



A Baumer Company



Preventive Maintenance Subscription

- Ensure optimal performance of your QualiVision systems with preventive maintenance.
- Minimize production losses and downtime, maximize system availability.
- Maintain data integrity and database reliability.
- Predictable maintenance schedule and cost.
- Service provided by highly qualified application engineers.

Service Activities and Benefits	Basic	Standard	Premium
Visual inspection of electrical and mechanical components for safety relevant damage	✓	✓	✓
Cleaning of optics and illumination	✓	✓	✓
Protocol of the actual state and comparison with reference (camera position, resolution, focus, brightness) Reference to Bullet point "1" below	✗	✓	✓
Replacement of wearing parts (according to the maintenance schedule in the manual). Printers are not covered by this.	✗	Labor included (max. 3h) Spare parts not covered	Labor included (max. 6h) Spare parts 10% discounted
Spare parts kit: Highly recommended to avoid delay due to customs issues	✗	✗	Extra Cost, but 10% Discount
Checking the UPS battery and cleaning or replacing air filter inserts in the PC and control cabinet. Checking the hard disc (number of write cycles)	✓	✓	✓
Defragment disc. Clean up unnecessary device data. S.M.A.R.T. Health check.	✗	✓	✓
Replacement of the hard disc, if necessary	✗	✗	✓
Backup of the installed QualiVision device software and configurations on customer storage media. Install Windows OS security patches if desired and possible	✓	✓	✓
Confirmation of the system check with adhesive seal upon successful verification. Service report and recommissioning.	✓	✓	✓
Clarification of questions from the customer.	(max. 1h) ✓	(max. 1h) ✓	(max. 1h) ✓
Remote refresher training for operators and technicians (QualiReader, optics, ...)	✗	✗	(max. 8h) ✓
Labor cost, travel time and travel cost associated with the annual service	✓	✓	✓
Telephone support during normal working hours to maintain the productivity of the system (excluding activities such as the creation of new layouts and articles)	Separate through Remote Support Package	(5h/10h included) ✓ Reference to Bullet point "2" below	(5h/10h included) ✓ Reference to Bullet point "2" below

1 Correction of possible deviations, depending on risk assessment and in alignment with customer

2 5 hours included for machine investments larger than 50k. 10 hours included for machine investments larger than 100k. Rest with support package. Once the included hours are used up the remote support effort is billed monthly. The included hours are valid per customer, not per machine/line and can thus be cumulated for all machines of one customer.

Conditions for Subscription for Preventive Maintenance

- Subscription is valid for 12 months from Jan – Dec
- 1st year pro rata and minimum duration is 1st and 2nd year
- Unused services expire at the end of the calendar year
- Subscription can be cancelled at the end of each year
- 10 years after installation, the customer is no longer entitled to a subscription
- A subscription is typically valid per machine with 1 computer and a maximum of 4 cameras

The following items are not part of the subscription and will be charged separately

- Additional service visits
- Support for devices that are not part of the system supplied by QualiVision (e.g. customer network, components of the machine manufacturer)
- Waiting times due to downtimes and delays caused by the customer

Recommended in Combination with Preventive Maintenance Subscription

Remote Support

- Enables our technical support engineers to connect directly to your QualiVision system and provide expert support through TeamViewer
- Experience so far shows that about 80% of issues can be solved by Remote Support.
- Faster reaction time
- Cost savings and lower ecological footprint due to less travel
- Contact us for a quote

Spare Parts Kits

- There is very little wear and tear in our reliable vision systems but it can always happen that a certain electronic component fails.
- We thus strongly recommend to have a spare parts kit on-site to avoid delays caused by part non-availability, shipping and customs.
- Depending on your preventive maintenance subscription you will get a discount for the spare parts kit
- All spare parts kits are tailored specifically to your machine.
- Contact us for a quote