the list price of products in the plan.

2.3. SupportWorX Premier Plan

SupportWorX PREMIER Plan covers all active products for an End-User. It provides telephone technical support from any ICONICS Global Support and Services Center worldwide (business hours); Free Product updates for Major, Enhancement and Update Releases (XX and YY and Z digits) within a Product Family; Critical Fixes Rollups; Synchronized Renewals so that SupportWorX plans for all licenses on-site expire on the same date for administration efficiency; Free support for new licenses purchased after the first anniversary date through the following annual renewal date; Invitation to official ICONICS Beta Programs; 30% discount on Official ICONICS Training Classes; access to the ICONICS Community Portal for Product Downloads, Documentation, FAQ, Support Case Initiation via the ICP Web Form, for Support Case Status, and training content; plus one replacement key (damaged hardware copy protection key or software SITE KEY) per year provided plan is in effect. SupportWorX PREMIER Plans require that all licenses owned by the end user must be on the Plan. Prepaid Multi-Year Plans up to 10 years are available for a discount at 17.5% per year. Multi-year SupportWorX Plans require payment at time of purchase for all years covered by the plan. New licenses purchased after instatement of a Multi-year SupportWorX PREMIER Plan must be added to the SupportWorX PREMIER Plan by making an additional payment equal to 17.5% of the List Price for each product for each full year remaining in the Multi-year PREMIER SupportWorX plan.

Optional purchases for SupportWorX Standard Subscribers:

- 24 x 7 Emergency Support at a discounted price. Refer to local sales channel for fee amount
- Annual Test/Development Subscription at 10% of the list price of products included in a system
- Annual ICO360-EndUser license for Test/Development with a standard license profile for one server
- Prepaid Application Services. Purchase 40 hours at a discount

Purchase a SupportWorX Premier plan for an annual fee of 20% of the list price of products in the plan.

2.4. SupportWorX for Subscriptions Plan

The SupportWorX for Subscriptions Plan is included as a service of an ICONICS Subscription (aka Term License). The SupportWorX for Subscriptions Plan includes telephone technical support from ICONICS Global Support and Services Centers worldwide (business hours); Free Product Enhancements and Updates Releases (YY and Z digits) within a Product Family; Critical Fixes Rollups; Invitation to official ICONICS Beta Programs; 30% discount on Official ICONICS Training Classes; and access to the ICONICS Community Portal for Product Downloads, Documentation, FAQ, Support Case Status, and training content; plus one replacement key (damaged hardware copy protection key or software SITE KEY) per year provided plan is in effect. Subscription fees for products added to a subscription mid-term are prorated and due at the time of delivery for the balance of the Subscription Plan period to allow for synchronized renewal dates and fees.

Optional purchases for SupportWorX for Subscriptions Subscribers:

- 24 x 7 Emergency Support. Refer to local sales channel for fee amount
- Annual Test/Development Subscription at 20% of the list price of the products included

There is no additional annual fee; Support is included in the base Subscription Plan.

Table 1. SupportWorX Plans Comparison

	e-Care	Standard	Subscription	Premier
1-Year Plan	**10% Per Year**	**15% Per Year**	**Included**	**20% Per Year**
Multi-Year Plan (When Prepaid 100% in advance)	N/A	12.5% Per Year	Included	17.5% Per Year
Support Level	Community Portal Only	Telephone and email Regional	Telephone and email Regional	Telephone and email Global
License Replacement: For Lost Software Key or Damaged Hardware Key. One replacement per license per Plan year.	Yes	Yes	Yes	Yes
Access Community Portal for Online Knowledge Base	Yes	Yes	Yes	Yes
Product Maintenance: Critical Fixes Rollups	Yes	Yes	Yes	Yes
Product Updates: "Z" digit *Product Update Release*	Yes	Yes	Yes	Yes
Product Enhancement Releases Provides: • "Y" digit *Product Enhancement Release*	25% of List Price of New Version, PLUS an active or new SupportWorX Plan	Yes	Yes	Yes
Telephone and Email Support during Business Hours	No	**Yes** **Local Region**	**Yes** **Local Region**	**YES** **Follow the Sun**
Invitation to Beta Programs	No	Yes	Yes	Yes
Major New Feature Releases[1]. Provides: • "X" digit *Major Product Release*[1]	No	25% of List Price of New Version, PLUS an active or new SupportWorX Plan[1]	25% of the List Price of New Version[1]	**INCLUDED** **FREE**
Synchronized Renewals: All SupportWorX plans on-site expire on the same date for administration efficiency.	No	Available at Renewal	Included with Subscription	**Yes**
Free SupportWorX for New Licenses Added During SupportWorX Plan Period Multi-year plans require payment for full years remaining in the multi-year plan at the time of purchase of the additional licenses.	No	No	Included with Subscription	**Yes**
Discount on ICONICS Training	No	No	**30% Discount**	**30% Discount**
24 x 7 Emergency Support Option Emergency support 24x7 by ICONICS Global Technical Support Team. One-year subscription.	No	**Annual Fee** Consult Local Sales Channel	**Annual Fee** Consult Local Sales Channel	**Discounted Fee** Consult Local Sales Channel
Annual Prepaid Engineering Services Package Option Once per year, provides 40 hours of services of an ICONICS Factory Application Engineer to work on tasks as assigned by customer. Services can cover a broad spectrum but might include technology planning, architecture review, onsite customized training	No	No	No	**Discounted Annual Fee**
Development/Test System Option - Annual Fee Option Provides a duplicate license for purposes of engineering development, test, and quality assurance available as a percentage of the list price of a system owned by the end user as a one-year subscription service.	No	**Annual Fee** **20% of List Price**	**Annual Fee** **20% of List Price**	**Annual Fee** **10% of List Price**

1. Limited to products within the same product Family. Refer to section 8. A separate fee is required for upgrades from GENESIS32 to GENESISIS64 products. Please ask your sales channel for a quotation.

2.5. SupportWorX SIP Reseller Plan

System integrators who have purchased a SIP Plan from ICONICS may purchase and resell a SupportWorX Plan to their end user. System integrators with valid SIP Plans in effect may request to defer the starting date of a SupportWorX Plan for their end user for up to 180 days (6 months) from date of initial product shipment from ICONICS. *This request must be made at the time of initial order of the products and SupportWorX Plan and complete End User information must be provided.*

2.6. Test/Development Subscription Option

The SupportWorX Premier, Standard, and Subscription Plans provide an option to purchase a one-year renewable duplicate end user license for the purposes of engineering development, test, and quality assurance purposes. It is not permitted for use in production applications. The annual subscription fee is a percentage of the list price of the models included in the Test/Development subscription. There are three versions; each must be configured to match the specific license requirements of the customer system:

Premier: Order as **DEVSYS-PREMIER SUB365**. This is available only to Premier Plan Subscribers. Match one or a combination of existing end user system licenses for an annual fee of 10% of the list price of the products in a system. New licenses purchased and added to a SupportWorX Premier Plan may be added to the DEVSYS-PREMIER Subscription at no charge until renewal date upon request to ICONICS.

Standard: Order as **DEVSYS-STD SUB365**. This is available only to Standard Plan Subscribers. Match one or a combination of existing end user system licenses for an annual fee of 20% of the list price of the products in a system.

Subscription: Order as **DEVSYS-SUBSCRIPTION SUB365**. This is available only to Standard Plan Subscribers. Match one the licenses in an existing subscription for an annual fee of 25% of the list price of the products in a subscription.

2.7. Catch-Up Fee

If SupportWorX was never purchased, or if a SupportWorX Plan is allowed to lapse, then a catch-up fee will be applied to reinstate SupportWorX. The catch-up fee will be equal to 5% of the total current applicable list price of the products for each partial year of non-coverage (*up to 3 full years maximum*). Note that a customer has the option to backdate an expired SupportWorX plan for up to six month; in these cases, the plan dates must be back to back with the expired plan in order to waive catch-up fees that are otherwise due.

2.8. Renewals

ICONICS SupportWorX subscribers will receive notification at least 30 days before the expiration of their plan. This notification will go to the person who has been designated as the contact person at the time of initial order placement. The cost of renewing the plan depends upon the SupportWorX Plan that is in place, and the then-current list price of products covered. Please contact an ICONICS Business Development Manager, ICONICS Sales representative or your local representative or distributor for a proposal.

2.9. Transfer of Licenses

The ICONICS License Agreement requires ICONICS written authorization to transfer licenses from the original End User (Transferor) to a different company (Transferee). Transferor shall provide ICONICS with a list of licenses to be transferred. Transferee shall sign a form of agreement "Transfer of ICONICS Licenses" to complete the transfer. Transfer of licenses within the same legal entity is permitted without prior written authorization; End User should provide notice to ICONICS of license transfers from site to site.

2.10. SupportWorX OEM Plan

Entities that have executed an official ICONICS "OEM Agreement" may purchase a special one-year OEM SupportWorX Plan from ICONICS for licenses they purchase for resale. There are four different levels of OEM SupportWorX based on annual purchases from ICONICS:
OEM SupportWorX-Lite, **OEM SupportWorX-5, OEM SupportWorX-10, OEM SupportWorX+**

Each OEM SupportWorX Plan includes:

- Access to ICONICS Telephone Technical Support Engineers
- Two development licenses for internal use only: valid for one-year
- ICONICS Community Portal access including: product downloads, the ICONICS Knowledge Base, Application Notes, Videos, Customer Forum, Whitepapers, and Documentation
- FREE Product Enhancement and Update releases ("Y" and "Z" digits) for licenses purchased under an OEM SupportWorX Plan within the same ICONICS product family. *Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.*
- Invitation to official ICONICS Beta Programs
- Debugging of up to 10 lines of automation code
- One free seat at an official ICONICS Training Class

2.10.1. OEM SupportWorX-Lite

This plan is available to OEM's who purchase up to $25,000 in licenses in a typical year.

- Five license replacements per year total (lost software key or damaged hardware key) during the annual term of the plan
- Option to purchase version upgrades for other licenses at 50% of license list price.

2.10.2. OEM SupportWorX-5

This plan is available to OEM's who purchase up to $50,000 net in licenses in a typical year.

- FREE Major Release product upgrades within the same ICONICS product family for licenses shipped within prior twelve (12) months while OEM SupportWorX Plan is active, provided the Plan is in full effect at the time of upgrade ("X" and "Y" Digits)
- Option to purchase version upgrades for other licenses at 50% of license list price.
- One free license replacement per license per year (lost software key or damaged hardware key) during the annual term of the plan

2.10.3. OEM SupportWorX-10

This plan is available to OEM's who purchase up to $100,000 net in licenses in a typical year.

- FREE Major Release product upgrades within the same ICONICS product family for licenses shipped within prior twelve (12) months while OEM SupportWorX Plan is active, provided the Plan is in full effect at the time of upgrade ("X" and "Y" Digits)
- Option to purchase version upgrades for other licenses at 25% of license list price.
- One free license replacement per license per year (lost software key or damaged hardware key) during the annual term of the plan

2.10.4. OEM SupportWorX+

This plan is available to OEM's who purchase in excess of $100,000 net in licenses in a typical year.

- FREE Major Release product upgrades within the same ICONICS product family for licenses of any age so long as they were originally purchased while an OEM SupportWorX+ Plan was active ("X" and "Y" Digits)
- One free license replacement per license per year (lost software key or damaged hardware key) during the annual term of the plan
- Up to five free seats at an official ICONICS Training Class

3. Community Portal

ICONICS has developed the ICONICS Community Portal as a one-stop Portal for all of your support needs. Here you can search the ICONICS Knowledgebase, review Application Notes, watch videos on various ICONICS products, visit the Customer Forum, download software updates and products, open a new Tech Support Case, and see Frequently Asked Questions. You can also see your active SupportWorX Plans and your Support Cases. Just go to http://getconnected.iconics.com to get started today!

4. Global Technical Support

ICONICS customers may obtain technical support in several different ways. First-Line Support is through your local ICONICS representative or distributor. You may also contact ICONICS' Support Engineers directly by phone, email, or our website.

4.1. Local ICONICS Representative and Distributor Support

First-Line Support is through your local ICONICS representative or distributor. ICONICS representatives and distributors are among the best in our industry. These organizations work very closely with the main ICONICS support center to resolve customer issues. Representatives and distributors are required to update their ICONICS training each year in order to maintain authorized status. To locate your nearest representative or distributor, please visit the ICONICS website at www.iconics.com and select Sales Channels from the Company menu.

4.2. ICONICS Global Support Centers

ICONICS support personnel hold degrees in either engineering or computer science. ICONICS Support Engineers undergo intensive classroom training and spend valuable time in our test laboratories, gaining hands-on experience before joining our technical support group. SupportWorX Standard and SupportWorX Premier Plan customers especially can take advantage of our Global Support Centers, as they have the ability to call any of the ICONICS Global Support Centers directly during normal business hours.

4.3. Telephone Support

ICONICS has three primary support centers around the world. Support is available Monday through Friday, year-round, except for the observance of local holidays and official ICONICS holidays. ICONICS support centers handle calls on a first-come, first-served basis. ICONICS seeks to respond to calls within two hours during normal business hours, which are listed in the following table.

Americas (United States): +1 508-543-8600 or	8:00 AM – 5:30 PM Eastern Standard Time
Europe (Czech Republic): +420 377 183 420	8:00 AM – 6:00 PM European Central Time
Asia Pacific (Australia): +61 2 9605 1333	9:00 AM – 6:00 PM Australian Eastern Time

Please Note: Germany customers should call the German Support Center at: Telephone +49 (0) 2241 16508 22; Fax +49 (0) 2241 16508 12.

United Kingdom customers should call the UK Support Center at: Telephone +44 (0) 1384 246 700; Fax +44 (0) 1384 246 701; Web: www.iconics-uk.com; or email at: support@iconics-uk.com.

To ensure your case receives prompt attention, please have the following information available when calling:

- Your SupportWorX Plan Number
- Your Product Registration Number or Serial Number
- A PC available for tests and diagnostics
- The product documentation, in case the Support Engineer needs to point out some settings
- A clear understanding about the issue and how it is reproduced. Please be sure you will be able to answer some basic questions about the application and software.
- The version of your operating system and the installed ICONICS product(s)
- OPC server or any relevant third-party software information

4.4. Email Support

The ICONICS support center email addresses are:

- **Americas:** Support@ICONICS.com
- **Europe:** EuropeSupport@ICONICS.com
- **Asia Pacific:** PacificRimSupport@ICONICS.com

Please include your SupportWorX Plan Number and Product Registration Number or Serial Number when sending your message. Email requests will be answered on a first-come, first-served basis, depending on priority.

4.5. Voicemail Support

Voicemail may be left in the ICONICS general support voicemail. Please provide complete details about your SupportWorX Plan Number and Product Registration Number or Serial Number when leaving a message. Voicemail requests will be answered on a first-come, first-served basis. Please consider using the ICONICS Community Portal to open a case when possible instead of voicemail to reduce the likelihood of misunderstanding.

4.6. Online Support

Many tools and utilities are available on the ICONICS website and the ICONICS Community Portal that may help in building your application. The website also features many up-to-the-minute Service Packs and Hot Fixes that can be downloaded. Access to the ICONICS online support services is also available to all users. Customers may submit questions electronically via the ICONICS Web Support page by selecting the Open a Support Case link on the Support menu of the ICONICS Community Portal (*log in required*).

4.7. Support after Business Hours

For after-hours support, simply leave a message at one of our Support Centers, fill out the aforementioned Action Report from partners.iconics.com, or send an email to your regional support email address. Your call will be responded to during business hours. An optional 24 x 7 Emergency Support Plan is available for purchase by SupportWorX Standard and SupportWorX Premier customers.

4.8. Browsing the ICONICS Knowledgebase

The ICONICS online Knowledgebase, which is located in the ICONICS Community Portal, contains hundreds of known product questions and answers. These questions have been developed over the years by our Support Engineers and most valued customers. The database includes solutions, tips and tricks, and frequently asked questions (FAQ's) on all of the ICONICS products. Please visit partners.iconics.com and go to *Knowledgebase* found under the Support menu for access. *This service is available only to customers with an active SupportWorX Plan*. Please contact your local ICONICS distributor or representative for more details or call ICONICS at +1 508-543-8600 to speak to an Inside Sales representative.

5. 24 x 7 Emergency Support Option

Customers paying for Standard, Premier or Subscription SupportWorX Plans are entitled to purchase optional after-hours emergency telephone technical support day and night around the world 24 hours a day, seven days a week. Upon enrollment in the 24 x 7 option, the customer is provided with a 24 x 7 toll-free (in the USA) support telephone number for use when local support centers are not open. Emergencies are generally defined as "entire system down", where an ICONICS product feature is malfunctioning, resulting in production outage. The objective of the off hours support is to restore the system to an operating state. It is expected that any further analysis of the situation or issue will be conducted during normal working hours.

6. License Replacement

ICONICS will replace lost software keys or damaged hardware keys free of charge for 90 days from date of product shipment. Thereafter, ICONICS will only replace lost software keys or damaged hardware keys when a valid SupportWorX Plan is in place or if a one-time license replacement only service fee equal to 10% of the list price of the products on the license is paid, plus cost of hardware key if applicable.

SAFEGUARD YOUR LICENSE. For more information, please refer to the application note on the product DVD or CD called "Licensing – Do's and Don'ts". This application note can also be found in the Info Center section of the ICONICS Web Licensing Utility.

6.1. Lost Your License?

If you suspect you have lost your license, open the ICONICS License Utility and check View License. If your license is visible, please contact ICONICS Technical Support for troubleshooting.

If your license is not visible in the ICONICS License Utility on your machine, then you will need to complete the ICONICS Key Replacement Form. To find the form, go to www.iconics.com/supportworx and click on the License Product link on the right menu. Then click the Key Replacement link on the left menu.

6.2. Emergency Licenses

ICONICS is dedicated to replacing your lost software key or damaged hardware key as quickly as possible. If necessary, you may activate one of the following temporary licenses.

- **60-day emergency license** – With all Version 9.1 and higher license purchases, ICONICS provides a 60-day emergency license that can be activated via the ICONICS Web Licensing utility. Once the permanent license has been replaced, the 60-day emergency license will be made available again for future use.
- **30-day trial/emergency license** – Many ICONICS products include a 30-day trial/emergency license that can be found in the ICONICS License Utility on your machine.

7. Case Management

ICONICS Support Centers are using advanced information systems to track and manage customer issues. Each case is logged into the system, and the customer is provided with a case tracking number that can be used as a reference for future discussion. If during a phone call there are multiple issues, multiple tracking numbers will be generated. Cases are analyzed and worked on as support engineers become available. Responses are prioritized based on the level of severity, Critical to Low and further based on the level of the end users SupportWorX plan, Premier plans first, to Standard to e-Care.

Issues will be prioritized according to the criteria in the following table.

Priority	Description	Resolution Approach
Critical	- System is down - Plant is shut down - Issue is otherwise extremely urgent for customer	The case will immediately be assigned to a Support Engineer for diagnosis and debugging. When possible, a proposed solution or workaround will be provided verbally or via email. In the event the customer cannot physically implement the suggestion, the case will be downgraded until further notice. CRITICAL issues will receive ICONICS Support Manager coordination.
High	- Product is not functioning as expected. Workaround is not available or is not suitable for customer - Issue that might cause problems at several sites - Issue is urgent for customer	The case will be followed assuming that no CRITICAL issues are active. A HIGH priority issue can be downgraded if the customer cannot physically implement a workaround or install an available Hot Fix. The customer will receive verbal or email updates about the status of this issue.
Medium	- Product is not functioning as expected, but a workaround is possible and suitable - Product question	The case will be followed assuming that no CRITICAL or HIGH priority issues are active. The customer will receive verbal or email updates about the status of this issue or notification about a Hot Fix solution.
Low	- Informational question - Customer lets us know that issue is of low priority	The case will be followed assuming that no other higher priority issues are active. The customer will receive verbal or email updates about the status of this issue or notification about a Hot Fix solution.

8. Product Lifecycle

8.1. ICONICS Product Families

ICONICS Product Families include: ICONICS Suite (64), GENESIS32 and Other as follows:

ICONICS Suite (64)	
GENESIS64	ReportWorX
Hyper Historian	BridgeWorX
AnalytiX	IoTWorX

GENESIS32
GENESIS32
Embedded GENESIS32
BizViz (32)

Other
OPC Servers
OPC Servers (UA)
Toolkits

8.2. Product Lifecycle and Support

The level of support services available for each ICONICS product varies with both the age of the product and the type of SupportWorX Plan. ICONICS' general policies are:

- **Engineering Support**
  - Enhancement and Update Releases (YY.Z): **4 years** of Engineering Support from date of release [5]
    - Example: Version 10.95.5 was released May 2019. Support for 10.95.5 ends May 2023
    - Example: Version 10.95.6 was released September 2020. Support for 10.95.6 ends September 2024
  - Security Patches: **6 years** of Engineering support
- **Technical Support**: **10 years** of Technical Support for the current release of each Major Version
- **License Support**: As long as technically possible

Release Dates for Major Versions[1, 2, 3]					
Product	Version	Release Date	Product	Version	Release Date
ICONICS Suite (64)	10.60	Jul 2011	GENESIS32/BizViz[5]	9.22	Jul 2011
ICONICS Suite (64)	10.61	Dec 2011	GENESIS32/BizViz	9.30	Oct 2013
ICONICS Suite (64)	10.70	Jul 2012	GENESIS32/BizViz	9.35	Aug 2014
ICONICS Suite (64)	10.80	Sep 2013	GENESIS32/BizViz	9.4	Nov 2015
ICONICS Suite (64)	10.85	Aug 2014	GENESIS32/BizViz	9.5	Jul 2017
ICONICS Suite (64)	10.90	Jan 2016	GENESIS32/BizViz	9.6	Apr 2020
ICONICS Suite (64) (including IoTWorX)	10.95	Jun 2017	GENESIS32/BizViz	9.7	Jun 2021
ICONICS Suite (64) (including IoTWorX)	10.96.0	Dec 2019	Toolkits (ActiveX)	8	Sep 2006
ICONICS Suite (64) (including IoTWorX)	10.96.1	Jul 2020	Toolkits (OPC)	3.5	Apr 2009
ICONICS Suite (64) (including IoTWorX)	10.96.2	Dec 2020	Modbus OPC Server	3.8	Jul 2020
ICONICS Suite (64) (including IoTWorX)	10.97.0	Feb 2021	OPC Servers (UA) [4]	5.5	Jul 2011

1. License Support: Software and hardware license support and replacement based on availability
2. Technical Support: See Section 6 for additional information
3. Engineering Support: Entails potential changes to the source code of a product
4. Support for obsolete "ICONICS OPC UA Server" models ends at Kepware version 5.5
5. Support for GENESIS32 and BizViz may be limited by unforeseen changes within Microsoft's roadmap

8.3. Product Upgrades

Customers with a valid SupportWorX Plan are eligible to receive product upgrades within the same ICONICS product family when released based on the following:

ICONICS software version numbers are in the format of **XX.YY.Z.** The **XX** digits are the Major Release version number. The **YY** digits indicate an Enhancement Release, and the **Z** digit indicates an Update Release. (Lack of a Z digit in a version number implies a zero for the Z digit. For example, 10.96 is equivalent to 10.96.0.) ICONICS periodically releases Critical Fixes Rollup packs (CFR) that go with a particular Z release. **XX** and **YY** digits are licensed and are available for purchase, and at no charge to SupportWorX Premier and SupportWorX Standard subscribers respectively according to the plan privileges described in section 3.

Customers without a SupportWorX Plan may purchase product upgrades within the same ICONICS product family at 25% of the then current list price of the new version plus a SupportWorX Plan; catch-up fees are waived in this case.

e-Care and Basic subscribers may purchase product upgrades within the same ICONICS product family at 25% of the then current list price of the new version; Alternatively, they can upgrade their existing SupportWorX Plan to a Plan that includes the new version.

NOTE: No product upgrades are available for Product Family "OPC Servers (UA)" beyond version 5.5.

8.4. Critical Fixes Rollup Releases and Hot Fixes

Critical Fixes Rollup releases are thoroughly tested to ensure compatibility and stability. To help ensure stability, they only include fixes for issues of high severity and do not include new features. Documentation is included with each Critical Fixes Rollup that describes the changes made for each rollup. Users are encouraged to install each Critical Fixes Rollup for their release whenever possible for the best experience.

Each Critical Fixes Rollup is designed to be applied to a particular Z release. Critical Fixes Rollups are cumulative and are designed to be installed on top of the original unpatched Z release or on top of any of the previous rollups for that Z release. For example, Critical Fixes Rollup 2 for 10.96.1 can be installed on top of 10.96.1 (with no rollups) or 10.96.1 with Rollup 1. It cannot be installed on top of 10.96 or 10.96.2. Because they are cumulative and can be installed on top of previous rollups, only the latest Critical Fixes Rollup for a particular Z release is made available for download at a given time.

Critical Fixes Rollups are available for products of version 10.96 or later.

Hot fixes are a package of one or more binary files that the user must apply manually to their system. ***Users are required to carefully read the "Readme" file before installing any hot fixes.*** Users should also make a backup of the binary files being replaced, per the instructions in the readme file. Hot fixes are designed to fix specific issues in each particular binary file or set of binary files. Users are encouraged to apply each hot fix only if they are experiencing the specific issue described in the hot fix's readme file.

Hot fixes are available for products of version 10.95 and earlier (including version 9).

Both Critical Fixes Rollups and hot fixes are available for download through the ICONICS Community Portal at partners.iconics.com.

9. Training

9.1. Introduction to Training Programs

An investment in ICONICS training will save a great deal of time in the long run. ICONICS training classes are packed with hands-on, in-depth interaction with the products. Tips and shortcuts offered by ICONICS' expert instructors will help you quickly and efficiently develop your applications. Product training is offered in various formats to cater to the varying needs of our customers and partners – from online instructor-led courses, to self-service how-to videos, to full classroom training in professional training centers around the world, the choice is yours.

9.2. Online and Classroom Training

ICONICS is dedicated to providing the highest quality of training. We offer an array of training courses on ICONICS' GENESIS64, Hyper Historian, and Analytics product suites. ICONICS' training schedule and descriptions of our training courses can be found at iconics.com/training. Official ICONICS training is scheduled at ICONICS' three global support centers and other ICONICS offices as announced. In addition, courses may be conducted at certified training centers, which may include distributor, representative and system integrator locations. Custom training courses are available on request. On-site training may be conducted at customer locations. For additional information, please contact any ICONICS sales office.

9.3. ICONICS Institute Training Videos

ICONICS Institute is our free online learning platform designed to help you build your skills across the full spectrum of ICONICS software. You can now learn how to develop your skills in advanced visualization and control solutions, with ICONICS software, from the comfort and convenience of your home or office. The ICONICS Institute will equip you with the knowledge of how to use ICONICS software through guided video tutorials, narrated by our software experts. Our videos are divided into easy-to-follow courses that teach all the relevant skills for a given topic from start to finish. The training videos are recommended for technical personnel, from System Integrators to end users, and can be used at the start of an installation or for more advanced tips and tricks. Start learning today at iconics.com/icoinstitute.

9.4. Training Cancellation Policy

You may cancel your training class registration provided you notify ICONICS via email at least 10 business days in advance of the first day of the class. All cancellations must be in writing and emailed to orders@iconics.com. In the event you cannot cancel your registration within the allowed time frame, you will be responsible for the full charges of the class. In this case, you will be able to attend another comparable ICONICS class over the immediately following four-month period.

NOTE: ICONICS reserves the right to reschedule published classes up to two business weeks prior to the scheduled session.

9.5. Worldwide Training Centers

All courses are conducted in the English language except that ICONICS France conducts courses in the French language and courses in Germany are conducted primarily in the German language.

USA **ICONICS HQ** 100 Foxborough Boulevard Foxborough, MA 02035 USA Tel: +1 508 543 8600 Fax: +1 508 543 1503 Email: info@iconics.com	**Czech Republic** ICONICS Europe BV SRO Czech Republic Klatovska 22 301 00 Plzen Czech Republic Tel: +420 37 718 3420 Fax: +420 37 718 3424 Email: czech@iconics.com	**United Kingdom** ICONICS UK LTD Darwin House The Pensnett Estate Kingswinford, West Midlands DY6 7YB United Kingdom Tel: +44 138 427 5500 Fax: +44 138 440 1642 Email: info@iconics-uk.com Please Note: UK Training Center course attendance is limited to United Kingdom customers and sales channels unless prior arrangements have been made with ICONICS UK. Contact your regional ICONICS office or ICONICS UK for more information.
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10. System Integrator Program

The ICONICS System Integrator Program (SIP) provides members access to ICONICS technical support, the ICONICS Community Portal for product updates, knowledge database and more. Enrolled and Certified members have telephone access to expert ICONICS technical support personnel, while Registered SI's receive support via the ICONICS Community Portal.

ICONICS SIP members receive credentials to access the ICONICS Community Portal and receive technical support to assist in their project development. An End-User SupportWorX Agreement is required for support after licenses have been shipped by ICONICS. SIP Member must provide the End User's ICONICS SupportWorX Plan Number to receive technical support from ICONICS' Global Support Centers, for lost license key replacement, and product upgrades.

Members are authorized to resell ICONICS products with Warranty and Sub-License privileges, as outlined in the SIP Reseller Agreement (SIRA). Enrolled Members and above are entitled to the privilege to resell ICONICS SupportWorX Plans to end user customers with the option to defer effective dates of SupportWorX Plans that are purchased for resale by up to 180 days.

The ICONICS System Integrator program is segmented into four tiered levels: Registered, Enrolled, Certified, and Gold Certified. The increasing levels of the ICONICS SI program differentiates SIP members based on their level of training and history of delivering quality solutions using ICONICS software.



Training and technical support are the foundation for the success of our System Integrators. ICONICS provides a variety of training and support options for System Integrators participating in the ICONICS' System Integrator Program. To complement SI's own value-added integration, ICONICS offers project design and development support through ICONICS Quality Professional Services ("QPS").

The ICONICS Registered System Integrator level offers System Integrators a zero-cost option to enter the program and provides a 12-month development software package with 2-hour resettable runtime and access to eCare support and training options through the ICONICS Institute video training.

Enrolled System Integrators receive a number of technical support benefits including phone, email and ICONICS Community Portal access to the ICONICS support team and advanced development licenses. Partner Level Certification is available to Enrolled and above Members who have participated in ICONICS training and are delivering ICONICS solutions for their customers. Members receive software development tools for development of demonstration and test systems; world class support and training

to enable them to provide exceptional services and create value added projects, and a certificate to demonstrate their company's proficiency with ICONICS products.

Achieving Certification in the ICONICS System Integrator Program involves both the company and the individual SI developers. We recognize that System Integrators should be trained on the products they use and to also demonstrate their broader industry knowledge by delivering quality solutions for their customers.

For a company to achieve Certified or Gold Certified status, a prescribed number of developers must successfully complete training for specific ICONICS products. Additionally, we require our System Integrators to demonstrate their capabilities through validated customer references for their recent ICONICS projects. and are earned based on personnel training certifications and the number of reference projects completed. The Certification level of each System Integrator company is promoted on ICONICS' website and a certification badge is provided so each SIP company can promote its well-earned achievement.

Visit our website at System Integrator Program | ICONICS Software Solutions for more details on the System Integrator Program.

11. Quality Professional Services (QPS) Support

There are times when applications require customization or specialized startup assistance. This can become a time-consuming task for new users or new System integrators who are unfamiliar with the software. In these situations, SI's can work directly with applications engineers from the ICONICS Quality Professional Services (QPS) team to receive the services of a highly skilled team of application Support Engineers. The goal of this type of support goes beyond problem solving and provides a collaborative effort between the System Integrator, Customer and ICONICS staff on a Time and Expense basis, or with mutual agreement for fixed-scope projects.

SupportWorX **Quality Professional Services (QPS)** Support is available on a first-come, first-served basis. Fees are charged at an hourly rate plus expenses. Possible uses for this service include:

- Architectural guidance
- Pilot Project Collaboration
- Startup assistance
- Custom Training
- Script debugging

If travel is required, then there will be an additional charge for travel, food and lodging expenses plus a 10% administration charge. A signed "Quality Professional Services Agreement" is required along with a 50% deposit on all services prior to any travel being booked or services being provided. Please allow at least two weeks for arrangements prior to when you need the services performed. Please consult ICONICS or your local sales channel for pricing.

12. Upgrading SupportWorX Plans

Customers may add products to an existing Plan or upgrade Plans according to the policies in this section. Customers may upgrade their SupportWorX Plan at time of renewal at their option. If an upgrade is desired within a plan year, then please consult ICONICS for a pro-rated quotation.

12.1. Upgrading to a Multi-Year Plan

Customers may upgrade their SupportWorX Plan to a Multi-Year Plan at time of renewal at their option. If an upgrade is desired within a plan year, then please consult ICONICS for a pro-rated quotation. Multi-Year Plans provide a discount for pre-payment and require purchase for pre-payment of the amounts due for the entire plan period. New licenses added under an existing Multi-Year Plan require payment of Support for each full year of the remaining multi-year plan.

12.2. Synchronizing Plan Dates for e-Care and Standard Plans

Customers may choose to synchronize their SupportWorX Plans. Please consult your ICONICS sales channel for a pro-rated quotation.

When adding additional products to an existing e-Care or Standard Plan, customer may choose to extend the expiration their existing SupportWorX Plan by one year from time of new order; this requires a minimum of a full year renewal period on at least one of the existing plans.

Alternatively, a customer may make a prorated payment for SupportWorX on the newly added products, due at the time of delivery, for the balance of the existing Plan period.

12.3. Upgrading from SupportWorX 2015 to SupportWorX 2021 Plans

Effective March 1, 2021, all ***new*** SupportWorX Plans will be under the SupportWorX 2021 Program. Existing SupportWorX Plan Holders under the SupportWorX 2015 programs (Basic, Site, Enterprise) will be "Grandfathered" for the balance of their existing SupportWorX Plan Periods, plus one additional renewal. Effective March 1, 2022 renewals of Basic, Site and Enterprise Plans are discontinued.

Upgrades are typically completed upon renewal. A customer may choose to upgrade mid-term; Please consult ICONICS for a pro-rated quotation

12.4. Legacy SupportWorX Plans from 2015 SupportWorX Guide

The following plans were published in the 2015 SupportWorX guide and remain active for renewals of existing SupportWorX Subscriptions through February 28, 2022. Plans may be renewed until that date for one year, or up to five years prepaid with the multi-year discount and multi-year plan terms of the SupportWorX 2015 program. These Plans are no longer available for new SupportWorX Subscriptions as of March 1, 2021.

12.4.1. SupportWorX Basic Plan 2015 (Legacy)

This Plan is available for renewals through February 28, 2022. It is no longer available for new plans

The SupportWorX Basic Plan includes access to:

- ICONICS Technical Support Engineers via email or the Web
- Level-2 (Senior Support Engineer) Telephone Technical Support Engineers. Customers contacting our support department will typically receive a response the same day (up to three days maximum).
- ICONICS Community Portal access including: the ICONICS Knowledgebase, Application Notes, Videos, Customer Forum, Whitepapers, Documentation and much more!
- Debugging of up to 10 lines of VBA or other automation code
- One free license replacement per license per year (lost software key or damaged hardware key) during the annual term of the plan
- FREE Maintenance and Enhancement releases for your current version following the X.YZ version format. "Y" and "Z" digits are included. Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.
- "X" New Feature Releases are NOT included in the Basic Plan.
- Cost of this one-year plan is 10% of the total current applicable list price of all products covered, provided the plan is purchased within 30 days from the date of product shipment. Plan may be renewed on an annual basis for an additional 10% charge. See Section 5.7 when purchasing SupportWorX for the first time or if SupportWorX has lapsed in the past.

12.4.2. SupportWorX Site Plan 2015 (Legacy)

This Plan is available for renewals through February 28, 2022. It is no longer available for new plans

The SupportWorX Site Plan (Legacy) may be purchased renewed by existing SupportWorX Subscribers through February 28, 2022 and is available as a 1-Year or Multi-year plan (up to 5 years). 1Please specify product registration numbers and serial numbers for all products to be covered.

The SupportWorX Site Plan includes all the SupportWorX Basic Plan services, plus:

- FREE Product Upgrades for Major New Feature Releases plus Maintenance and Enhancement Releases following the X.YZ version format. All three digits are included as part of the Site Plan. Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.
- Synchronized Renewals – all licenses on-site will expire on the same date for administration efficiency. Note: New licenses added to an active 1-Year SupportWorX Site Plan incur no support fees until time of annual renewal.
- Invitation to official ICONICS Beta Programs
- 30% discount on Official ICONICS Training Classes as published on the ICONICS website and held at an Authorized ICONICS Training Center
- 15% discount on ICONICS Quality Professional Services (QPS)
- Telephone support for current version and two major versions prior, provided that all service packs have been applied
- The right to call any of the three ICONICS Global Support Centers directly during normal business hours
- Optional 24 x 7 Emergency Support. Please contact ICONICS for pricing and more information.
- Cost of the one-year plan is 15% of the total current applicable list price of all products covered at one end-user location. A minimum first-year fee of $2,500 USD is required. See Section 5.7 when purchasing SupportWorX for the first time or if SupportWorX has lapsed in the past.
- Multi-year SupportWorX SITE plans may be purchased in advance for a 12.5% fee for each year of support, up to 5 years. A minimum first-year fee of $2,500 USD is required. New licenses purchased after instatement of the SupportWorX plan may be added to the SITE plan, provided that the customer makes an additional payment equal to 12.5% of the List Price of the Product for each license for each full year remaining in the Multi-year SITE plan. Multi-year plans require payment at time of purchase for all years covered by the plan.

12.4.3. SupportWorX Enterprise Plan 2015 (Legacy)

This Plan is available for renewals through February 28, 2022. It is no longer available for new plans

The SupportWorX Enterprise Plan (Legacy) may be purchased renewed by existing SupportWorX Subscribers through February 28, 2022 and is available as a 1-Year or Multi-year plan (up to 5 years). Please specify the product registration numbers and serial numbers for all products to be covered.

The SupportWorX Enterprise Plan includes all the SupportWorX Site Plan services, plus:

- Multiple Sites in Your Company
- FREE 24 x 7 Emergency Support (exclusively through telephone and email). Emergencies are generally defined as "entire system down," or an ICONICS product feature is malfunctioning, resulting in production outage.
- FREE 1-Week On-Site Training. This includes up to five concurrent days of on-site training for up to a maximum of 6 students (recommended). *The customer must pay 110% of the travel and living expenses for the trainer*.
- 50% discount on Official ICONICS Training Classes as published on the ICONICS website and held at an Authorized ICONICS Training Center
- 25% discount on ICONICS Quality Professional Services (QPS)
- Cost of the one-year plan is 15% of the total current applicable list price of all products covered at a single or multiple end-user locations. A minimum first-year fee of $25,000 USD is required. See Section 5.7 when purchasing SupportWorX for the first time or if SupportWorX has lapsed in the past.
- Multi-year SupportWorX ENTERPRISE plans may be purchased in advance for a 12.5% fee for each year of support, up to 5 years. A minimum first-year fee of $25,000 USD is required. New licenses purchased after instatement of the SupportWorX plan may be added to the ENTERPRISE plan, provided that the customer makes an additional payment equal to 12.5% of the List Price of the Product for each license for each full year remaining in the Multi-year ENTERPRISE plan. Multi-year plans require payment at time of purchase for all years covered by the plan.

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Founded in 1986, ICONICS, a group company of Mitsubishi Electric Corporation, is an award-winning global software provider offering real-time visualization, HMI/SCADA, energy management, fault detection, manufacturing intelligence, MES, and a suite of analytics solutions for operational excellence. ICONICS solutions are installed in 70 percent of the Global 500 companies around the world, helping customers to be more profitable, agile and efficient, to improve quality, and to be more sustainable.

ICONICS is leading the way in cloud-based solutions with its HMI/SCADA, analytics, mobile and data historian to help its customers embrace the Internet of Things (IoT). ICONICS products are used in manufacturing, building automation, oil and gas, renewable energy, utilities, water and wastewater, pharmaceuticals, automotive, and many other industries. ICONICS' advanced visualization, productivity, and sustainability solutions are built on its flagship products: GENESIS64™ HMI/SCADA, Hyper Historian™ plant historian, AnalytiX® solution suite, and MobileHMI™ mobile apps. Delivering information anytime, anywhere, ICONICS' solutions scale from the smallest standalone embedded projects to the largest enterprise applications.

ICONICS promotes an international culture of innovation, creativity, and excellence in product design, development, technical support, training, sales, and consulting services for end users, systems integrators, OEMs, and channel partners. ICONICS has over 375,000 applications installed in multiple industries worldwide.

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