



SOFTWARE

SUPPORT PLAN

Maximize productivity with the latest software improvements

The Wyatt software support plan was developed as the direct result of customer feedback and provides subscribers with the opportunity to always have the latest software version while paying significantly less over the lifetime of their instrument. Software support plans provide a variety of benefits including all version upgrades, service packs, instant software downloads, and easy, electronic mechanisms to request features and get support. Software support plans keep systems current and software budgets predictable.

Key benefits of the Software Support Plan

- ▶ Includes all software product releases during plan term
- ▶ Priority software support and help by phone, e-mail and screen sharing sessions
- ▶ Proactive notification of all software releases
- ▶ Quick upgrades that lock in pricing with no unexpected charges
- ▶ Increased productivity through continual product enhancements

Why is it important to use the latest version of Wyatt software?

New features and modules are constantly added based on customer feedback and industry trends:

- Usability improvements and added capabilities save time and help get the most out of instruments
- Compatibility with new application modules enables the analysis of complex data such as AAV and LNP encapsulation efficiency

Newer versions provide better connectivity with other applications:

- Connections between Wyatt software and third party tools are constantly expanding
- Integration and data exchange among Wyatt instruments is also improved with each release

Save money on future upgrades by joining the program at today's prices:

- Wyatt software support subscriptions are a modest, predictable expense that can be easily budgeted

Wyatt software support plans reduce total cost of ownership while increasing user productivity.

Support Plan Overview

Support Plan Feature	Software Support Plan	Single License Purchase
Purchase at time of instrument sale or during serviceable life	✓	✓
Includes all software product releases during plan term, including major and point releases	✓	
Available for our main software products: ASTRA, DYNAMICS, HPLC CONNECT, OBSERVER, VISION	✓	✓
Security Pack upgrades include remote re-IQOQ	✓	
Includes updates to additional purchased keys, such as the Viral Vector and Column Calibration modules	✓	
Priority software support and help by phone, e-mail and screen sharing sessions	✓	
Proactive notification of all software releases	✓	
Quick upgrades that lock in pricing with no unexpected charges	✓	
Increased productivity through continual product enhancements	✓	

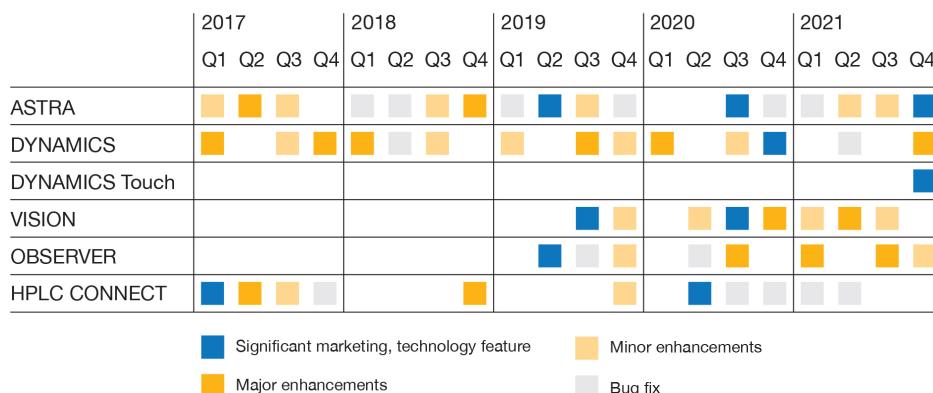
Stay Up-to-Date

Wyatt Software is constantly improving as new features and refinements are added – through product innovation and ongoing customer feedback. Software support plans ensure subscribers always have access to the latest version of software at no additional cost.

Prevent Obsolescence

As computers and operating systems continue to evolve, so does Wyatt software. Software support plans adapt to the ever-changing technology landscape and extends instrument life and value.

Software Release History



www.wyatt.com/CustomerSupport

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