

Terms of Support – Support contingent

Client: The institution purchasing support.

Contractor: SweepMe! GmbH

1. Support is provided on demand via video meeting, phone, or email. We decide at our own discretion whether to visit the client on site.
2. Support is provided for the test & and measurement software SweepMe!, Python programming, or technical consulting. Typical topics are:
 - SweepMe! driver creation, revision, and optimization
 - Use of modules
 - Sequencer procedure creation and optimization
 - Version migration
 - Writing CustomFunction scripts
 - Using Python with respect to object-oriented programming, repositories, coding style
 - Instrument selection
3. Support is provided in time units of 15 minutes.
4. Support hours will expire after 24 months if they are not renewed in the meantime.
5. The client can inquire about a list of the time units and tasks that have been processed.
6. Invoicing of a one-time support contingent is done after purchase.