

CAE Agile Products Support Membership Benefits

Agile Products Support (APS) is available to all users of the Concepts NREC Agile Engineering Design System®, our complementary suite of programs for Computer-Aided Engineering (CAE) and Computer-Aided Manufacturing (CAM). APS is renewable on an annual basis and includes the following benefits for our CAE software users:

Software Upgrades

Two types of software upgrades are available to current APS subscribers:

- 1. Annual Upgrades** - There is no charge for annual upgrades for organizations that participate continuously in APS. Non-USA subscribers must have a current End-User Statement on file to fulfill export regulations and, in some cases, an export license may be required before shipment.
- 2. Improved Features Upgrades** - Current APS subscribers can purchase higher package levels or additional modes. Improved features upgrades can be purchased for the price difference between the new and previous levels, based on current prices. Companies that elect not to participate in APS and have not participated in the development process may still purchase upgrades at any time, but must first reinstate APS to do so.

Software upgrade policies are not guaranteed on third party software sold by Concepts NREC.

Annual APS New Version Development Voting

APS members are encouraged to submit requests for new features throughout the year. Each year these features are compiled into a ballot and each member company is given a link to vote on the new features by web survey. Concepts NREC determines software development priorities based on this vote. Each year, a subscriber meeting is held using some combination of web-based, global or local by region meetings. New versions are presented at these meetings and questions are answered.

Technical Support

Technical support consists of assistance with installation, software operation, investigation of suspected programming errors, and help with difficult applications (but not design assistance). Technical support is provided for the new or current version of a code and the immediately preceding version only. Questions from APS subscribers are responded to usually within one business day. Telephone, fax, or e-mail (preferred) inquiries are accepted.

Technical support for installation and software operation issues is provided for all users during the first 30 days after purchase. APS subscribers continue to receive technical support after the 30 days. Non-APS subscribers receive technical support on a paid contract basis.

Design Software Workshops

Concepts NREC holds Design Software Workshops (DSWs) at our corporate headquarters and other locations around the world. Users are instructed in the latest code enhancements and have the opportunity to improve their knowledge of code operation. DSWs are usually three to five days in length. Sessions are taught by experienced Concepts NREC turbomachinery designers, software engineers, and other staff. APS subscribers receive a 50% discount for the first and second attendees, and a 75% discount for the third and fourth attendees. If 5 or more attendees plan to register, please contact Concepts NREC for pricing. All course work is based on standard sample cases. Customized sample cases are offered for an additional \$1800 per day. Contact us for special quotations.

CAE Agile Products Support (APS) Membership Benefits, cont'd...

Free Professional Development Course

Subscribers receive a coupon that is good for one free Concepts NREC course for one person during the year. Courses are three to five days long and normally cost between \$1,500-\$3,200. A student who attends a course free of charge must still purchase any textbooks used in the course.

Design Review Service

Each customer on active CAE APS is entitled to one design review for each class of machine that can be designed with the customer's software. A design review is intended to be a high-level review by a senior engineer, not a redesign. The total amount of time a Concepts NREC engineer will spend is 4 hours per software code on APS. Here are a few examples:

1. A customer who owns COMPAL®, AxCent® Radial, AXIAL™, and AxCent Axial, can have 2 design reviews, one axial machine and one radial machine, and up to 16 hours on the 2 reviews.
2. A customer who owns COMPAL, RITAL™, and AxCent Radial, can have 2 reviews, one centrifugal compressor and one radial turbine, and a total of 12 hours on the 2 reviews.
3. A customer who owns COMPAL, AxCent Radial and Pushbutton CFD® can have 1 review, on centrifugal compressor, and a total of 12 hours on the 1 review, etc.

Software must be licensed for a full year for each review credit. Officially, this design review is to be based on a complete written design or laboratory report (25 pages max), submitted by the APS subscriber. At least four pages must be written giving the design goals and principles plus a list of desired topics to be considered.

Note for international APS Members: An End User Statement (EUS) will be required for each Design Review Service. Please contact your sales representative or e-mail sales@ConceptsNREC.com for more specific instructions. This EUS will pertain only to the individual Design Review requested and must not be transferred to any other Design Reviews.

Design & Development Services

Design assistance for both APS subscribers and non-subscribers is available on a consulting basis by paying hourly rates for engineers and technicians under a separate contract. Inquiries are encouraged.

Reduced Design & Development Fees

Concepts NREC performs design and development work for a variety of clients and charges software usage fees for these projects. These fees are roughly 15% of a given project's total price and are used to fund software enhancements. Current APS subscribers do not pay software usage fees for the use of supported software in design work they contract with us.

Reporting Software Errors

All Concepts NREC computer programs are substantially tested prior to release. If a user believes they have found an error, the user should e-mail support@concepts-nrec.com with the name and version of the program, a description of the problem detailed enough for reproduction of the problem, and attach any necessary files to recreate the problem.

In the event that an error is identified, we will correct the coding and issue a report within a reasonable time frame, usually within a few weeks of notification.

Documentation Changes

Suggestions for revisions to software manuals are also welcomed. Please use the Suggestions Form found in the users manuals. Revisions are automatically released to all APS subscribers and announced by e-mail.

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The Experts in Turbomachinery



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