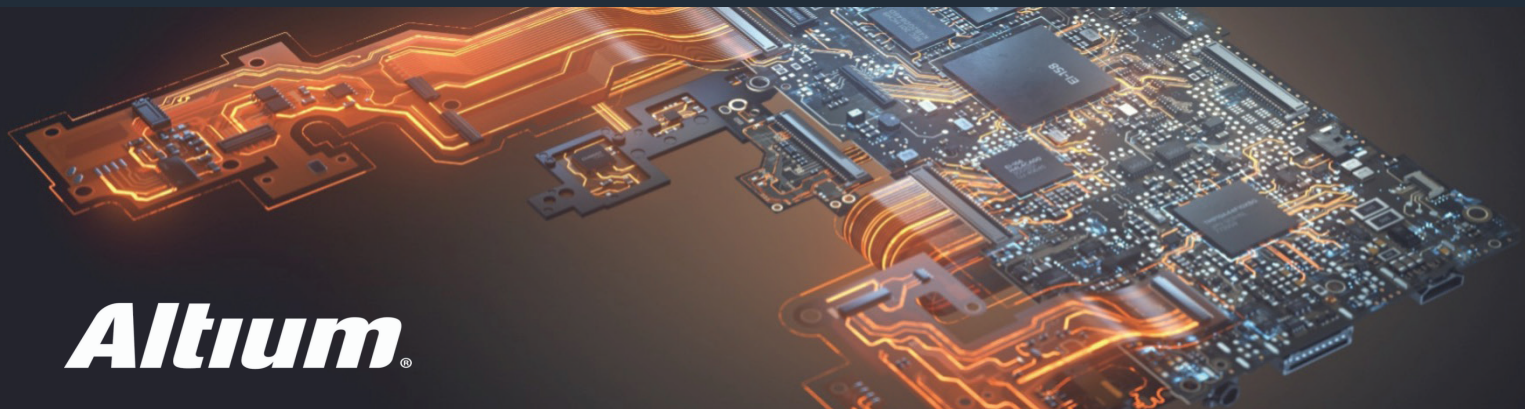




ALTIUM CARE



Altium[®]

THE RIGHT CHOICE

Get the Most out of Altium Designer and Altium 365

Navigating Altium Designer should be about innovation, not obstacles. With Altium Care, your design journey isn't just supported, it's enhanced. Our comprehensive care service goes beyond resolving license issues and error messages.

COMPUTER
CONTROLS 

ALTIUM CARE

What Altium Care Offers

■ Holistic Expert Guidance

Beyond resolving technical glitches, our experts provide practical advice to optimize your use of Altium Designer. Whether it's streamlining your workflow, getting a second opinion on a design choice, or exploring best practices for PCB design, our team is here to help.

■ Efficiency Unleashed

Say goodbye to unnecessary headaches. With Altium Care, you can focus on what you do best - designing electronic circuits. Our experts help you meet your time-to-market goals by streamlining your design process.

■ Tailored Support

We understand that every design journey is unique. Altium Care offers personalized support, ensuring that our experts address your specific needs and challenges.

Enhance your Altium Designer experience with Altium Care. Let our experts manage complexity so you can focus on what you do best: Bringing your electronic designs to life.

Altium Care Options

Benefits Altium Care	No Contract	Basic	Advanced	Premium
Phone and Email Support		1 hour included / Month	2 hours included / Month	5 hours included / Month
Additional Support	115 EUR / hour	95 EUR / hour	95 EUR / hour	95 EUR / hour
Max. Reaction Time	Best effort	2 working days	1 working day	6 hours
Strategy Assessment	450 €	Included	Included	Included
Discount on Trainings	-	10 %	15 %	20 %
Monthly Rate	-	99 €	180 €	435 €

ALTIUM CARE

Altium Care Service Description

Module	Service
Phone and Email Support	As an Altium Care customer, you receive support that addresses your specific needs and challenges beyond bug fixes and licensing issues. We help you with software usage, best practices, process flow and streamlining, getting a second opinion on design decisions, and PCB layout in general. The number of support hours included depends on your Altium Care level. Support hours more than those included per month will be charged at an hourly rate based on your Altium Care level.
Strategy Assessment	As an Altium Care customer, you are entitled to an annual strategy review. We discuss with you your current PCB design and layout challenges. In particular, we will assess what has changed in your processes, your environment and the way you collaborate internally. Based on the discussion, you will receive a list of recommendations on how to align Altium Designer with your current processes, environment, and approach to collaboration.
Discount on Trainings	As an Altium Care customer, you will receive a discount on Altium Designer training courses. The discount depends on your Altium Care level.

Contract terms

The minimum 12-month term for the Altium Care Package purchased begins the month after the order is placed. You will be billed annually. You can only downgrade your Altium Care level to a lower level at the end of the term. If the Altium Care level is upgraded to a higher level during the term, the additional cost will be charged for the remaining months. The Altium Care agreement will be renewed for a further year at the then current terms and prices unless written notice is given three months before the end of the billing period.

By placing an order, you are deemed to have understood and accepted the Altium Care terms and conditions. If you have any objections, please let us know by letter or e-mail.

Support hours: Monday to Friday, 9:00 am to 12:00 noon and 1:00 pm to 4:00 pm, excluding local holidays. Considering the applicable support hours, the maximum response time is two business days for Altium Care Basic, one business day for Altium Care Advanced and six hours for Altium Care Premium. The support allotment is for one calendar month. After this period, any unused hours in the quota will expire and will not be carried over to the next month. Our local terms and conditions apply.

Get more information about Altium Care and contact us directly:



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