Dear Customer,

we are working to improve our services continually. For that reason, we would like to point out a few things regarding the general Support Service Conditions and how customers can assist us to increase speed and quality of our support answers.

Your SOFiSTiK Support Team

1 Support Accessibility

You can contact us during usual business hours via E-Mail. To work most efficient without any interruption from incoming phone calls, you can't contact our supporters directly. We kindly ask for your understanding in that matter.

2 Support Process

Our primary target is, to help you with your queries. We want to provide a quick and efficient service with a high quality level.

Most support requests are very complex and can't be solved in a short time. For that reason, we will investigate your problems and data files and send you a solution via E-Mail. Sometimes we need more information, or it is easier to explain the answer directly. In that cases we call you back and start a remote support session. Either we understand your question much better and go back into deeper investigations or we show you the solution directly on your computer.

3 General Terms of Support Conditions

Your support requests cover a wide range from easy „how to do" questions up to very sophisticated engineering project consulting.

To avoid any misunderstanding, we will describe the general terms of support conditions in the following chapters.

3.1 Basic Conditions

The scope of services is defined in „Terms and Conditions for Support Services". The latest version is published on our website

https://www.sofistik.com/en/disclaimer

Support terms:
https://www.sofistik.com/fileadmin/user_upload/Terms/S-2e_SUPPORT_TERMS.pdf?v=1463650969

The advice given by SOFiSTiK shall be restricted to **individual questions to the latest program version**. (see chapter 2.3 Terms and Conditions of Support Services) Based on this condition every single question is saved and processed in an extra support ticket. In case you have 2 or more questions we will create and work with 2 or more support tickets.

⚠️ For every single question a new support ticket will be used. Support shall be given be E-Mail.

When starting a new project or a new topic with our software, please feel free to contact our support to discuss this matter. Based on our experience we can give you some advice, which would be the best approach with our software. Also, we can provide you with additional examples. To avoid possible problems, it is very important to start this discussion in an early project stage.

3.2 Additional Services

Please note, additional services are not covered within the general terms and conditions for support services and will be charged extra.

These are for example

- Installation support for additional computer and operating systems except the initial installation,

- additional documentation,

- checking input and output of customer project files,

- adjust input files to avoid error messages and warnings,

- detailed explanation and training during support phone calls,

- project trainings and

- individual project consulting.

Our SOFiSTiK Experts will help you as well. Please contact us on demand and we will be happy to send you a quote for additional project consulting.
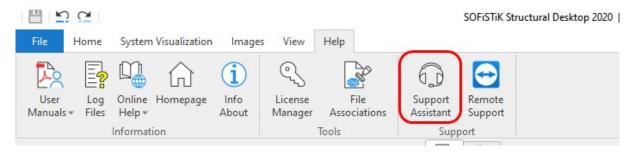
4   The SOFiSTiK Support Assistant

You do have questions, need some support, and want to send a query to our technical support team. What is the fastest and easiest way to get in touch with us?

Our SOFiSTiK Support Assistant helps you to collect all necessary information and prepares an E-Mail, which can be sent to us.

You will find this assistant inside our SOFiSTiK Application Manager and also inside most of our other products inside the menu Help → Support Assistant

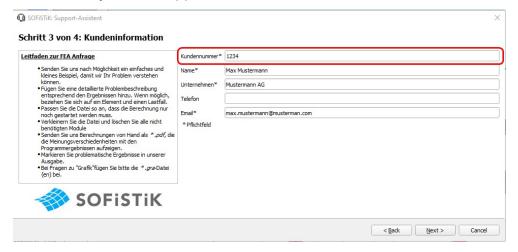*Support Assistant inside SOFiSTiK Application Manager*

Support Assistant inside SSD

5   Customer's Obligation to Cooperate

To avoid time consuming mails and phone calls, would you please consider the following issues in your support requests. This assistance is very important for a fast and direct solution to your support request.

▪ We always need to know your **customer number**, which is filled in automatically in our Support Assistant workflow.

Alternativly you will find the customer number inside the html document from your last support request ticket history.
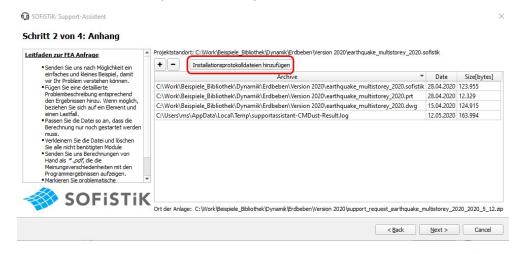
▪ It would be very helpful for us, if you write down a short hint about the major program version, e.g. I am working with version 2020

▪ Please note, we are not involved in your project and have no more information than what you sent to us. Therefore, it is very helpful to get condensed data files and a precise problem description.

▪ Minimize your drawing or the project input data file. Delete everything which is not necessary to reproduce your problem.

▪ Please try to describe your problem as precise as possible. Under which circumstances does the problem occur? What did you do, which clicks? Example FEA: „I checked the beam element 2037, x=0.00 m in loadcase 2031. I can't reproduce the amount of reinforcement computed by AQB (Version 13.70:2012-01) = 12.35 cm². The result of my hand calculation gives me only 8.50 cm². Please find attached my hand_calculation.pdf. Why are the results different? "

Example SOFiCAD: „I got the following error message when opening the drawing xxx.dwg. – Error 245 ……- I zipped all relevant data with eTransmit and added the diagnostic.xml file. Inside the drawing, I marked the relevant area."

Example BIM-products (RCD, SBIM,..): Try to describe your problem as best as you can. In may cases it is more convenient to show your problems directly to our support team via remote support session. Simply give us a timeframe and a direct phone number to get in touch with you. In case we need your files, we will send you an upload link. You also may send us a download link for the large REVIT files.

- Provide us with additional information besides your data files, describe your workflow, send us scans of your hand calculation, every additional information helps.

- In case of problems with installation and licencing please start the Support Assistant from the SOFiSTiK Application Manager. All necessary log files from the installation process will be zipped. Alternatively, you may select these files within step 2 of 4, see picture below.

We ask kindly for your understanding, but without all relevant data, we can't start working on your request.

6 Additional Hints

Sometimes especially for the graphical modelling in SOFiPLUS, SOFiCAD or REVIT it is complex to describe the problem. In those cases, we recommend writing a very short E-Mail with

1. one-word problem description,
2. a request for a call back including a time frame, when we can call you.

We will call you back and start a remote session e.g., with TeamViewer. Together we will have a look on your screen, and you can show us your problem.

Sometimes you have some general questions which are not urgent. Please let us know about that, e.g. "This is only a general question, which interests me. An answer next week is sufficient for me".

If your request is urgent, please let us know as well. We will increase the priority and try to speed up the response.

7 Administration Manual

For Questions related to installation and licencing you will find our administration manual online via

https://www.sofistik.de/documentation/2024/en/administration/index.html