



Mapvision Care

Service & Support Programs

Mapvision Care – Overview

	Standard	Extended	Light
On-line / Off-site Support¹			
Trouble support	X	X	X
Trouble analysis	X	X	X ²
Trouble analysis reporting	X	X	
Annual Maintenance			
One annual on-site visit	X	X	
System cleaning and maintenance	X	X	
System calibration	X	X	
Measurement system capability verification	X	X	
Software Improvements			
Error corrections	X	X	X ³
Minor software improvements ⁴	X	X	
Feature Modifications⁵			
Engineering changes		X	
Feature changes (within the limits of SW license) ⁴		X	

- Limited amount based on the Mapvision Care package:
 - Extended: 80 hours per year
 - Standard: 60 hours per year
 - Light: 40 hours per year
- Limited analysis support in Mapvision Care Light
- Limited error corrections included in Mapvision Care Light
- Excludes separately purchased optional functionalities
- If modifications require on-site work, additional hardware or additional software licenses; the costs are charged separately

Mapvision Care Standard

On-line / Off-site support	Annual maintenance	Software improvements	Feature modifications
<p>Trouble support</p> <ul style="list-style-type: none"> Direct phone support available during regular office hours. Support on trouble requests during regular office hours (support ticket, email or phone) Customer guidance and instructions via remote access. <p>Trouble analysis</p> <ul style="list-style-type: none"> Remote trouble shooting and analysis based on information and data provided and downloaded remotely. Support on Measurement program analysis. Remote support on correlation and MSA tests. Support on production analysis. <p>Trouble analysis reporting</p> <ul style="list-style-type: none"> Reports and presentations based on analysis and needs. <p><i>Limited to 60 hours per year.</i></p>	<p>One annual On-site visit</p> <ul style="list-style-type: none"> Mapvision Expert on-site performing all maintenance activities. Image and data gathering. <p>System cleaning and maintenance</p> <ul style="list-style-type: none"> Cleaning of system. Checking and rectifying possible camera movements. Checking and rectifying light functions and possible movements. Condition check of all hardware and electric components. Installation of spare parts when required (HW not included). <p>System calibration</p> <ul style="list-style-type: none"> One full system calibration including renewal of calibration certificate per year. <p>Measurement system capability verification</p> <ul style="list-style-type: none"> Measurement program updates. MSA Study/Gage R&R test and report. Correlation test and report. 	<p>Error corrections</p> <ul style="list-style-type: none"> Corrections and updates of reported software malfunctions according to Mapvision SW correction release schedules. <p>Minor software improvements</p> <ul style="list-style-type: none"> Minor software improvements that are not optional functionalities to be purchased separately. <p><i>All software updates are delivered according to Mapvision software release schedules and installed as agreed with the customer.</i></p> <p><i>All software updates are installed remotely via a secure internet connection.</i></p>	

Mapvision Care Extended

On-line / Off-site support	Annual maintenance	Software improvements	Feature modifications
<p>Trouble support</p> <ul style="list-style-type: none"> Direct phone support available during regular office hours. Support on trouble requests during regular office hours (support ticket, email or phone) Customer guidance and instructions via remote access. <p>Trouble analysis</p> <ul style="list-style-type: none"> Remote trouble shooting and analysis based on information and data provided and downloaded remotely. Support on Measurement program analysis. Remote support on correlation and MSA tests. Support on production analysis. <p>Trouble analysis reporting</p> <ul style="list-style-type: none"> Reports and presentations based on analysis and needs. <p><i>Limited to 80 hours per year.</i></p>	<p>One annual On-site visit</p> <ul style="list-style-type: none"> Mapvision Expert on-site performing all maintenance activities. Image and data gathering. <p>System cleaning and maintenance</p> <ul style="list-style-type: none"> Cleaning of system. Checking and rectifying possible camera movements. Checking and rectifying light functions and possible movements. Condition check of all hardware and electric components. Installation of spare parts when required (HW not included). <p>System calibration</p> <ul style="list-style-type: none"> One full system calibration including renewal of calibration certificate per year. <p>Measurement system capability verification</p> <ul style="list-style-type: none"> Measurement program updates. MSA Study/Gage R&R test and report. Correlation test and report. 	<p>Error corrections</p> <ul style="list-style-type: none"> Corrections and updates of reported software malfunctions according to Mapvision SW correction release schedules. <p>Minor software improvements</p> <ul style="list-style-type: none"> Minor software improvements that are not optional functionalities to be purchased separately. <p><i>All software updates are delivered according to Mapvision software release schedules and installed as agreed with the customer.</i></p> <p><i>All software updates are installed remotely via a secure internet connection.</i></p>	<p>Engineering changes</p> <ul style="list-style-type: none"> Programming changes caused by changed part geometry or visual appearance (e.g. new welding process changes appearance of measured part). Measurement program fine-tuning as required. <p>Feature changes</p> <ul style="list-style-type: none"> Adding new measurement or visual inspection features. Removing measurement or visual inspection features. Modifying result output. <p><i>Unlimited feature updates within purchased SW license level.</i></p> <p><i>Hardware changes, possible additional SW licenses and on-site support are not included.</i></p>

Mapvision Care Light

On-line support	Annual maintenance	Software improvements	Feature modifications
<p>Trouble support</p> <ul style="list-style-type: none"> ▪ Direct phone support available during regular office hours. ▪ Support on trouble requests during regular office hours (support ticket, email or phone) ▪ Customer guidance and instructions via remote access. <p>Trouble analysis</p> <ul style="list-style-type: none"> ▪ Remote trouble shooting and analysis based on information and data provided and downloaded remotely. <p><i>Limited to 40 hours per year.</i></p>		<p>Error corrections</p> <ul style="list-style-type: none"> ▪ Corrections and updates of software malfunctions reported by the Mapvision Care Light customer according to Mapvision SW correction release schedules. <p><i>All software updates are delivered according to Mapvision software release schedules and installed as agreed with the customer.</i></p> <p><i>All software updates are installed remotely via a secure internet connection.</i></p>	