

# Maintenance & Support

## Legendary support and powerful updates

Your company's success depends on access to the latest software innovations and high-quality support, whether you're running a microbusiness or supporting a multinational enterprise. BarTender® Maintenance and Support ensures that you get the most out of your software investment. Buy and use BarTender with confidence, knowing our legendary team of support technicians are ready to assist you.

### Your active Maintenance and Support plan gives you access to exclusive customer benefits

#### Legendary live support

Our worldwide team of experts is just a phone call, chat, or click away to make sure BarTender drives your business at full speed.

#### Free version updates

Future-proof your labeling operation and take advantage of the latest product improvements with access to free BarTender version updates.

#### Edition and printer upgrades

Expand your BarTender system as your business grows by adding printers or upgrading to more powerful editions.

#### Reduced costs

The multi-year agreements available with our Maintenance and Support offer additional savings over customary single-year agreements. You're protected against future price increases, and if you miss your renewal date, we won't levy backpay charges.

We offer several support services to meet the needs of your business that provide assistance with troubleshooting, feature requests and other product related issues.

#### Standard Support

Our technical support staff consists of well-trained, experienced, and friendly support agents around the world. All of our agents offer support in English, and we also provide support in Spanish, German, French, Japanese, Chinese and other languages. Our standard support comes with a first reply time Service Level Target of two business hours for urgent cases logged via the web form on our support site.†

#### Premium Support

Enterprise and Automation customers can also add Premium 365, 24/7 Support, with priority response around the clock — work day, weekend, day or night, and a one-hour first reply time Service Level Target for urgent cases logged via the web form on our support site.†

#### Professional Services

For needs that are not covered by our support programs, we also offer a professional services program, to help you make the most of BarTender. Please reach out to your BarTender provider for more information or email [professionalservices@seagullscientific.com](mailto:professionalservices@seagullscientific.com).

### Included with support

- ▶ Product activation assistance
- ▶ Installation and configuration questions
- ▶ Issue diagnosis and support
- ▶ Post-sales support on the software capabilities and features

### Professional services offerings

- ▶ Introductory and in-depth product training
- ▶ Consultation and implementation assistance
- ▶ Configuration and usage best practices
- ▶ Programming, coding, and integration design
- ▶ Custom label and template design

### Technical support office hours:

**Americas:** 4am - 6pm PST

**EMEA:** 9am - 6pm CET, M - Th  
9am - 5pm CET, F

**APAC:** 9am - 6pm CST

**Japan:** 9am - 5pm JST

All offices observe local holidays. A full list of holiday closures can be found at [www.SeagullScientific.com/about/holiday-closures](http://www.SeagullScientific.com/about/holiday-closures)

† Visit [Availability and Channels for Support](#) for further information and conditions on our time targets, support channels and availability.

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