

DMD USA – SOLIDWORKS SUPPORT POLICY

Our Commitment to You

At **DMD USA**, we are committed to delivering responsive, professional, and value-driven support to our customers using **SOLIDWORKS**.

Support Package Overview

Standard Support: Included with all active subscription customers. Support hours: Mon–Fri, 9 AM–5 PM CT. Unlimited support.

Premium Support: Available upon upgrade or purchase. Priority response, handling, and onboarding. Includes up to 4 online sessions.

What's Included – Standard Support

- Technical support via email, phone, and support portal.
- Assistance with installation and licensing.
- Troubleshooting software errors, crashes, or bugs.
- Help accessing updates, patches, and service packs.
- Help submitting issues to **SOLIDWORKS** through SR/SPR if needed.
- Access to **DMD's Knowledge Hub**, customer webinars, and training previews.
- Guidance on activation, reinstallation, or transferring licenses.

What's Not Included in Standard Support

- Onsite services or hands-on engineering consulting.
- File repair or custom scripting (e.g., API programming)
- Training sessions (offered separately through **DMD Training Services**)
- Support for third-party add-ins not supplied by **DMD**.
- Custom IT infrastructure or hardware issues.
- Historical product support beyond current supported versions.
- Support for non-certified hardware environments.

How to Reach Us

Email: support@dmd-us.com

Phone: +1-833-303-6333

Website: www.dmd-us.com

Support Hours: Monday to Friday – 9:00 AM to 5:00 PM (Central Time)

Closed on major U.S. holidays



Submitting a Support Request

To help us assist you faster, please include:

- Your company name and contact info
- Serial number of your **SOLIDWORKS** license
- Clear description of the issue
- Screenshots or error codes (if applicable)
- Steps you've taken before the issue occurred

Need Training or More Help?

DMD USA offers a full catalog of virtual, in-person, and on-demand **SOLIDWORKS** training programs, along with engineering

Learn more at www.dmd-us.com/training



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