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RSIGuard[®] Maintenance and Support Agreement Terms and Conditions RSIGuard Software, Version 6.0

Cority customers who purchase RSIGuard may purchase a Maintenance and Support Agreement. (Subscription licenses include Maintenance and Support).

Below are the current terms and conditions of the Maintenance and Support Agreement. Please contact your authorized RSIGuard reseller or sales@rsiguard.com if you have questions about purchasing a Maintenance and Support Agreement.

The Maintenance and Support Agreements fee is 20% of your perpetual license fee or \$250 (whichever is greater) per year. This cost is locked-in and does not increase if RSIGuard license fees increase, so long as you maintain an active contract. To opt-in, the fee must be paid with your initial purchase, and each year thereafter by the anniversary of your license. If your subscription lapses by more than 90 days (but no more than 1 year), the fee to reenter the program is 50% of the then-current RSIGuard license cost. After your maintenance has lapsed longer than a year, you can only reenter the program by purchasing a new license.

Your Maintenance Agreement includes the following services, maintenance, and support:

RSIGuard Maintenance Support Components by License Size						
License Component	No maintenance	Up to 49 users	50-99 users	100-299 users	300-999 users	1000+ users
Email Support for Product Issues	Y	Y	Y	Y	Y	Y
Priority Email Product Support	N	up to 5/yr	up to 10/yr	up to 20/yr	up to 30/yr	unlimited
RSIGuard Version Updates	50% discount for 1 year	Y	Y	Y	Y	Y
Teams/Online Product Support	N	N ¹	1 call ¹	2 calls ¹	5 calls ¹	10 calls ¹
Custom Installer	N	N	N ²	Y ²	Y ²	Y ²
Training Webinars	N	N ³	N ³	N ³	Y ³	Y ³
RSIScript Support	N	1 hour ⁵	2 hours ⁵	3 hours ⁵	5 hours ⁵	8 hours ⁵
<p>¹ Each Teams/Online Product Support call may be up to 1 hour, but is not divisible into multiple calls. Additional calls may be purchased for \$250 per call.</p> <p>² Additional custom installers may be purchased for \$500.</p> <p>³ A training call may be up to 1.5 hours as needed. Additional live trainings may be purchased for \$375.</p> <p>⁴ Up to 5 per year</p> <p>⁵ Additional RSIScript support may be purchased at \$250/hr. This time may be split (e.g., two 30-minute requests). Typical scripts take from 20-60 minutes each.</p>						

Table 1

Email Support for Product Issues & Priority Email Product Support

All licenses include support for issues that are due to flaws in RSIGuard. Additionally, extensive online support for end users, program managers, and IT staff – including FAQs, tutorials, and documentation – are available to all at www.rsiguard.com/help.

Priority email product support is available as noted in Table 1 via masupport@rsiguard.com. This allows you to explore optimizing RSIGuard at your organization, getting help with reporting, advice and specific support on using features, program management, etc.

RSIGuard Version Updates

Cority releases periodic optional RSIGuard updates (approximately 2-3 times per year) to customers with current Maintenance and Support Agreements. You can review detailed release notes for all versions of RSIGuard at <https://rsiguard.com/support/ReleaseNotes.htm>.

Updates typically include the latest enhancements and modifications to improve the functionality, performance, usability, security, OS compatibility, and reliability of RSIGuard.

If you utilize a custom installation, you may request a new custom installation with all your existing customizations packaged together with the updated version of RSIGuard for any new RSIGuard release. Standard configuration updates are also included as your organization's need change.

Customers who choose to purchase a Maintenance and Support Agreement will also have a clear upgrade path to Cority's Office Ergonomics (COE) and other Cority applications. More information on this and other Cority products and services can be found at www.Cority.com.

Custom Installation Package

All licenses include the option to use the standard "off the shelf" installation package for deployment of RSIGuard within your organization. Standard installation packages are available for Windows (.msi) and Mac (.dmg) formats.

Custom Installation Packages are available for some licenses (see Table 1). These are developed with consultation from Cority support staff. See <https://www.rsiguard.com/help?id=config> for details. Custom packages can then be downloaded via your private link for use either by your IT department (if they will deploy RSIGuard) or by your employees (if they will download RSIGuard themselves).

Custom Installations Packages have benefits including:

- They are pre-registered. When deployed, RSIGuard is registered and no codes are needed. They can optionally track license utilization to help you stay within your license user count.
- You can specify many customizations for RSIGuard. This can include things like custom training content, custom ForgetMeNots, defaults for BreakTimer to make it less intrusive or stricter, custom videos during breaks, and much more. See <https://www.rsiguard.com/help?id=config> for details.
- You can configure RSIGuard to use a network drive for centralized reporting and settings management. See <https://www.rsiguard.com/help?id=admintools> for details.
- They can add custom menu items, include links to integrate with your organization's ergonomic resources, limit how users can adjust settings, modify the user interface, add custom logos, and much more.

Training Webinars

Your organization may also elect additional services not included in the Maintenance and Support Agreement, and training seminars.

Training Seminars:

Power User "Train the Trainer":

Participants, typically a senior group of RSIGuard "power users", learn all of the components of RSIGuard from the end user perspective. These power users can then support a large number of individual users.

Administrator Training:

Participants learn how to maximize the value of RSIGuard's reporting and management tools.

RSIScript Support

RSIGuard has a powerful scripting language called RSIScript that enables functionality such as:

- Creation of hotkeys that automate complex processes to reduce repetition and errors.
- Complex customization based on user groups, user-prompts, computer properties, behavioral patterns. For example, you could have a different break configuration for people in different departments or locations. You could have networked data located on different servers based on IP address.
- Creation of additional user-interface components (e.g., a survey, or a question whose answer determines an RSIGuard configuration).

For details, see www.rsiguard.com/rsiscript for RSIScript information, or <http://www.rsiguard.com/help?id=kcexamples> to learn more about hotkeys.

RSIGuard by Cority
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