

POWER SUITE

Version 11 Imperial User Manual



The Intelligent Geological Software Solution

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Governing Law: The rights and obligations of the parties under this agreement shall be construed, interpreted and governed by the laws of the Province of Alberta, Canada. Any legal activities will be processed in the City of Calgary.

Product Support & Maintenance

Basic Support Plan

With the purchase of any Power*Suite product, each registered user is entitled to a set of free support calls outlined in their package. In addition, each purchase includes 10 days of unlimited support to assist the user in becoming familiar with the software. After these 10 days, any further support calls you make will be subtracted from the calls included in your package. If you use all your calls, you will be charged at a set price for each additional call or you can purchase an additional set of prepaid calls in our varied support plans. Additional call packages may be purchased by contacting Trivision Geosystems Ltd. at (403) 777-9454.

The TriVision GeoSystems telephone support is available from 08:30 to 17:00 hours (MST) Monday through Friday (excluding Canadian National and Alberta Provincial Holidays). We will not accept any long distance charges.

Before you call technical support, make sure you have done the following:

- Check the On-line Help System
- Check the User Manual

Please have the following information available:

- Product Serial Number, Name and Version Number
- Network information if you are on a Network
- MS-DOS™ and Windows™ version number
- Computer Brand Name and Model
- CPU Type & Math Coprocessor Brand (if any)
- Physical RAM (in MB)
- Windows Available Memory / Resources
- Video Resolution and colors
- Problem Type
- Severity
- Description of problem (provide as much detail as possible, including exact text of any error messages received). If you are reporting a documentation problem, note the manual name and page number, or the help file name and topic title.
- Explicit Lists of steps necessary to recreate the problem
- Alternatives you have already tried

Telephone Number: (403) 777-9456

Extended Support Plan

Registered users may purchase an extended support policy, which entitles the users to unlimited support from TriVision GeoSystems for a one year period from the date of purchase. This support policy can be renewed annually.

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Basic Training Program

Basic training can be provided to users, if required. Programs will be scheduled ahead of time and will allow for an intensive 1/2 day training session. This program will initiate the users into the basic concepts and steps to get started working on the features and functionality's of **Power*Log/Curve/Core™**. The course will be divided between two basic disciplines. The first will be basic data capturing and log building specific to Geologists that do the logging. The second discipline, aiming at Operational and Exploration Geologists, will be focused towards their specific needs and requirements to perform data reporting, manipulation and correlational analysis.

Advanced Training Program

An advanced training program is also available and can also be provided upon request. This program is designed to give in-depth details regarding the more sophisticated functionalities, short-cuts, and tricks of the system that can increase efficiency and productivity.

Product Replacement Policy

If the TriVision Compact Disk or documentation are defective, then please contact TriVision GeoSystems Ltd. within 30 days of the purchase date. Fax the description of the problem to us and we will solve it as quickly as possible.