



SpatialAnalyzer® (SA)



Software Maintenance Agreement

Renewing your SpatialAnalyzer® (SA) annual Software Maintenance Agreement (SMA) each year is essential for getting the most out of your investment.

Keeping your SMA current ensures your access to Hexagon Metrology Software comprehensive technical support, innovative software upgrades, updates, and new features.

Your initial SA purchase includes a one-year Software Maintenance Agreement, after which it's recommended to renew each year.

To renew your Software Maintenance Agreement, email the renewals team at nrk.sales.mi@hexagon.com or call 757-565-1500.



SpatialAnalyzer releases and updates

SA receives regular updates of innovative enhancements and upgrades. Keeping your Software Maintenance Agreement up to date guarantees you the following:

- All SA releases, updates, and new features
- Priority response to Error Reports
- Direct bug fix updates
- New hardware interfaces
- User-suggested updates
- Group plans are available for companies with multiple users
- Suppliers & Contractors – staying current is important for suppliers and contractors who use SA in work for larger manufacturers



Unlimited technical support

A current Software Maintenance Agreement ensures you unlimited access to our highly trained technical support staff. Dedicated and experienced application engineers are available to provide quick and efficient support.

No question is too small. No problem is too big.

Email us at nrk-support.mi@hexagon.com

Call us anytime – 757-565-1500

Email support is the best way to send project files, import data files, and screenshots of error messages, and to receive updates or patches. Hexagon makes every effort to address your concern in one business day.

Frequently asked questions

To renew your Software Maintenance Agreement, contact nrk.sales.mi@hexagon.com or 757-565-1500



Will my software stop working after my Software Maintenance Agreement expires?

No. You can continue using older versions of SA. However, you cannot download new features or updates, or access technical support after your SMA expires.



What are the terms surrounding my SA license?

SA license terms start at the original purchase date and continue for 12 months. Software Maintenance Agreements purchased beyond the first year continue with the same benefits as a new purchase.



If I do not renew my Software Maintenance Agreement before it expires, can I renew it later?

Yes but you will be charged for the time elapsed since the expiration date of your SMA. Software Maintenance Agreements include upgrades, maintenance, and continuous technical support so we recommended keeping up to date without a lapse. Also, with a continuously updated SMA, there is no need to re-purchase software if your instruments are upgraded.



Does my software Maintenance Agreement include new metrology hardware interfaces?

Yes, a current SMA grants you access to all new hardware interfaces. SA interfaces with more than 214 different instruments, and the instrument list is always growing. Thanks to Hexagon's relationships with other equipment manufacturers, new instrumentation is often added to SA prior to the equipment's release to the public.



How will my renewal be delivered?

For USB licenses, a file will be emailed. Once installed, the file will automatically extend your access for one year. For Cloud Licenses, a notification email will be sent with the extended maintenance date noted. SA Cloud Licenses update automatically – no action is necessary.



Will my USB license work without the renewal file?

No. SA requires both the renewal file and the USB license to operate. The renewal file may be installed on as many computers as required, and it will require the USB license to be installed to operate.



SMA benefits

<https://spatialanalyzer.com/support/maintenance.php>

Hexagon is a global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications.

Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Manufacturing Intelligence division provides solutions that use data from design and engineering, production and metrology to make manufacturing smarter.

Learn more about Hexagon (Nasdaq Stockholm: HEXA B) at hexagon.com and follow us [@HexagonAB](https://twitter.com/HexagonAB).