



License and Customer Support Services Agreement (LCSS)

What is the LCSS agreement ?

When you purchase a system from ICU or from our partners, you are granted a nonexclusive, nontransferable license to use the Boomerang or ROQS product.

Software like this is constantly under development and needs to be adjusted and modified for running on newer PCs, newer operating systems as well as having more functionality and features. Our products will always become more sophisticated and better, and this is our commitment for being your supplier of Quality Assurance products.

What is included in the LCSS agreement ?

ICU commits to regular upgrades of the software, telephone and e-mail support and warranties for equipment included in the system.

- Granted functionality and stability, as long as you use the system
- New features and functionality upgrades
- Support (web, e-mail and phone)
- Invitation to the user forum and the ICU Day

We want to make sure that your system is reliable and fully working, at all times. That is why we decided not only to sell our products, but rather to engage in a long-term relation with all users of ICU products, to ensure the functionality in your systems and to become your partner for many successful years.

ICU provides quality assurance systems and the LCSS agreement is your guarantee for long term support and maintenance of your Boomerang or ROQS system.

LCSS Contract Details

Software License

ICU Scandinavia owns the Boomerang or ROQS software, and the LCSS agreement grants you a nonexclusive, nontransferable license to use the Boomerang or ROQS product.

Under the LCSS agreement you will be offered regular upgrades of the software that you have installed. The ICU products are constantly under further development and will be updated with new functionality, more user friendliness and other features to ensure stability in your installations.

All LCSS holders are entitled to software upgrades at no extra cost.

Hardware Warranty

The LCSS agreement includes hardware failure repair or exchange. After returning the malfunctioned hardware to ICU Scandinavia at your own cost, ICU Scandinavia returns the repaired or exchanged hardware to you on the cost of ICU Scandinavia.

The LCSS agreement does not include faults caused by the customer.

All third party hardware has a one year warranty.

Support

The LCSS agreement includes 5x8 Technical Support Assistance from 9am to 5pm Central European Time, CET, Monday through Friday, excluding applicable Swedish holidays. Service is available via the web, e-mail and telephone.

User Forum

All holders of a LCSS agreement are invited to the ICU Day, a meeting where you have the opportunity to meet and discuss with colleagues using the same systems as yourselves and facing similar challenges. ICU Scandinavia presents product news, tips&tricks and other usage-related issues. This is also a forum for discussions among users and time to discuss and to propose additional features and modifications to existing products.

ICU Scandinavia wants to make sure that we always can provide the best products for your needs.

Costs

The yearly LCSS fee is 18% of listed system price. Excluded from system price are accessories and third party options.

During the first year the LCSS fee is included in the system price. After one year the LCSS fee is paid quarterly in advance, as long as the system is in use.

The starting day of the LCSS agreement is the day when the installation is ready and approved.

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