



Scaffolding Software
2203/265 Exhibition Street,
Melbourne 3000
Vic 3000
ABN: 34 868 129 045

iScaf® / iRent® / iQuote® support (ASU)

At Scaffolding Software, we continue to achieve a high level of service and provide our customers with professional advice and assistance when requested.

“Annual Support and Upgrades” (ASU) is available for purchase in advance for all of our products from Scaffolding Software on an annual basis. ASU is optional but highly recommended particularly after a new purchase. Non-Subscription Clients that additionally purchase our ASU will receive the following:

- Product upgrades including new features
- Minimum of 1 upgrade per year (Normal 3 upgrades)
- Professional Telephone helpdesk support and assistance
- Latest training videos tips and tricks
- Latest documentation including user guides
- Unlimited email support
- Minor customisations to suit your business
- Higher priority access to custom software modifications
- Higher priority for product changes requests and recommendations
- For iScaf® **clients that have paid for a current iScaf® ASU**, end users can enable the ability to float a single license on two workstations or two licenses on 4 workstations Etc. This means we allow one iScaf® to be installed on two different workstations.

Click here for news about our latest upgrades: [Scaffolding Software News](#)

Our clients that are on a standard software subscription license is considered to be on the ASU plan. The ASU plan is to be paid in advance with a new license or on the anniversary of your software activation date. You can also consider ASU as an insurance policy to assist with disaster recovery to receive help if your computer or network crashed or if your data was destroyed by a Virus. ASU is separate to software training and consulting.

Please indicate if you would like to continue with ASU by emailing us with one of the following responses:

- 1 Yes, we would like to purchase ASU; please invoice us on the anniversary each year.**
- 2 No, but please invoice us for 3 hours support in advance for “pay as you need” support.**
- 3 No, we do not need any support at this time and we understand that we are at risk if we need some questions answered in the future.**
- 4 Yes, but give us some warning just over one month before each ASU to confirm.**

If we don't hear from you, we will assume that you wish to proceed with option 1.

Note: If you have missed an ASU payment, and you wish to receive a latest upgrade, you will need to pay the year(s) fees that accrued when you were not on the plan. Yes, this means that you will be paying all the previous Upgrade invoices that were missed.

This policy has been in place for more than 12 years now to be fair to the many customers who have been paying ASU each and every year.

Frequently asked Questions and Answers about ASU

- **Am I forced to pay to the Annual Support and Upgrades?**

No, you are not obligated to pay for the Support and Upgrades Program. If you have been invoiced but do not wish to continue support, please inform us by emailing sales@scaffoldingsoftware.com. If you are not on “Annual Support and Upgrades” and you need assistance, we will provide technical support at our current Consulting rates charged in one hour blocks. This includes answering questions by email.

One example of how useful it is to purchase “Annual Support and Upgrades” is when some of our clients have a PC hardware failure, external virus infection or Network crash. We can help you get going again at no extra charge for unforeseen issues. It’s like an insurance policy.

We keep the ASU fees as low as possible and we strongly encourage all clients to stay on this plan.

- **Am I entitled to Upgrades if I don’t pay for ASU?** If you do not pay the ASU fees, you will not be able to install and run the upgrades and you may continue to use the older version of the software.

- **I have multiple licenses. Can I mix and have some licenses with ASU and some without?** – Yes it is allowed but not recommended because it can cause confusion and it would not make sense for a business to be running different versions of the software being used. It would be a breach of the license agreement if an individual iScaf® license is upgraded without up to date ASU payment or subscriptions.

- **How can I receive the latest upgrade if I’m not on a Support Plan?**

To receive a latest upgrade, you will need to pay the year(s) fees that accrued when you were not on the plan. Yes, this means that you will be paying all the previous support invoices that were missed.

This policy is in place to be fair to the many customers who have been paying ASU each and every year.

- **What’s new in our upgrades?**

From time to time we may release information on our web site “Latest News” page with upcoming features.

Please visit <https://www.scaffoldingsoftware.com/category/news/all-news/>

Or

Email to receive our newsletter: sales@scaffoldingsoftware.com

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