

WAsP support agreement

General

Included in the purchase of WAsP 9 is a one-year WAsP support service.

The WAsP support service includes the following items:

- Help with issues related directly to the use of WAsP (see "Support or consultancy?").
- All software updates to WAsP 9 (versions 9.X) released within the running period of the support service.
- E-mail notifications of updates, courses, new software programs and other relevant information.

Support or consultancy?

WAsP support issues involve work directly related to operating WAsP, such as:

- Setting up the hierarchy
- Importing maps
- Using the Observed Wind Climate Wizard or the Climate Analyst.

As a rule-of-thumb, work is limited to about 15 minutes on such issues.

In addition to that (and not time limited):

- Program bugs

Project-related issues i.e. problems related to special conditions regarding terrain, wind climate etc., specific to the project in question. This will not fall under the WAsP support agreement, but will be seen as consultancy work. If you require consultancy service, please contact us for an offer. Consultancy work will be charged at standard hourly Risø rate.

Forwarding your support problem

Before contacting the Support Team, you should visit www.wasp.dk. Here you can find our FAQ (Frequently Asked Questions) page and our User's Page. The latter includes information about WAsP 9 – new features and hardware requirements. It also includes a list of known issues relating to the newest version of WAsP 9. www.wasp.dk is frequently updated.

If you need help with a support problem, the best way to contact the support team is by email to wasp.support@risoe.dk. *Only the registered user may pose support requests.*

Please include with your request:

- WAsP licence number, see your WAsP 9 Licence Certificate.
- Name and contact details
- Full WAsP version number; see Menu/Help/WAsP on this computer.
- PC operating system; 2000, XP or Vista.
- Internet Explorer version
- Error message
- A detailed description of the problem

It is not certain that we can reply to your email right away. If your problem is complicated, it may take some time before we can find a solution for you. However, we will do our best to reply as fast as possible.

If you have any non support-related WAsP questions, please do not hesitate to contact us by sending an email to wasp@risoe.dk.

Duration

Acquired in connection with the purchase of WAsP 9, this WAsP 9 Support Agreement is valid for the month of purchase registration plus one year. Extensions to your WAsP Support Agreement will be valid for one additional year.

Extending a WAsP Support agreement

The WAsP 9 support agreement may be extended until the release of a WAsP X. When your WAsP Support Agreement expires we will contact you, to ask if you wish to purchase WAsP support service for one more year. The cost of one year of WAsP support service is currently EUR 515. If you wish to continue, we will then send you the new agreement and an invoice.

Wind Energy Department
Risø National Laboratory
Technical University of
Denmark (DTU)
P.O. Box 49, VEA-118
4000 Roskilde
Denmark

Phone +45 4677 5097
Fax +45 4677 5970
wasp@risoe.dk
www.wasp.dk
www.windatlas.dk

Visiting address
Frederiksborgvej 399
Roskilde • Denmark