

Version 8 Users

Not applicable to Version 8 Support Contract Users -or- users who purchased Version 8 in 2019.

If your support contract has lapsed, you may not be able to recover your license.

You may continue to use your version 8 perpetual license on the machine it is currently installed. Support will not be available for users with lapsed support contracts.

**Information about the termination of Version 8 Support
January 3, 2019 to the email address on file for your license.**

Friendly reminder that your Flow Consultant License resides on the hard drive of your computer. We do not reset licenses outside of support contract/warranty.

Visit the support section of our website for instructions on how to move your license to a new computer.

Your Flow Consultant version 8 license is perpetual in that you can continue to use the Flow Consultant indefinitely for as long as the license is operational / in working order.

It is your responsibility as the user to maintain your license in working order.

R.W. Miller & Associates is not responsible for lost, broken or stolen licenses outside of support warranty.

After the release of Flow Consultant Version 9, we will not be renewing lapsed support contracts.

If you have a support contract or purchased the Flow Consultant in 2018, please be mindful of your support contract expiration date. For 2018 orders, expiration is one year from date of purchase.

To renew your support, contact us with your Customer ID (found on the help about screen) before February 1, 2019 to continue support.

Jenn Heaton
Vice President, Information Technology
R.W. Miller & Associates

Information about the termination of Version 8 Support was send on December 12, 2019 to the email address on file for your license.

We have done our due diligence to reconcile all support requests and ensure that users who emailed us for support also received the notification below.

December 12, 2019

Important Note for Flow Consultant Version 8 Users:

You are receiving this email as the registered owner of a Flow Consultant 8 license with a lapsed support contract. If you are not the intended recipient, please forward accordingly to IT and/or Engineering. The Flow Consultant is flow measurement engineering software.

If your company opted to not renew the support contract for Flow Consultant Version 8 and the license fails, our support team cannot recover the license for you. R.W. Miller & Associates is not responsible for lost broken or stolen licenses out of warranty. For this reason, we recommend that you do not move the licensed copy of the Flow Consultant from its currently installed location.

Please confirm receipt of this email that you have received this email and understand Flow Consultant 8 licenses will not be supported should the license cease to function. We have had members of the user community state they did not receive the January notice regarding about the termination of Version 8 support.

Version 9 upgrades are currently available from the support page on our website.

March 13, 2020

You may continue to use your unsupported Version 8 license **provided it still functions**. RW Miller & Associates has no obligation to provide support for users who opted out of a support contract when these were offered in 2019.

Version 8 is discontinued. Out of print.

The uninstall license/move to new computer process is not guaranteed to be uninterrupted and error free.

To reduce the risk of failure, keep the license on the computer where it's installed . If the license fails to uninstall or fails for any reason you have no options other than to order [Version 9](#).

If you opted out of purchasing a support contract, the support term was ONE YEAR from date of purchase.

There is no scenario that can provide assistance with an unsupported Version 8 license.

Please review the support term on your install worksheet before contacting us.

-Jenn Heaton