

ClaRa Library Training, Support and Service Offers

Dear customer,

ClaRa stands for the Clausius-Rankine cycle. This thermodynamic cycle process is the basis all over the world for electricity generation from the most varied energy sources – from coal-fired power plants to direct steam generation solar power plants. The Modelica library ClaRa enables the investigation of the transient behavior of such cycle processes and is available **for free** under Modelica License Version 2.0.

We planning half-yearly releases but in order to fulfill the needs of you as an industrial or academic user we kindly offer addons:

1. **Training courses**

(see our website under <http://www.claralib.com> for more information)

2. **Technical support packages**

After attending one of the official training courses by TLK and XRG or one of our cooperation partners you may purchase professional support packages. The purchaser nominates a number of users, which may request support on a yearly basis for the ClaRa Library. The users can send bug reports to our issue track system. Those reports will be handled in the following way:

- a. Level 1: A solution is known from our database
Our response time is 24 hours (Mo-Fr)
- b. Level 2: New error, a workaround will be developed
Our response time is 2 days (Mo-Fr)
- c. Level 3: New severe error and no workaround is available.
A patch of the library will be generated within 5 days (Mo-Fr)

Industrial annual support package 2.000 Euro/user

Academic annual support package 400 Euro/user

Contact:

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Please note, that **unregistered** users of the ClaRa Library are welcome to send bug reports at any time. Those issues will be resolved during the release cycle of the library (new versions will be issued twice a year).

Projects and modelling solutions are excluded from the support packages.

3. Technical services

We can support you with some advanced services and can also carry out parts of your project work (e.g. preparation of initial plant models as a starting point, model plant failure behavior, detect bottlenecks in the design, evaluate alternatives in planning phase, virtual commissioning of the plant and its control). Please request our offer for your individual projects.

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