

Software Maintenance Plan



Value & Benefits



For any questions on your maintenance plan, reach out to your account manager

The FARO® Software Maintenance plan provides continuous access to the latest updates and releases for your perpetual software licenses, allowing you to derive value and benefit from our ongoing innovations. By keeping your service plan current and active, you gain peace of mind knowing that support costs are completely covered, you have free access to dedicated agents on our customer support team, and you can consult with our industry experts on configuring our solutions to your application.



Continuous Development & Deployment

As a customer with an active maintenance plan, you are also given the opportunity to partner with us on developing the technical solutions you need through our exclusive user feedback channels. Our software teams release several updates throughout the year. Maintaining your maintenance plan ensures you can access the latest innovations to help maximize your solution's value to your business processes.



Flexible Renewal Options

Your first year of maintenance is included for free with every new license purchase! However, FARO recommends that you continue to keep your licenses covered under our Maintenance Plan by renewing either annually or in multi-year bundles. We offer various pricing advantages to keep your plan up-to-date, including tiered-volume renewal discounts and multi-year savings. Ask your Account Manager for your options today, and lower total cost of ownership of software over its lifespan!



Why Invest in Software Maintenance?

1. Ensures Operational Efficiency

Regular software updates guarantee the most efficient workflows and access to the latest features.

- Ensure full compatibility with the latest operating systems, including the latest CAD and measurement systems
- Enable automatic updates to access the latest software version as soon as it is available, providing optimized features, workflows and any necessary bugfixes
- Eliminate the need to contact customer support for issues with outdated versions
- Multi-year contracts avoid the complex process of requesting renewal funding annually

2. Cost Effective & Practical

Using the most up-to-date software saves time and money, depending on the extended plan selected.

- Free software updates are provided automatically throughout the maintenance period
- Save by extending your contract prior to expiration
- Multi-year maintenance plan is discounted compared to renewing annually
- Tiered volume discounts available to support your company's growth
- Multiple maintenance contracts can be organized to the same expiration date for simplicity

3. Customer Support

Maintenance provides free access to our dedicated customer support team and industry experts.

- Experienced and certified agents can help resolve any software issues
- Maximize your ability to take full advantage of all the software's powerful features
- 24/7 access to FARO's self-help Knowledge Base to answer questions you have or to learn more
- FARONow! Portal provides easy access to the specifics of your account and software licenses

Eligible Products

Maintenance plans are available on FARO Software offered with a perpetual license option:

- CAM2
- BuildIT Metrology & Projector
- FARO Zone
- SCENE
- As-Built™

Contact Us Today to Learn More!

Maintenance starts at billing date of software order and ends automatically after maintenance period purchased. Renewal Maintenance can be purchased before maintenance expires. Renewed Maintenance starts at 1st of next month and ends after maintenance period.