That CAD Girl

Frequently Asked Questions

What is Carlson Software's Maintenance Plan? And why you should buy it through an Authorized Carlson Reseller

Carlson Software's Maintenance Plan is a program that helps users stay up-to-date with the latest release of their program(s) at a reasonable cost. Essentially, maintenance allows you to purchase upgrades in advance, and on an annual contract that helps with organizational budgeting.

The maintenance program is available for programs that include IntelliCAD and/or run on top of a separately purchased license of an AutoCAD-based program. The following modules of Carlson office products are available with maintenance: Survey, Civil, Hydrology, GIS, Basic Mining, Geology, Underground Mining, Surface Mining, Natural Regrade, Field, CADnet, GeoTech, Trench and Construction.

This maintenance program does not include Carlson Survey or Takeoff with embedded AutoCAD (OEM). These programs must be upgraded individually after a new version has been released.

BENEFITS OF MAINTENANCE FROM CARLSON SOFTWARE:

- Automatic upgrades for all modules when a new version is released.
- Unlimited access to Carlson Academy (requires login), Carlson Software's online learning platform See FAQ: What is Carlson Academy?

COST OF MAINTENANCE FROM CARLSON SOFTWARE:

- An active Maintenance Plan can be renewed annually at a cost of 10% of software retail price.
- If Maintenance is not renewed prior to expiration, Maintenance increases by 10% per year after the expiration date.
- Importantly… Carlson never charges more than 50% of the retail price of any program to upgrade and bring it up to the current version.

WHY BUY FROM AN AUTHORIZED RESELLER?

Regardless of your license status (trial, old, prospecting or current), you'll always get FREE tech support directly from Carlson. So, why not support another small business by buying from them? In many cases, a Reseller will offer discounts and/or training but, at a minimum, you will gain one more level of support when you need it.

FAQ: How is the price of Carlson maintenance calculated?

FAQ: I can't seem to keep up with my Carlson maintenance – Can you help?

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