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Modecsoft ElectricalOM Technical Support Policy

Overview

This policy outlines the comprehensive technical support services provided for ElectricalOM software.

Here we detail the levels of support available and the responsibilities of both the Licensee (license holder) and the Licensor (MODECSOFT LTD, the software provider).

Our aim is to provide extensive assistance with software-related issues and ensure that the software operates effectively and ensure that the software operates as intended.

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Scope of Support

Business days are Monday to Friday run between 0900 – 1700 (GMT) hours (8 business hours). Our support responses are done only within these times.

Bank and Public Holidays

Our support services are affected by bank and public holidays observed in the United Kingdom and Cyprus. Please note the following:

- United Kingdom national holidays, such as New Year's Day, Easter Monday, and Christmas Day, are observed.
- Cyprus public holidays, including Independence Day and various religious holidays, are observed.

On these public holidays, response times may be extended, and support services may be limited.

For any support requests or services needed during these periods, we recommend planning ahead and submitting your requests in advance.

Support we Provide

We provide technical support strictly related to the operation and functionality of our software. This includes:

- Assistance with software installation.
- Assistance in using the software. Such as:
 - Identifying locations in the knowledge base and manual
 - Locations in the software of features and components
- Troubleshooting and diagnosing software faults.
- Issuing updates, patches, and fixes for identified issues.

Support not Provided

Please note, our support services **do not** include:

- Providing design advice or making design changes. These require consultation with certified professionals.
- Taking responsibility for design decisions made by the user.

If you need design-specific help, certified professionals are available at additional fees, arranged separately from our technical support.

In many instances, users may encounter challenges that appear to be software-related issues but are often due to external factors not connected to the software's functionality. These factors can include, but are not limited to:

- Firewall configurations
- Operating system issues
- Missing system components
- IT management or system policies

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Support Packages

We offer three support tiers based on your product version:

Basic Support (For ElectricalOM Limited or Professional):

- Response to emails, phone and support tickets.
- Access to software updates and fixes.
- Remote support via AnyDesk for troubleshooting and diagnostics.

Priority Support (For ElectricalOM Advanced):

- All Basic Support features.
- Priority handling of your support requests for faster resolution.

Premium Support (For ElectricalOM Ultimate):

- All Priority Support features.
- Ability to request new software features for future updates.
- Support can also be provided through scheduled Teams calls and meetings when necessary, enhancing collaboration for more complex issues.

ECA MEMBERS: REGARDLESS OF THE PRODUCT VERSION, IF YOU ARE VERIFIED AS A CURRENT REGISTERED ECA (ELECTRICAL CONTRACTORS' ASSOCIATION) MEMBER, YOU ARE AUTOMATICALLY ENTITLED TO PREMIUM SUPPORT PERKS. THIS INCLUDES FASTER RESPONSE TIMES, FEATURE REQUESTS, AND PRIORITY BUG FIXES.

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Support Terms and Conditions

Our Licensor Responsibilities to Provide Support

In accordance and as set out in the user licence Agreement, during the first 12 month License Period and subsequent Support/Maintenance Periods, we will:

- Provide advice by email, phone, or online regarding the use of the software.
- Use reasonable efforts to diagnose and rectify software faults.
- Issue software fixes for reported issues.
- Release new software versions or updates.

Support is available for the **current official release version** of the software. We do not offer support for outdated or unofficial versions unless specifically stated.

User Licensee Responsibilities

To assist us in resolving issues efficiently, you, as the Licensee or user of the software, you are required to on request:

- Provide step-by-step instructions to help us replicate any reported software faults.
- Share relevant software files if requested, to aid in diagnosis.
- Allow remote access to your system, upon request, to troubleshoot software issues.

Failure to comply with these requests may result in delays or limitations to the support we can provide.

It is expected that users will have basic computer skills.

Please also note that support may be withdrawn if it is found you have breached the terms of the User Licence Agreement.

Software Updates and Release Cycles

Official Release Versions: Software updates and new feature releases typically occur every 3-4 months. These releases undergo rigorous testing and are fully supported once officially released.

Beta Versions: Beta versions are available to all users, regardless of their support package. These are released Ad hoc from time to time for testing and trialling bug fixes and new features. **Features and functionality of Beta versions are NOT supported, unless expressly written so by MODECSOFT.**

Beta Features: Beta features are marked in **Official Release Versions** of the software. Denoted by “(Beta)” **Features and functionality of items identified as Beta in the software are NOT supported, unless expressly written so by MODECSOFT**

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Support Requests Process

To ensure efficient handling of your support requests, please follow these guidelines:

Contact Methods:

- All support requests should be sent to helpdesk@modecsoft.com, or;
- Submitted via the website chat at ElectricalOM.com, or;
- By calling our technical support helpline **+44 (0)800 368 9989**

Requests submitted to unofficial email addresses or channels may not be supported.

The most reliable method to receive support is to make requests via the helpdesk email.

Response and Resolution Times:

The response and resolution times vary depending on your support package:

- **Basic Support:**
 - You will receive confirmation of your request within 1 hour.
 - Functionality or operational issues will be resolved within **2 business days (16 Business hours from confirmation)**.
- **Priority Support:**
 - You will receive confirmation of your request within 1 hour.
 - Functionality or operational issues will be resolved within **1 business day (8 Business hours from confirmation)**.
- **Premium Support:**
 - You will receive confirmation of your request within 1 hour.
 - Functionality or operational issues will be resolved within **4 business hours from confirmation**.

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Support requests only available via the helpdesk email

Cables and Protective devices to be added:

Requests to add cables or protective devices must be confirmed by the manufacturer and the data sheet must be provided to us as a document.

Remote License Deactivation:

Requests for license deactivation must come from the account holder and be directed to helpdesk@modecsoft.com, specifying the 20-character license code. Verification and deactivation can take up to 24 hours.

Alternatively, you may follow the instructions available on our Knowledgebase to deactivate licenses independently

Conversion of Trial Licence Files:

Requests for conversion of trial licence files must come from the account holder and be directed to helpdesk@modecsoft.com and may take up to **1 business day (8 Business hours from confirmation)** to be processed.

Bugs and Feature Requests Response and Resolution

Bug Fixes

- Bug fixes are released approximately every 3-4 months as part of Official Release Versions.
- Bug fixes may also be released earlier in Beta Versions as they are completed.
- In cases of severe bugs that halt the operation of the software, a new Official Release Version may be triggered to address the issue.

Cables and Protective Devices

- New cables and protective devices are introduced every 3-4 months in Official Release Versions.
- Beta Versions may provide earlier access to these updates, but only on request by Priority and Premium Support users.
- Users of Basic Support can access Beta Versions but are not eligible to request or trigger Beta releases.

New Feature Requests

- Premium Support users can submit requests for new features. We evaluate each request based on its usefulness to a broader range of users. Progress on these requests can be tracked through Beta releases.
- Large-scale or niche developments requested by clients fall outside the scope of standard support but may be pursued if the client agrees to cover the associated costs. This is in line **with Clause 4.3 of the User License Agreement, as summarized in the Additional Fees for Requested Developments section of this policy.**

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Additional Fees for Requested Developments

Additional fees will apply to large-scale and niche developments requested by clients that fall outside the scope of standard support, but are still provided by us as part of our support services. Where the Licensee requests specific developments, modifications, or enhancements to the software, Modecsoft may agree to undertake such work at its sole discretion.

Warranty Disclaimer

We do not guarantee that the software will be entirely free of errors or that its operation will be uninterrupted. Our support services aim to minimize issues but may not correct all defects. The results generated by our software should be verified by a competent qualified person and should not replace sound engineering judgment. We are not liable for any consequences arising from the use of our software as a substitute for professional advice.

Our liability is limited in instances of improper use, unauthorised modifications, or external factors beyond our control, such as power supply interruptions, third-party hardware, or software interference.

Policy Changes

We reserve the right to amend or update this policy without prior notice. The latest version of the policy will be posted on our website, and continued use of our support services signifies acceptance of these terms.

ANNEX A – Support challenges

A significant portion of the issues reported as potential software faults are in most cases caused by the following:

User Error:

This encompasses incorrect data entry, improper usage of software features, or failure to adhere to recommended workflows. For example, incorrect input values or parameters may lead to unexpected results, which do not indicate a fault in the software but rather a user input issue.

User Interpretation of What Constitutes a Fault:

Users may perceive certain software behaviours or outputs as faults when, in reality, these are expected outcomes based on their inputs or specific settings. For instance, if the software flags a design issue that was unforeseen by the user, this may be incorrectly interpreted as a malfunction, even though the software is performing as designed.

Misinterpretation of Regulatory Requirements and Standards:

Our software integrates complex regulatory standards and requirements. Misunderstanding or misapplying these regulations can lead users to believe the software is not functioning properly when, in fact, it is adhering to the correct standards. Users are responsible for ensuring their designs meet all applicable regulatory requirements and standards when using the software.

Misinterpretation of Calculations and Application of Results:

The software is designed to perform complex calculations based on user inputs and selections. Misinterpreting how these calculations work, or incorrectly applying the results, may result in outcomes that are not as expected. This is not due to a software malfunction but rather a misunderstanding of the software's use or the principles on which it operates.

Please note most of these can be self-diagnosed by referring to the Knowledge base on the website or reviewing the relevant parts of the manual which can be accessed from the **Help menu** in the software.

Further to this training on the software can be booked via the website.

Regardless our dedicated team are on hand to help with your requests. We are committed to providing high-quality support services and ensuring that your experience with ElectricalOM software is as smooth and efficient as possible.
