

SUPPORT PLANS

1 YEAR CONTRACT		INCLUDED	SOFTWARE	HARDWARE	PREMIER
CONTACT US	Phone Technical Support – Troubleshooting	✓	✓	✓	✓
	Email Technical Support – Troubleshooting	✓	✓	✓	✓
	Team Viewer Technical Support – Troubleshooting	✓	✓	✓	✓
SOFTWARE	Point release updates on all software products (e.g. Tracker 4.0 to 4.1)	✓	✓	✓	✓
	Remote Assisted Training Services on any Vicon platform		✓		✓
	Access to unlimited trial licenses of all core software products until end of contract (Nexus, Tracker, Shogun)		✓		✓
	Version upgrades on all software products (e.g. Tracker 3.x to 4.x) under existing contracts		✓		✓
	Custom on-site optimization and training (one day per year), and discounted additional days		✓		✓

1 YEAR CONTRACT		INCLUDED	SOFTWARE	HARDWARE	PREMIER
HARDWARE	Vicon to cover the costs for collection of faulty goods (North America, Canada, and Europe only)			✓	✓
	Parts and labor warranty on all replaced parts			✓	✓
	Vicon covers return shipping costs			✓	✓
	Repair/replacement of current Vicon products (Valkyrie, Vantage, Vero, IMU and Lock product families)			✓	✓
	Dongle replacement (max two per year) or Wand charger replacement (one per plan)			✓	✓
	20 markers per year, customer's choice of marker size				✓