Radiator Email Support Service Description

Radiator Software Email Support Service provides response to support questions and is available for all Radiator products. Email support options range from 3 hour, 1 year support up to unlimited email support, and it can be combined with other support options.

The Email Support address is reserved for current Email Support Service contract holders, who are entitled to receive prompt responses to email questions posted to said address. Questions sent to Email Support are private and received by Radiator Software technical staff only.

Radiator support will answer questions and provide advice and suggestions for the Software product for which the Support Service is provided. Email Support Service does not include customization, consultation, installation, custom design, programming, training or on-demand bug fixes or other Error Correction Services (as defined in the General Terms and Conditions). Those Services are deemed as Consultation Services, they are separately priced and can be ordered separately.

Unless otherwise agreed, the Email Support Service covers only the standard configuration of the Software. Customer specific configurations, integrations or alike can be included in the scope of the Services only if expressly agreed. Questions concerning other Radiator products that are not covered by this support contract cannot be answered. More detailed information is available in the General Terms and Conditions for Support and Consultation.

Instructions

All emails sent to an email support address must include Email Support Username (UserID) in the Subject line as in the following example:

Subject: UserID:xyz: your topic for discussion here
(where xyz is your Email Support Username).

Customer's Radiator Support UserID is sent to Customer by email when Customer purchased the Support Service. If Customer is unable to determine the Radiator Support UserID, contact sales@radiatorsoftware.com. Please include Customer's company name and, if possible, the name of the person who was Customer's contact person when the Support Service Agreement was concluded.
Support email sent to individuals at Radiator Software instead of to the relevant Email Support Address will be rejected.

What information to include
In order to get an answer to a question, Customer should send as much information as possible, including at least:
- A description of the host and environment, including operating system and versions of all relevant software.
- A complete description of the problem you are experiencing.
- Configuration files (no secrets or passwords)
- Message or error logs, at the highest logging level Customer can get, illustrating the problem.

Without all this information, it is unlikely Radiator support will be able to resolve your problem quickly; instead, we will ask Customer for more information. Hint: it is better to post too much information than not enough.

Bug reports will receive prompt attention by the appropriate Product Maintenance Team. Bugs can be fixed more quickly if you provide sufficient description and supporting material so that we can reproduce the bug. If practicable, a patch will be issued.