



The easiest way to stay updated

With our service agreement you have access to the latest software version and you benefit from product improvements and our product support. At the same time, you get a more even distribution of costs and better product economics with continuous updates.

Which licenses are covered?

For ELPROCAD ic single license, Service Agreement is an option. ELPROCAD ic network licenses and AutoCAD-based ELPROCAD ac (formerly xt) are sold only with Service Agreement. ELPROCAD Plan is sold without Service Agreement.

Get started

When purchasing a new license or upgrading, an ongoing 12-month Service Agreement is included with automatic extension at no extra cost.

The Service Agreement replaces our support agreements. For more information, see our Service Agreement terms and conditions.



Questions & Answers

What does your Service Agreement mean?

With a Service Agreement, an owner of a permanent (non-time-limited) license can access the latest software version and benefit from product improvements, technical support and, where applicable, access to associated cloud services. A Service Agreement can only be purchased for a permanent license that has previously been purchased separately. As long as the Service Agreement is valid, there are no separate costs for software updates and product support. This means an even distribution of costs over several years and a lower total cost for continuous software upgrades.

Why are you introducing Service Agreements?

Many customers have turned to us and wanted us to offer Service Agreements to provide a predictable annual cost for ELPROCAD. Changes in the agreements with our partners/subcontractors Bricsys™ (which manufactures BricsCAD©) and Autodesk© (which manufactures AutoCAD™) mean that we have to change our own agreement forms. This applies primarily to all network licenses. Subscription agreements with Autodesk© drive demands to offer new ELPROCAD versions faster that are compatible with the latest version of AutoCAD™ - hence the need to develop a matching Service Agreement for ELPROCAD ac (formerly xt) (AutoCAD™-based) users.

Does your Service Agreement mean you are going the same way as Autodesk's subscription agreement (rental agreement)?

No – quite the opposite. Autodesk has stopped selling permanent licenses and now only sells subscriptions where the right to use the program disappears if the subscription is terminated. Autodesk therefore stops selling Maintenance Agreements with existing permanent licenses and only sells subscriptions. With the introduction of Service Agreements, ELPROCAD is taking the step to offer a Maintenance Agreement (which Autodesk no longer offers). An ELPROCAD license with a Service Agreement is still a permanent license.

Do we need to sign a Service Agreement for our ELPROCAD licenses?

For ELPROCAD ic Single Licenses, a Service Agreement is a beneficial add-on, but it is not required in order to continue upgrading perpetual licenses. It is possible to renew Single Licenses by purchasing an upgrade to the latest version instead of receiving upgrades through a Service Agreement.

For ELPROCAD ic Network Licenses (BricsCAD-based) and all ELPROCAD ac (formerly xt) (AutoCAD-based products), both Single and Network Licenses, upgrades are only available through a Service Agreement for all of the company's licenses.

When will we receive the invoice for the Service Agreement?

You should receive an invoice to renew the Service Agreement no later than 30 days before the Service Agreement expires – otherwise, please contact PROCAD Systems AB or your reseller.

We have three ELPROCAD ic Pro licenses – can we sign a Service Agreement for only one of the licenses?

No, for a Service Agreement to be valid, it must be signed for all of the company's licenses.

We have an older version of ELPROCAD ic Pro (Single), can we purchase a Service Agreement?

Yes, but you must first upgrade to the latest version. The upgrade includes a 12-month Service Agreement with automatic renewal.

We already have the latest version of ELPROCAD ic Pro (Single). Can we purchase a Service Agreement?

Yes, a Service Agreement is a cost-effective solution for continuously having access to the latest software. However, for a Single License it is not mandatory to have a valid Service Agreement.

We want to update our ELPROCAD ic Pro Network Licenses to the latest version – do we need to sign a Service Agreement?

Yes, if the license is to be upgradeable. When purchasing a new license or upgrading, a 12-month Service Agreement with automatic renewal is included at no extra cost. These Service Agreements must be cancelled in order not to be renewed for an additional 12-month period. Network Licenses without a current and valid Service Agreement can no longer be upgraded in the future; only updates to the current software version will be available for the remainder of the product life cycle.

We want to update our ELPROCAD ac (formerly xt) licenses to the latest version – do we need to sign a Service Agreement?

Yes, if the license is to be upgradeable. When purchasing a new license or upgrading, a 12-month Service Agreement with automatic renewal is included at no extra cost. These Service Agreements must be cancelled in order not to be renewed for an additional 12-month period. ELPROCAD ac (formerly xt) (AutoCAD) licenses without a current and valid Service Agreement can no longer be upgraded in the future; only updates to the current software version will be available for the remainder of the product life cycle.

What happens if we choose to cancel our Service Agreement?

If the Service Agreement is not renewed and expires, you may continue to use your perpetual licenses. You will have access to any updates of your current software version, but no longer to future software versions, related web services, or the product support included in the Service Agreement.

- If the license is an ELPROCAD ic Pro/Basic (Single), it can be upgraded to a later version of ELPROCAD in the future.
- If the license is an ELPROCAD ic Pro/Basic Network License, it can no longer be upgraded.
- If the license is an ELPROCAD ac (formerly xt) (AutoCAD) Single or Network License, it can no longer be upgraded.

We already have the latest version of ELPROCAD ic Plan. Can we purchase a Service Agreement?

No, we do not currently offer Service Agreements for ic Plan licenses. Hopefully, this will be offered to all ic Plan users in the near future.

We have specific requests regarding the support part of the Service Agreement – can we sign a separate agreement with you?

Extended Service Agreements are available by separate quotation for all customers with more than 10 ELPROCAD licenses.

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