

Beyond Printing

OLCARE Technical Support & Upgrade package for PLANETPRESS SUITE

You already own the best solution.
Now benefit from the best support!

With OL Care, you will benefit from the technical knowledge of our PlanetPress Suite Specialists and you are guaranteed to always have access to the latest version of our products. OL Care is your gateway to continual product enhancements and the latest features.

Support when you need it!

Available during your local business hours, our OL Care Center is committed to providing you with all the help you need. Whether you are trying to create a condition in PlanetPress Design, need help to analyze a PostScript error page or need assistance to configure a PlanetPress Watch process, Objectif Lune's Specialists will be there to assist you in mastering all aspects of PlanetPress Suite.

► Telephone

Answers to your questions are just a phone call away, with a guaranteed response time of 2 business hours. Only OL Care holders will have access to the personal attention of a PlanetPress Suite Specialist.

► Web

Get exclusive access to our highly skilled PlanetPress Suite Specialists via our support Web page, with a guaranteed response time via email of 4 business hours.

► Newsgroup

Available to all, the very popular Newsgroup lets you find out what other users do with PlanetPress Suite. You can even request their input. This forum is moderated by Objectif Lune's PlanetPress Suite Specialists.

Product upgrades, updates and maintenance releases

With OL Care, you will automatically upgrade to the latest version of your PlanetPress Suite software on hand. However extensive the changes, you get them all! Receiving maintenance releases and updates is also the best way to keep current and benefit from the latest design and production management tools!

► Terms & Conditions

PLANETPRESS. SUITE

OL Care is required for the first year and is available from your PlanetPress Suite solution provider.

- Required at point of purchase. 5 years contracts are available. Initial coverage of 13 months.
- Must be registered before services are available.
- Charged as a percentage of current retail prices on all licensed products owned by the customer on a yearly basis.
- Co-termination agreements are available for customers with multiple purchase dates.
- Active 12-month renewals agreements will be offered 90 days prior to expiry.
- Renewals purchased after expiration are charged a re-entry fee.

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