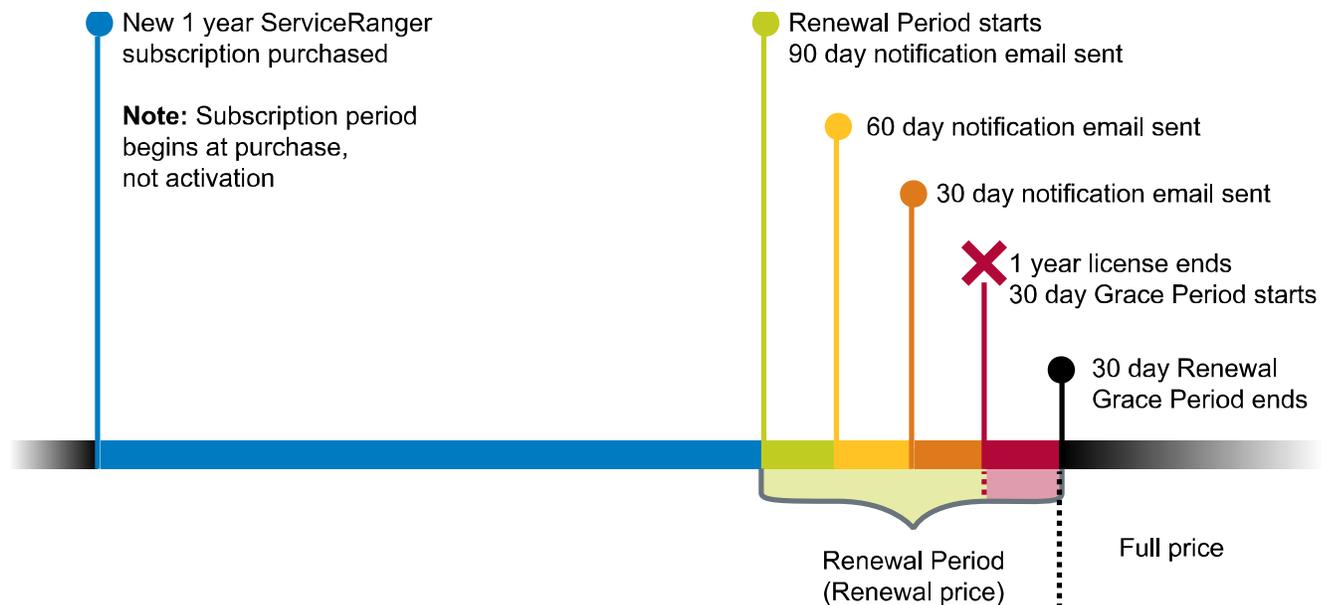# ServiceRanger Subscription Renewal
TCMT0074 EN-US
April 2015

Subscription Renewal Period

ServiceRanger subscription(s) may be renewed at any time during the Renewal Period. The renewal period begins 90 days before the end of your 1 year subscription—you will receive email notifications 90, 60 and 30 days before your subscription ends. When the subscription ends, you have a 30 day Renewal Grace Period in which to purchase a subscription at a renewal price (if available for your license type).

⚠️ **Important:** After the 30 day Renewal Grace Period, the price of a ServiceRanger subscription returns to the new subscription price.

New 1 year ServiceRanger subscription purchased

Note: Subscription period begins at purchase, not activation

Renewal Period starts
90 day notification email sent

60 day notification email sent

30 day notification email sent

1 year license ends
30 day Grace Period starts

30 day Renewal Grace Period ends

Renewal Period
(Renewal price)

Full price

Pricing

Pricing displayed in the Catalog is for new subscriptions only. Renewal pricing is only displayed in the Shopping Cart after renewals are added.

Renewal Button Missing

If the renewal button/icon is missing:

- Your subscription may not be within the Renewal Period.
  - If the 90 day Renewal Period has not started, you need to wait until the Renewal Period begins to renew your subscription.
  - If the Renewal Grace Period has ended, you will need to purchase a new subscription at full price.
- The subscription you originally purchased may no longer be available. Check the Catalog to see if it is still present—if it is not, contact customer support.

Activating Renewal in ServiceRanger 4

⚠️ **Important:** For the renewal to take effect, ServiceRanger must be updated to version 4.0.2331 or later. Click here to download the current version of ServiceRanger.

- If the subscription has already expired, ServiceRanger 4 will display an activation prompt on startup. The current serial number is automatically populated in the activation window. Clicking the Activate button applies the renewal.

  Note: If the first attempt to renew is unsuccessful, you will need to re-enter your order number and serial number. It may require up to 3 attempts before ServiceRanger renews.

- If the license has not yet expired, no action is required in ServiceRanger 4. The renewal will be automatically applied the next time ServiceRanger 4 connects to the Internet. You can check the expiration date by going to the **Settings | License** screen in ServiceRanger. It may take up to 24 hours to reflect the new expiration date.

## Renewing a ServiceRanger Subscription

1. Visit https://serviceranger.snapon.com
2. Log into the account used for the initial purchase.
3. Add renewal items to your cart by following one of these options:

   - Option 1: Renewing All Eligible Subscriptions, .
   - Option 2: Renewing All Subscriptions in an Order, .
   - Option 3: Renewing a Single Subscription, .

Option 1: Renewing All Eligible Subscriptions

1. View the Subscription List by selecting **My Account | My Renewals** in the menu.

2. Add renewals to the Shopping Cart by clicking the Add ALL to cart for $ button.
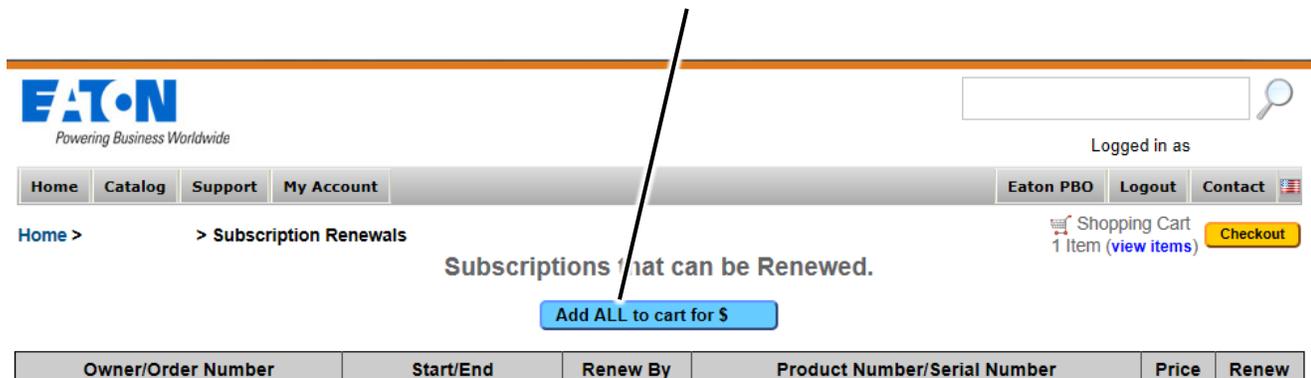
3. Click on the Checkout button in the upper right corner of the screen and follow the prompts to complete your renewal.
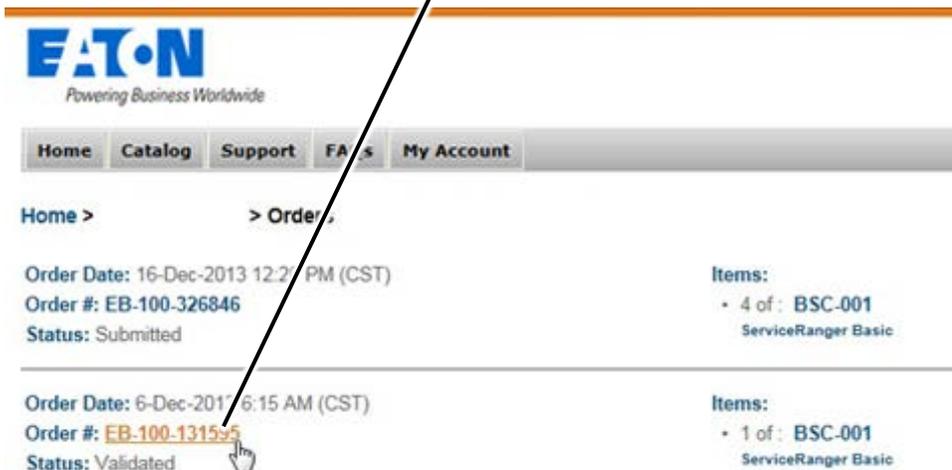
    Note: You may edit your order from the Shopping Cart at any point before completing checkout.

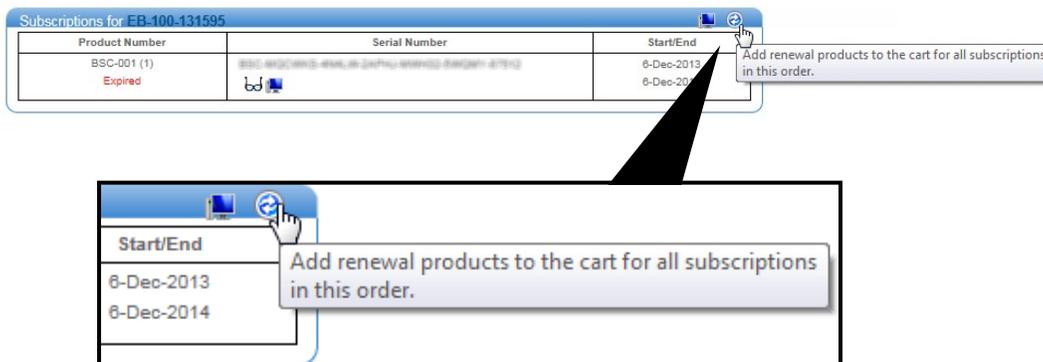## Option 2: Renewing All Subscriptions in an Order

1. If you have the Order Number of the subscription you would like to renew, enter it in the search bar and click the search icon. Or you can find your order number by selecting **My Account | My Orders** in the menu.

2. On the Orders screen, select the Order # link.

3. Add Renewals to the Shopping Cart by selecting the Renewal icon in the subscription header.

4. Click on the Checkout button in the upper right corner of the screen and follow the prompts to complete your renewal.
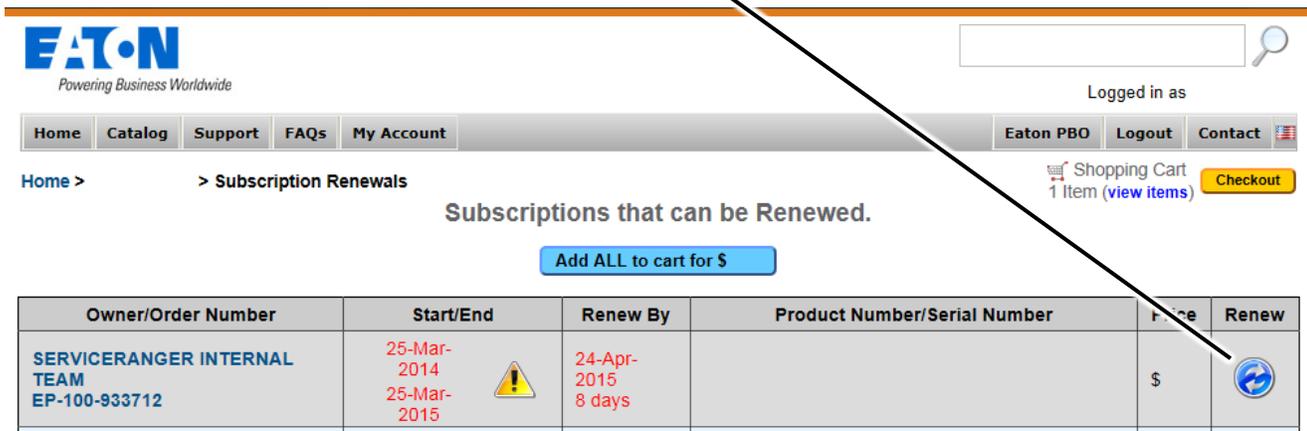
    Note: You may edit your order from the Shopping Cart at any point before completing checkout.

Option 3: Renewing a Single Subscription

1. If you have the Serial Number of the subscription you would like to renew, enter it in the search bar and click the search icon. Or view the Subscription List by selecting **My Account | My Renewals** in the menu.

2. Add Renewal to the Shopping Cart by selecting the Renewal icon.

3. Click on the Checkout button in the upper right corner of the screen and follow the prompts to complete your renewal.

   Note: You may edit your order from the Shopping Cart at any point before completing checkout.