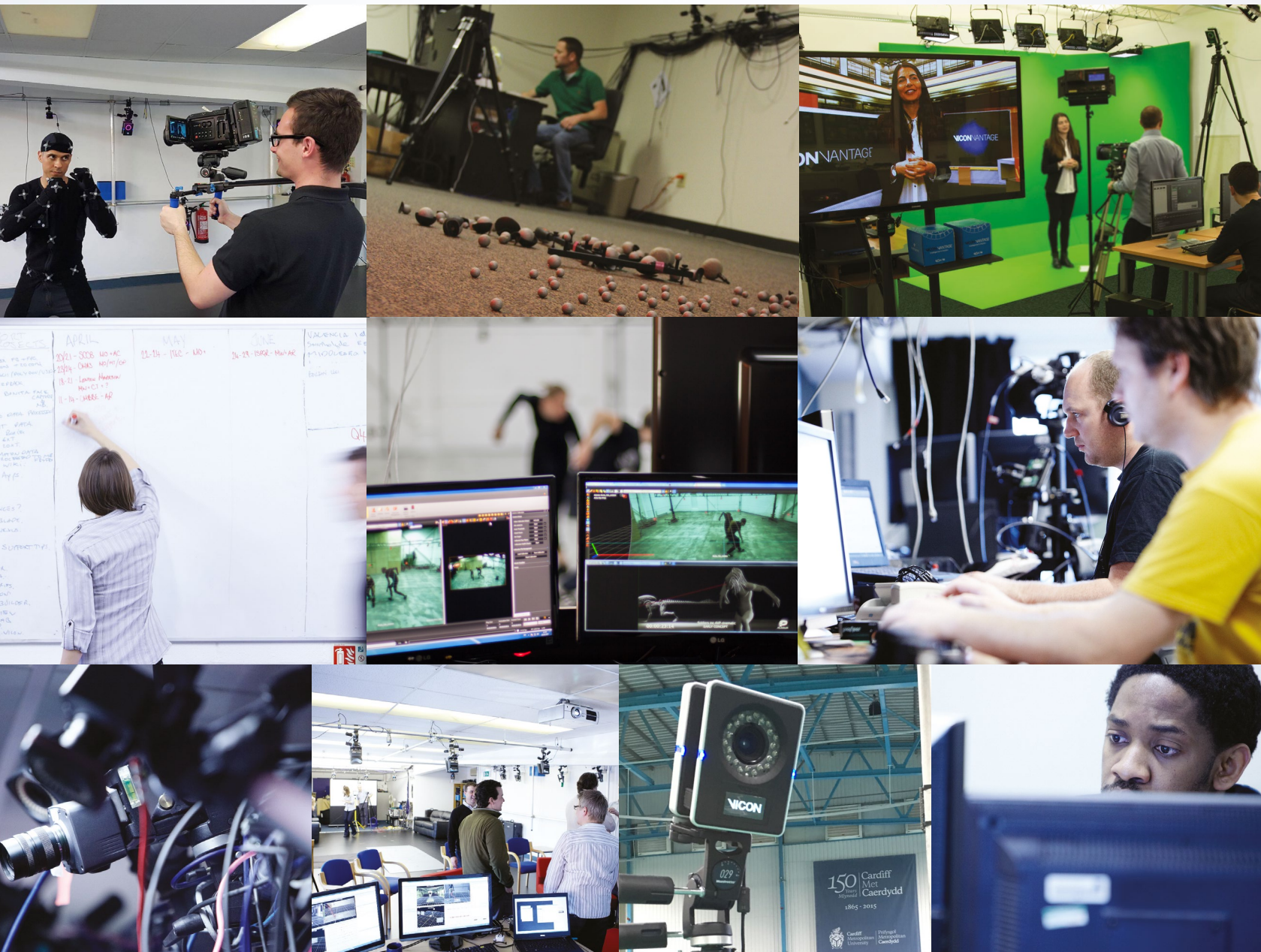


# VICON

## Vicon Support

Pioneering motion capture since 1984.



# Vicon Support contracts

## Our people work for you.

Highly trained and experienced support engineers provide on-site installation and training so you get the best out of your system from day one. Once your system is installed, you will have access to our 24 hour support network, meaning help is only a click, call or email away. For additional piece of mind, Vicon offers a range of Support plans. Browse the list below to find the perfect package for you.

[www.vicon.com/support](http://www.vicon.com/support)

		Premiere 12 month contract	Hardware 12 month contract	Basic 12 month contract
<b>Contact us</b>	<ul style="list-style-type: none"> <li>Unlimited Phone Technical Support - Troubleshooting</li> <li>Unlimited Email Technical Support - Troubleshooting</li> <li>Unlimited Teamviewer Technical Support - Troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>
<b>Online</b>	<ul style="list-style-type: none"> <li>Remote Assisted Training Services (8 hrs) on purchased platforms only</li> <li>Remote Assisted Training Services (unlimited) on any Vicon platform</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/></li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>Software Maintenance Releases (for example version 2.0 to 2.1)</li> <li>Access to unlimited trial licenses of all software products until end of contract (Exclusions apply)</li> <li>Version upgrades on all licenses of Vicon purchased software products (for example version 1.6 to 2.0)</li> <li>Discounts on Vicon software</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Discounted on-site training sessions - 40% off</li> <li>Custom On-site System Optimization (one per year)</li> <li>Voucher for four people to attend Vicon office for a training course</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>		
<b>Hardware</b>	<ul style="list-style-type: none"> <li>Vicon cover the costs for collection of faulty goods (North America, Canada and Europe only)</li> <li>Parts and labor warranty on all replaced parts</li> <li>Vicon covers return shipping costs</li> <li>Overnight shipping of new replacement item on all Vicon current release products (RMA raised by midday the previous day. North America, Canada and Europe only)</li> <li>Current products (Vantage, Vero, IMU and Cara) replaced with new units</li> <li>T series and Bonita products returned to base for investigation and replacement parts fitted</li> <li>Broken Dongle Replacement (max two per year)</li> <li>Broken Dongle Replacement (max five per year)</li> <li>20 markers per year, customer's choice of marker size</li> <li>Diagnostic labor cost to client if no fault found (equivalent to 3hrs labor cost)</li> <li>Replacement part costs to be covered by the client</li> <li>All replacement costs invoiced to the client</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul>

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# Vicon Motion Systems

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## Contact

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## Online

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