

Service and support programs tailored to your needs.

Your service and support needs change significantly based on the complexity of the production and the life cycle stage of the manufacturing line. Mapvision Care offers three different service programs to provide you the flexibility you need to optimize your service coverage and cut service costs.

Standard Program

Extended Program

Light Program

Online Support

Via phone, email, ticket system, remote access

Quick response to support requests during work hours	X	X	X
Customer guidance and instructions via remote access	X	X	X
Remote analysis and support in urgent situations with minimal delay	X	X	X
Editor Suite	X	X	X
Correlation and MSA study test support*		X	
Production analysis support*		X	
Reports and presentations based on analysis and need		X	

Annual Maintenance

On-site visit

Technician on-site performing all maintenance activities	X	X	
Image and data gathering	X	X	

Hardware cleaning and maintenance

Cleaning and restoration	X	X	
Camera movement	X	X	
Light function and movement	X	X	
Condition check for all hardware and electric components	X	X	
Installation of spare parts**	X	X	

Calibration

One full system calibration with calibration certificate per year	X	X	
Measurement program updates	X	X	

Measurement system capability

MSA Study/Gage R&R test and report	X	X	
Correlation test and report	X	X	

Software Improvements

Error Corrections

Reported and observed malfunctions fixed and updated remotely***	X	X	X
Remote software updates via secure internet connection	X	X	X

Feature Modifications****

Modify inspection

Add new inspection features		X	
Remove inspection features		X	
Result output modifications		X	
Unlimited feature updates*****		X	

Engineering changes

Programing changes caused by changed part geometry or visual appearance		X	
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*Limited to 80 hours/year.

**Hardware required for maintenances is charged separately.

***Limited bug fixes for Mapvision Care Light.

****If modifications require on-site work or additional hardware, they are charged separately.

*****Feature count within originally purchased complexity level and software license.