Maintenance, Enhancement, and Support

SolidView Maintenance, Enhancement, and Support (MES) is a cost-effective way to protect your investment in SolidView and to ensure that you have continued access to technical support and updates after the initial 90-day SolidView warranty period has expired.

When you purchase SolidView MES, you will receive the following:

• Unlimited access to SolidView technical support via phone, email, fax, and the World Wide Web
• No-cost upgrades for all SolidView enhancement, update and maintenance releases

Frequently Asked Questions

Q1 What is the cost of SolidView MES?

The cost of SolidView MES is based on the total list price of the SolidView licenses to be covered under the MES agreement, according to the following schedule:

Total List Price	New MES Rate	Renewal MES Rate
Less than or equal to $1,000	45%	35%
$1,000 to $5,000	35%	30%
$5,000 to $20,000	30%	25%
$20,000 to $50,000	25%	20%
Greater than $50,000	20%	15%

The Renewal MES Rate applies to licenses under warranty or covered by an existing MES agreement. The New MES Rate applies to all licenses not under warranty or not covered by a current MES agreement.

Q2 Can I purchase SolidView MES for a subset of my SolidView licenses?

No, all of your SolidView licenses must be covered by the SolidView MES agreement.

Q3 If I do not purchase SolidView MES, can I still obtain updates and enhancement releases?

Yes. Stratasys Direct Manufacturing is committed to making sure you receive the greatest possible value from your SolidView purchase. We typically offer special upgrade pricing to allow existing customers to up-grade to a new SolidView release at a discounted price. These special upgrade offers are typically 30-60% of a new license and are generally available for a limited amount of time. However, over the long term, pur-chasing MES is a more cost-effective way of keeping your SolidView license up-to-date.

Q4 If I do not purchase SolidView MES, can I still obtain technical support?

Yes. Free technical support is available from www.solidview.com. Please visit www.solidview.com for more information on technical support options.