

# **Renewal Plan**

Keeping iVe up to date allows investigators to uncover critical information faster by giving them access to the latest vehicles supported by iVe. This enables investigators to be able to take immediate action and identify, acquire, and analyze key evidence in an investigation.

## OVERVIEW

The iVe Renewal Plan provides a comprehensive level of service by not only continually updating hardware and software but also assisting users with unlimited technical support.

An iVe Renewal Plan includes 12 months of service, maintenance, and support. It includes any new hardware released and access to all software upgrades, enhancements, and updates. The renewal plan also includes replacement parts and acquisition services.

## WHAT'S INCLUDED

### SOFTWARE

Any new software version released. New software versions generally include new features, enhancements, and bug fixes as well as support for additional vehicles, systems, and data.

### HARDWARE

Any new acquisition hardware released. New hardware is generally released to support acquiring additional vehicles, systems, and/or support new acquisition methods. Occasionally updates are issued for existing hardware to improve performance or usability. The cost of shipping hardware via regular postal service is included.

### REPLACEMENTS

Up to two sets of acquisition hardware may be replaced for any reason. This does not include replacements of hardware license keys or replacement of defective hardware. Defective hardware is covered under the warranty.

### TECHNICAL SUPPORT

Unlimited technical support related to identifying supported systems, troubleshooting acquisitions, or the operation of the iVe software or hardware.

The initial purchase of an iVe Toolkit includes 12 months of service, maintenance, and support from the day of purchase. The "first-year plan" includes any new hardware released and access to all software upgrades, enhancements, and updates as well as replacement parts and technical support. The iVe renewal plan is valid for 12 months from the date the first-year plan expires or the date that the previous renewal plan expired. Renewal plans must be purchased in consecutive 12 month blocks, there can be no break in service. Renewal plans may be purchased in conjunction with an initial iVe purchase but will not take effect until the first year of support, which is included with the initial purchase, has concluded.