

Important announcement on upgrade policy (paid service) and free software upgrade period

Summary

- Each **new** software license comes with **free upgrades** for a one-year period
- **Upgrade** = major version change (change of the first number in the version code, i.e., **X.y**) is a **paid service** accompanied by a **change of user code**
- **Update** = minor version change (change of second and later numbers in the version code, i.e., **x.Y**) is **free of charge**

Free software upgrade period

Each license purchased for our software products (including p/n C50, C50-xx C40, C59, C59-xx) comes with a **one-year period during which a free software upgrade** is available. This follows our End User License Agreement (EULA). The end user must register the software license on the [DataApex website](#) to be eligible for the free upgrade. We will send an email with a new user code to the email address that was used during registration.

The **reference day** for this free upgrade period is the day the user code was released, which is either the day of shipment from DataApex or the day the user code is emailed to a distributor. We understand that the time needed for goods to be delivered to the customer can vary, so the free upgrade period has a one-month tolerance (13 months in total). To ensure transparency, we indicate the free software upgrade period in **our delivery documents**.

Paid upgrade vs free updates

If an **upgrade = major version** of our software is released (as indicated by a change in the number before the dot, i.e., **X.y**), the **user code changes**, and a **payment is required** to obtain a new user code (unless the user is eligible to the one-year free software upgrade). The **updates = minor version** releases (indicated by a change in the number after the dot, i.e., **x.Y**) are provided **free of charge**.

Examples: 8.3 → 9.0 = paid upgrade, 8.6 → 8.8 = free update.

At DataApex, we aim to provide our customers with the latest software features for the best user experience. The last software version available for **free download** is **Clarity Chromatography Software version 8.8.1** (released in January 2023) and Clarity Lite Chromatography Software version 8.8 (released in November 2022). All customers with versions older than the above-listed versions can **update to these versions free of charge**. (*Note: This information is valid for Clarity (Lite) Chromatography Software; it might differ for OEM versions*).

Importantly, we sell and support only the **latest version** of our software. If you need to extend your **existing software license** by adding additional software modules (such as software extensions or control modules), a software upgrade to the latest version might be required, depending on your current software version.

Example: The latest software version is 9.0. You have version 8.3 and need to purchase an LC control module. For this, you will need to buy a software upgrade to the latest SW version.

Customer support

We want to assure you that our commitment to providing exceptional user support and technical assistance remains unchanged. Our team is always ready to answer any questions you may have and to guide you towards our extensive range of resources to help you get the most out of our software.

Please note that we only offer support for the latest software versions. We do not provide patches for any previously released versions. Instead, we provide software versions in the form of completely new software releases.

All customers are entitled to receive free upgrades within one year after their initial purchase. However, customers who have been using our software for over a year will need to pay an upgrade fee if they wish to use the latest version.

Paid upgrades will help us provide the best user experience, support, and up-to-date software for you. If you have any questions about upgrading your software or purchasing additional modules, please don't hesitate to contact our support team. We are here to help.

Questions & Answers

Q: Will I automatically obtain the user code for an upgrade for my one-year free software upgrade period?

A: Yes, if you have registered your software at the DataApex website, we will automatically send you the new user code when a major version is released. You will receive an email with a new user code to the email address used in your registration.

Q: Do I need to buy a software upgrade when purchasing additional software modules for an existing software license?

A: Yes, you need to buy an upgrade under the condition that the major version has been changed, and you are not entitled to get a free upgrade as you are out of the one-year free software upgrade period.

Q: I am a university customer, and I have a free Clarity Offline version. How to handle software upgrade purchases?

A: If you purchase a software upgrade for your Clarity or Clarity Lite Software license, you will get a free upgrade for your associated Clarity Offline. You only need to list the Clarity Offline S/N on your purchase order as well. An educational discount also applies to software upgrades.

Q: Where can I verify my software version?

A: You can read your software version from the software main window in the menu Help – About.



Q: **What is your software release scheme?**

A: From now on, we expect to release upgrades (major versions) every 1–2 years. There also will be 2–3 updates (minor versions) between upgrades.

Q: **Which software versions will be available for download on the DataApex website?**

A: Two most recent major versions of Clarity and Clarity Lite.

Q: **How will the release procedure for OEM partners be affected?**

A: OEM partners will need to get user codes for testing major software versions at the time of the beta version. For these major version releases, we will send you the necessary user codes for your [Distributor software licenses](#) automatically. As this will be an automated process, you are requested to register all your Distributor licenses on the DataApex website. If you have any other software license that you use for testing, please contact us and we will add such software license manually to this process.

As for the sold software licenses that can be upgraded free of charge, we can send you all the relevant user codes on request after the version has been released.

Q: **I am a Distributor/Software developer, and I want a software upgrade for my Distributor license. What is the process?**

A: You need to have your Distributor license registered on the DataApex website. A user code will be sent to the registered email address automatically.

