

Date: June 14, 2024

Subject: Transition to Perpetual Licenses for Eddyfi Software

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Dear valued customer,

First and foremost, we extend our deepest gratitude for your continued trust and partnership with Eddyfi Technologies. Your commitment to excellence in non-destructive testing has played a pivotal role in our collective journey. In our ongoing efforts to ensure that you are well-informed, we wish to notify you about the immediate discontinuation of our Software Subscription 1-Year Plan (SS1), as it has reached the end of its active life. Moving forward, all software products will be available exclusively with a perpetual license. As of now, you can benefit from a discounted perpetual license of any software currently under a 1-year subscription plan. Click below to request your conversion.

[REQUEST CONVERSION](#)

Frequently Asked Questions

What is meant by a 'perpetual' license?

A perpetual license is a software license that will never expire nor stop functioning. It will always work.

What do I need to do if I have an active or expired annual software subscription?

It is no longer possible to renew annual software subscriptions. They must be converted to a perpetual license being offered at a discounted price. Reach out to your Eddyfi sales representative, and they will provide you with information on how to convert to a perpetual license.

Do I gain access to new software updates upon purchasing a new instrument or upon converting to a perpetual license?

Yes. Any software purchased or converted after May 1st will have access to all future minor updates.

Does anything change for perpetual software licenses created prior to this announcement?



No. Any perpetual license acquired before May 1st will remain perpetual. Access to new software updates will be dictated by the terms and conditions agreed upon at the time of purchase.

Why Choose Eddyfi Technologies' Software?

Technical Expertise: Our global team, with hands-on field experience, ensures that our software solutions meet the real-world demands of NDT professionals, combining advanced technology with practical application.

Enhanced Customer Support: With recent strategic enhancements, our support teams are better equipped and more responsive, ensuring that you receive the assistance you need to achieve optimal results.

We are excited to continue providing you with cutting-edge NDT solutions. For more detailed information about the changes and how they affect your specific situation, please contact your Eddyfi sales representative.

Sincerely,

A handwritten signature in black ink that reads "Daniel Brown". The signature is written in a cursive, flowing style.

Daniel Brown

VP, Product Management

