

DG QRAM- After sales service

Users of the DG QRAM software are reminded that a user manual is provided on purchase of the DG QRAM software, providing essential information on how to install and operate the model. Users are invited to carefully read the manual before running the software. In addition, PIARC regularly organises training sessions for both new users and advanced users (at the users' own expense). These sessions offer users a very good opportunity to learn more about the tool and to discuss issues with other users and expert trainers. To find out when the next training sessions are available, [please click here](#).

Given this context, PIARC does not provide a formal after sales service. However, in order to facilitate use of the tool, the task group in charge of the DG QRAM project has decided to provide a basic after sales service.

Users who have questions are invited to check carefully the manual and/or the training materials before asking for assistance. Should they have straightforward enquiries, prior to or following purchase of the software, they may address them to the project co-leader (CETU). Please contact christophe.willmann@developpement-durable.gouv.fr who will endeavour to answer questions within the shortest possible delay.

Should users require further support, they may be redirected to the software designer (or trainer(s)).