

Kanoa Support Policy

June 18, 2024

Kanoa is dedicated to providing our customers with high-quality product support. In order to ensure that your experience with our support system is consistent and effective, we provide the following support policy. Kanoa reserves the right to alter this support policy at any time.

Technical Support

At Kanoa, we pride ourselves on providing the best support experience possible. Our support staff routinely helps to troubleshoot problems, provide advice on best practices, and get you back on track to move forward with your project. Just like in our software, we don't like to impose arbitrary limits; that's why we don't hinder your use of our support through restrictive contracts. You won't see hard limits on how many tickets you can create, phone calls you can make, or the amount of time we'll spend helping you; however, our support team is not infinite. As support is a limited resource, we must work together and have some ground rules to help prevent abuse of the system in order to keep wait times down and provide fair access to support for all our customers.

Usage Guidelines

In order to remain in good standing as a member of our support community, it is important to keep the following principles in mind.

1. Support is not training

We offer many different types of training materials, and our user manual is an excellent reference with a wealth of information. While our support staff will often offer tips and advice in the course of troubleshooting, we, unfortunately, cannot offer ongoing consultative training as part of a normal support plan. Please make use of our other educational offerings in order to learn how to use our product.

2. Designing and/or building your project is out of scope

While our support staff will be happy to help you when you encounter a technical problem or point you in the right direction if you get stuck, they cannot offer substantive design or implementation guidance or consulting. While we make our software as easy to use as possible, it still requires technical expertise in many different areas. In order to achieve your project requirements, many different disciplines may be required, including authoring Python scripts or writing SQL queries. If you'd like help with building out your application, our

engineering services can do just that, along with the many systems integrators that are part of the Friends Of Kanoa partner program.

3. Know your own infrastructure

Our software is installed on a wide variety of different computing platforms, both physical and virtual, and connects to a myriad of different devices, databases, and other systems. Our support staff are veterans of troubleshooting in many different kinds of architectures and configurations. We will happily assist in troubleshooting many different kinds of problems, but the scope of our support is limited to our software itself. Troubleshooting or configuring external systems such as firewalls, load balancers, networking devices, virtualization, cloud infrastructure, third-party applications, etc., is outside the scope of our support.

4. Bring your experts

When opening up a support ticket, it is important to have the experts on your systems available. Our support experience is an interactive one where we will help troubleshoot live on your system if possible. In order to expedite the process, make sure you have the experts in relevant systems available for the troubleshooting process so that nothing is a 'black box'.

5. Maintain current updates

When defects have been resolved in a current version of the software, it is expected that the customer upgrades their system to the current version. Defect resolutions will not be backported to prior versions of the software. We only support forward compatibility. It is the customer's responsibility, and Kanoa will not be responsible for making all backups of the database and Ignition projects before upgrading.

6. Abuse will not be tolerated

We understand that many situations that require support are stressful, high-pressure, time-sensitive, costly, and intense. That said, we take any kind of abuse of our support reps very seriously. We will take immediate action against anyone who uses aggressive or harsh language, threatens, demeans, or otherwise engages in unprofessional behavior towards Kanoa employees.

In order to ensure that support remains as available as possible, we take care to monitor tickets for potential violations of these principles. To do this, we track a wide range of metrics and will suggest better approaches and practices to customers who are routinely not following the principles laid out above. In addition, we may send you usage updates from time to time, give you gentle reminders, or, in more severe cases, be forced to de-prioritize your tickets in the support queue. In the most extreme circumstances, we reserve the right to unilaterally suspend or terminate access to support for any individual who is violating the above guidelines.

Ticket Classification

Kanoa support uses a three-category classification system for every ticket that is submitted: **Problem**, **Consultative**, and **Feature Request**.

Problem: This classification covers reported issues that represent an actual problem with the functionality of the software. If the problem is affecting production, we'll drop everything to get you back up and running.

Consultative: Items that fall under this classification can be more commonly understood as 'how-to' kinds of questions.

Feature Request: We love making our product better, so we're happy to hear about the things you'd like to see added to the application. We built our application on top of Ignition, so there's really nothing stopping you from implementing it yourself, but if it's a good fit, we'll take a look at it.

Tickets that are classified as **Problem** will be taken care of in a prompt manner. **Consultative** and **Feature Requests** generally won't have a published expected response time.

Scope of Support

Kanoa Support is committed to providing assistance with troubleshooting a wide range of problems and design challenges. We work with you to evaluate, troubleshoot, and consult on issues across Kanoa's subsystems, modules, architectures, and connections. We understand navigating the various adjacent systems associated with Kanoa MES can be difficult, complex, and challenging. With this in mind, we strive to provide support through recommendations and reference material to help navigate these systems. What is not provided is assistance with installing, configuring, or altering settings for any external systems beyond our software. Examples of external systems include VM servers, cloud hosting services, non-Kanoa databases, and network infrastructure.

Kanoa provides a single tier of support: TotalCare. Unlimited Web Portal access is available across all support plans.

TotalCare

Get peace of mind for the entire year with unlimited web portal access to our technical support reps and free software upgrades. TotalCare includes unlimited web portal support and Upgrade Protection of unlimited free upgrades to any modules purchased.

Pricing

Support plans are calculated for a year and should be kept current by renewing annually. Your plan price is based on the retail cost of the software. If a lapse occurs, you will be charged a reinstatement fee (which is calculated at a daily rate) and if this lapse is prior to a major update, you will be required to upgrade to the current version to reinstate your Support plan. Upgrades are priced at 65% of the current retail cost.

+ 20% Annually | Support plan price for traditional licenses is based on the retail price of software at the time of purchase.

Upgrades

Upgrades are free for any software under any support plan. If an upgrade is needed and a support plan is not in place, customers will have to pay 65% of the software's current retail price.

Example:

Kanoa Ops License (\$15,000)	
Support Package	Upgrade Price
Without Support Plan: 65%	\$9,750.00
With TotalCare: 20% = \$3,000.00	Free

Software Updates

At Kanoa, we are constantly improving our software, both in features and reliability. To better keep track of each iteration of our software, as well as to coordinate upgrades, we assign version numbers following the Ignition version number scheme to each Kanoa release. Kanoa version numbers are always three separate numbers separated by periods; for example, 1.3.2. The first number in this triplet is called the Major Version number. The second number is called the Platform Coordination number. The third number is called the Minor Version number.

Active Development

For current versions and those specified as Long-Term Support versions, Kanoa will actively develop fixes or updates for critical issues that will come out as an update in the software.