

# 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.

### 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.

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 standard support comes with a guaranteed first reply time response within two business hours. 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 more.

#### Premium Support

Enterprise and Automation customers can also add Premium 365, 24/7 Support, with priority response around the clock and a one hour guaranteed initial reply time — work day, weekend, day or night.

#### 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

- ▶ Troubleshooting installation and activation issues
- ▶ Getting started and usage questions
- ▶ Issue diagnosis and support
- ▶ Setup and configuration best practices

### Professional services offerings

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

Buy and use BarTender with confidence, knowing our team of legendary support technicians are ready to assist you.

### Standard Support business hours:

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

**EMEA:** 9am - 6pm CET

**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)

**Americas:**  
Sales@SeagullScientific.com  
+1 425 641 1408

**EMEA:**  
EMEA\_Sales@SeagullScientific.com  
+34 91 198 4600

**APAC:**  
AsiaSales@SeagullScientific.com  
+886 70 1018 4700

**Japan:**  
JapanSales@SeagullScientific.com  
+81 3 4567 0091