ARCHIWARE

Archiware P5 Software Maintenance & Support

All Archiware P5 products sold through JPY Ltd include the **first 12 months of software maintenance and support at no additional cost**. This covers access to the latest software versions and access to JPY technical support.

Starting from the second year, the fee for Archiware P5 Software Maintenance and Support is defined in accordance with the published price list available here:

https://jpydistribution.com/files/GBP Archiware P5 v7.4 Price List May 2025.pdf

Scope of Software Maintenance and Support

a) Software updates: The purpose of Archiware P5 Software Maintenance is to supply new software developments in the form of updates. Valid software maintenance entitles the licensee to receive all updates for the licensed products published within the maintenance period. The latest software version is supplied to the licensee. Generally, only the latest version of the software is maintained. This latest version is supplied as an internet software download.

b) Software Support: Software maintenance includes email and telephone-based technical support. As a rule, a reply/reaction can be expected within 24 hours during JPY's business hours (Monday to Friday, from 9:00 a.m. to 5:00 p.m. GMT/BST) via web or e-mail. The number of support cases is not limited.

Fees

During the first year, software maintenance is free of charge. Starting from the second year, the fee is as listed in the price list, see link above. Payment is to be made in advance. Any additional license purchased within the maintenance period is added to the maintenance of the original installation.

Renewal

Endusers and resellers will be reminded and provided with an opportunity to renew maintenance and support in good time before the end of the maintenance period. Renewal of the software maintenance ensures ongoing access to product updates as well as manufacturer support.

When Maintenance has expired: Reactivation of Archiware Software Maintenance

When software maintenance expires, reactivation is possible. Prices depend on how long the maintenance is expired:

- Expiration <1 year: 35% of the license price according to the current price list
- Expiration <2 years: 60% of the license price according to the current price list
- Expiration <3 years: 70% of the license price according to the current price list

The reactivated maintenance is valid for 12 months, starting on the 1st of the month following the invoice date. A reactivation is no longer possible for licenses that ran out of maintenance for more than 36 months.