

WinKQCL[®] 6

Endotoxin Detection and
Analysis Software



Automation

WinKQCL[®] Software Support Options

Basic Support Included with Lonza-supported Version of WinKQCL[®] Software

As a user of our WinKQCL[®] Endotoxin Detection Software, you have access to our free basic support while the version you are using is officially supported by Lonza (information about how long each version of the software is supported can be found in the WinKQCL[®] Software license). Basic support is provided by email, phone, or desktop sharing through our Scientific Support Team. Examples of basic support include, but are not limited to: assistance setting up products, accessories, and templates; running reader validation tests, quick read tests, and endotoxin tests, trending data; configuring the software through the WinKQCL[®] application user interface, and questions about pre-installation and installation covered within the scope of the procedures defined in the software manual.

Advanced Support Capabilities

Often times, customers need emergency Advanced Application Support or need support for issues that fall outside the normal use and implementation of WinKQCL[®] Software. At many organizations, in-house specialized IT resources are overtasked or unavailable, yet QC Testing Laboratories must remain operational and efficient at all times to allow timely testing and release of valuable pharmaceutical and medical device products. In other cases, customers want to customize the WinKQCL[®] Software or automate data entry and utilize the software's capability of importing data to or export data from the WinKQCL[®] Database into a 3rd-party software, such as a sample management system, a LIMS system, or Lonza's MODA[®] EM Software. For these examples, and many more, Lonza has Advanced Application Support and software engineering resources offered through our "Advanced Support" capabilities.

Advanced Support Contracts: Access to Scientific and Software Support Staff

The WinKQCL® Advanced Support product provides Advanced Application Support, as needed, for the installation, setup and maintenance of the WinKQCL® Software and Database, supporting networked or standalone configurations. It is renewed annually and provides priority support and response from not only the Scientific Support teams, but provides direct access to software support staff for complex questions and problem resolution. The advanced support contract supports interfacing WinKQCL® to third party systems using already developed features currently in the WinKQCL® Software. Advanced support will also cover support for certain custom features already purchased by the customer. Customers with advanced support contracts will be provided with minor version upgrades free of charge and major version upgrades at a discount.

Advanced Support Options

For customers interested in purchasing advanced support, the following options are available based on the number of WinKQCL® Licenses owned:

- For each WinKQCL® Software package purchased, P/N: 25-611 or P/N: 25-611E, the corresponding advanced support contract available is P/N: 25-611SUP
- For each additional workgroup license purchased, P/N: 25-612 or P/N: 25-612E, the corresponding advanced support contract available is P/N: 25-612SUP
- For each additional instrument license purchased, P/N: 25-613 or P/N: 25-613E, the corresponding advanced support contract available is P/N 25-613SUP

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