



onTAP® SUPPORT POLICY

Flynn Systems provides highly responsive technical support to its active customers worldwide.

onTAP customers with active support agreements are entitled to receive software technical support, software updates and version upgrades free of charge via download from the Flynn Systems website at www.flynn.com. Support is available via phone and email during Flynn Systems normal business hours Monday through Friday 9 a.m. to 5 p.m. Eastern Time.

We provide software and technical support **only** to those active onTAP licensees whose software support agreements are current and paid. Active onTAP software support is also required to order related onTAP software and hardware accessories.

onTAP Software support is renewable annually on the anniversary date of the initial software license. Flynn Systems and its worldwide distributors will make reasonable attempts to notify registered onTAP licensees approximately four to six weeks prior to the Support Renewal date with renewal ordering information. However, ***it is the licensee's responsibility to keep the software support agreements active and up-to-date.*** Software Support renewal orders must be received prior to the expiration of the current support period.

POLICY ON EXPIRED SUPPORT CONTRACTS

onTAP software support agreements are a necessary and vital component of a successful business partnership between Flynn Systems and the engineers who use Flynn Systems' onTAP software.

WHEN AN onTAP SOFTWARE SUPPORT AGREEMENT EXPIRES, IT MAY NOT BE RENEWED OR RE-INSTATED. NO UPGRADES, SOFTWARE UPDATES, ADDITIONS OF LICENSE OPTIONS, OR TECHNICAL SUPPORT WILL BE ALLOWED ON NON-SUPPORTED SOFTWARE LICENSES.

If an onTAP software support agreement lapses, an organization requiring technical support, updates, or upgrades must purchase a new license at the published list prices just as a new customer. There is no pay-per-upgrade fee or other mechanism to reinstate a license once it has expired. All customers are strongly advised to keep their onTAP software support agreements current.

HARDWARE POLICY ON EXPIRED SUPPORT CONTRACTS FOR PERPETUAL LICENSES

All onTAP-related hardware is under warranty for a period of one year after the date of initial purchase. Defective equipment returned to Flynn Systems Corp. during the warranty period will be replaced or repaired at our discretion at no cost. Fees will be assessed for any and all hardware failures that occur after the expiration of the warranty period. Fee structure for any such replacement is at the sole discretion of Flynn Systems Corp. and its representatives. Before new hardware will be issued, inoperative items must first be returned to Flynn Systems Corp. or its representatives.