Maintenance Subscription
Customer Fact Sheet

Thank you for considering Farnell/Newark for your software needs.
We are delighted to present these handy hints and tips to help ensure
ordering, delivery and installation run smoothly.

the software team - software@element14.com

About the Product

CircuitStudio licenses are perpetual (lifetime) (excepting student edition) and will continue to function with or without an active maintenance subscription. An active subscription allows access to newer versions of software. Once a subscription expires the license continues to work with existing software versions but will not work with newer versions unless the subscription is renewed.

Note that the CircuitStudio maintenance subscription product is not a standalone product and does not provide a license to use the software – it is only intended to extend the maintenance period of an existing license. Please do not purchase expecting to gain a 12 month license to use the software.

A maintenance subscription can be purchased both prior to the expiry of your current maintenance and any time after the maintenance has expired (currently policy is the maintenance is not back dated).

Ordering

Purchasing a maintenance subscription extends the subscription period of an existing license for one year (12 months). The period commences either upon purchase or when the maintenance on the existing license expires (whichever is later). Altium's current policy does not back date the maintenance although this policy is subject to change.

Typically after placing your order our software team will contact you to request the license serial number (e.g. SN-12345678) or activation code (e.g. AB12-34CD) unless we already have this information. Please reply promptly to allow processing of your order to be completed.

Altium rules allow maintenance to be purchased for up to two years in advance (i.e. a maximum order quantity of 2 units per license).

Delivery

Typical lead times are 2-5 working days with a delivery notification email sent direct from Altium.

If your delivery is overdue please email software@element14.com with your Farnell/Newark order number and we will investigate.

Installation

Once delivery is confirmed visit the license page within CircuitStudio (View > Start; My Account > Licenses) and Reactivate your license – the subscription expiration date should reflect the newly applied maintenance.

Technical Support

Farnell/Newark provide the technical support for Altium CircuitStudio. The primary means of support is via our forums at www.element14.com/altium and the knowledge base at www.element14.com/altiumkb. For questions not suitable for public forms (e.g. licensing issues) please email software@element14.com.