

## Product Support Lifecycle Policy

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FOX-TEK's Support Lifecycle policy provides consistent and predictable guidelines for product support availability at the time of product release. The Support Lifecycle policy took effect June 15, 2001 and applies to most products currently available through retail purchase or volume licensing and most future release products.

Visit the [Product Lifecycle Index](#) page on the Support section of the web site to find the support timelines for your particular product.

The information on this page is subject to the [FOX-TEK Online Policies Statement](#). Return to this site periodically to review any such changes.

### Product Lifecycle Details

#### *Length of Support:*

FOX-TEK will offer a minimum of 5 years support (3 years of Mainstream support and 2 years of Extended) for all products.

#### *Mainstream Support Includes:*

Incident support (no-charge incident support, paid incident support, support charged on an hourly basis, support for warranty claims)

#### *Extended Support Includes:*

Paid support  
FOX-TEK will not accept requests for warranty support, design changes, or new features during the Extended support phase.

Self-help online support is available for a minimum of 10 years after the product is released. By using FOX-TEK's online articles, FAQs, troubleshooting tools, and other resources, many customers can quickly resolve their issues without contacting FOX-TEK directly.

### Service Packs

As part of the effort to continually improve FOX-TEK software, updates and fixes are created and released for recognized issues. Regularly, many of these fixes are combined into a single package (called a service pack) which is made available for installation. Service packs are cumulative, meaning that each new service pack contains all the fixes that are included with previous service packs and any new fixes. This is done so that you do not have to install an earlier version of a service pack before you install the latest version.

Visit the [Supported Service Packs](#) page to find the support timelines for your particular product's service pack.

#### *Service Pack Support Policy:*

When a service pack is released, FOX-TEK will provide 12 months of support for the previous service pack.

When support for a product ends, support of the service packs for that product will also end. The product's support lifecycle supersedes the service pack support policy.