

Advanced Instruments Software Lifecycle Policy for Artel Products

The Advanced Instruments Software Lifecycle Policy for Artel products cover software that are supported continuously through the release of new software versions. This policy is intended to protect your investment while also ensuring new versions can be created to provide new capabilities.

Under this policy, the product remains in support if the following criteria are met:

1. The product is installed on systems which meet the published minimum system requirements for the product.
2. You are licensed to use the product and operate in accordance with the published License Agreement.
3. The product is within the Active Support lifecycle phase.

Software Lifecycle Policy

The Software Lifecycle Policy comprises the following phases:

Lifecycle Phase	Description	Support Duration
Active Support	Technical Support is readily available for the software. Advanced Instruments will remediate defects via updates and/or patches as may be required from time to time.	Individual software versions remain in Active Support for a minimum of 18 months after their release date, unless otherwise specified in an obsolescence notification.
Out of Support	Patches to the current version WILL NOT be provided. Remediation of defects will require an upgrade to a supported release.	Commences at the end of the Active Support phase and lasts through product obsolescence.
Obsolete	The software is no longer offered for sale, and no future versions will be released.	N/A

Software Product Version Status

Software Name and Version	Release Date	Lifecycle Phase
ArtelWare 2.3	2025 – January	Active Support, until 2026 - July
ArtelWare 2.2	2024 – April	Active Support, until 2025 - October
ArtelWare 2.1	2023 – August	Out of Support
ArtelWare 2.0	2023 – March	Out of Support
MVS Data Manager 3.7.0.2	2022 – November	Out of Support
PCS Software		Obsolete
Artel Pipette Tracker		Obsolete
Artel VMS Software		Obsolete

Obtaining New Product Versions

When new product versions are available, Advanced Instruments sends an email notification to the registered contact for your organization. Ensure the correct contacts are updated with your Advanced Instruments representative to receive these notifications.

Validating a New Product Version

For customers who require onsite Validation software products, Advanced Instruments offers a Validation Guide and Validation services to aid in the completion of the Validation. The Validation Guide provides a specific workflow for version upgrade scenarios to reasonably limit the scope of the Validation effort.

If you have questions or need additional information, please contact Technical Support at 800-225-4034 or via email at Support@aicompanies.com.