



## **An Investment in Maintenance is an Investment in your Company's Future**

Cambridge Numerical Control believes that buying a CAD CAM system is not a simple purchasing decision, but rather the beginning of a long term partnership designed to provide increasing benefit to you over the years.

### **What the FeatureCAM Maintenance covers**

1. New releases of FeatureCAM.
2. Regular intermediate releases of products, downloadable from our updates site. These regular releases ensure that you are kept up to date with the latest developments in FeatureCAM. Regular releases enable users to keep on top of the latest functionality rather than having to take time out when large product upgrades occur.
3. Maintenance customers are provided with access to our highly skilled engineers who are able to discuss or demonstrate to them how to resolve particular programming problems.
4. Regular free training classes at our office
5. Modifications to post processors that we have supplied.

### **What the FeatureCAM Maintenance doesn't cover**

1. Any on-site work, if you want an Engineer to visit your company to look at particular issues it will be chargeable.

### **What happens if I do not renew my maintenance?**

1. You will be able to continue to run the versions of software released before your maintenance contract expired, however you will not be able to upgrade to the latest versions as they are released. This will mean that you are not able to take advantage of future product enhancements or have access to our expert support.
2. You will not be given any telephone, email or remote support by our Engineers. So if you have a problem using the FeatureCAM then your production schedule could suffer.
3. We will only modify or supply post processors if you are using the latest version of FeatureCAM. If you come off maintenance then you will need to renew it before we can supply additional post processors.
4. If you don't renew your FeatureCAM maintenance each year and then you wish to renew you will have to pay for all the missed years. So if you let the maintenance lapse for 3 years and then want to renew you would have to pay for the 3 years missed and the year going forward. Therefore if your annual maintenance fee was say £650 you would have to pay £2600 to get back on to maintenance.
5. If you prefer we can invoice the FeatureCAM maintenance on a quarterly agreement. Call our office to make quarterly payment arrangements.

### **Investing in your future**



By purchasing maintenance you are accessing Cambridge Numerical Control's technical support and latest technologies, which will help you drive your business forward. An investment in maintenance is an investment in your company's future.