

## Artel Software Support Lifecycle Policy

The Artel Software Support Lifecycle Policy covers Artel software products that are supported continuously through the release of new software versions. This policy is intended to protect your investment in Artel software products while also ensuring new versions can be created that provide new capabilities. This policy provides the status of Artel software products for planning purposes.

Under this policy, the product remains in support if the following criteria are met:

- 1.) The product is installed on systems which meet the minimum system requirements published for the product.
- 2.) You are licensed to use the product and are using it in accordance to the published License Agreement for the product.
- 3.) The product must be within the Active or Limited support lifecycle phase of Artel's Support Lifecycle Policy.

### Support Lifecycle Policy

The Support Lifecycle Policy is comprised of the following phases:

Support Lifecycle Phase	Description	Support Duration
Active	Technical Support is readily available for the software. Artel will remediate defects via routine updates and patches as may be required from time to time.	Versions remain in Active Support so long as they are the currently shipping version, are within 18 months of their release date, or until next Major version is released.
Limited	Technical Support continues to be available for the software, but remediation of defects is restricted to critical and severe defects, as per the Artel Software Patch Management Policy.	Limited support commences at the end of the Active support phase (above) and ends 6 months thereafter, unless otherwise specified.
Out of Support	Technical support is no longer available for the software, and remediation of defects will require an upgrade to a supported release.	Commences at the end of the Limited support phase and lasts through product obsolescence.

Obsolete	The software is no longer offered for sale and a notification is distributed to customers that announces end of life of a product.	The obsolete version will be unsupported 12 months after the announcement date unless otherwise specified in the end-of-life notification.
----------	--	--

## Software Product Version Status

### ArtelWare

Release	Release Date	End of Active Support	End of Limited Support
2.0	March 2023	At Minimum September 2024 or at next major version release	End of Active Support + 6 months

### PCS Software

Release	Release Date	End of Active Support	End of Limited Support
1.4.2	December 2020	March 2023	December 2023
All Prior	-	Out of Support	Out of Support

### MVS Data Manager

Release	Release Date	End of Active Support	End of Limited Support
3.7.0.2	November 2022	At minimum May 2024 or next major version release	End of Active support + 6 months

3.6.0.8	April 2022	October 2023	April 2024
All Prior	-	Out of Support	Out of Support

## Artel VMS Software

Release	Release Date	Current Support Level	End of Active Support	End of Limited Support
All	-	Obsolete	Out of Support	Out of Support

## Artel Pipette Tracker

Release	Release Date	Current Support Level	End of Active Support	End of Limited Support
All	-	Obsolete	Out of Support	Out of Support

## Obtaining New Product Versions

When new product versions are available, Artel sends an email notification to the registered contact for your organization. Ensure the correct contacts are updated with your Artel representative to receive these notifications.

The following software products require an annual activation code for continued use. New software versions are available for all activated installations.

Software Product	Software Subscription Agreement

ArtelWare	Access to and use of the ArtelWare software follows the warranty and software subscription agreement. <a href="https://www.artel.co/artelware-wssa/">https://www.artel.co/artelware-wssa/</a>
-----------	---

The following software products do not require a support plan or a subscription agreement:

Software Product	How to Obtain New Product Versions
MVS Data Manager	Refer to download links in email notification or contact Artel Technical Support.
PCS Software	New product versions are no longer available for this product. Contact Artel Technical support for upgrade information.
Artel Pipette Tracker	New product versions are no longer available for this product. Contact Artel Technical support for upgrade information.
Artel VMS Software	New product versions are no longer available for this product.

## Validating a New Product Version

For customers who require onsite Validation of Artel software products, Artel offers a Validation Guide and Validation services to aid in the completion of the Validation. The Validation Guide provides a specific workflow for version upgrade scenarios to reasonably limit the scope of the Validation effort.

7A7288C