

Support, Warranty and Training

Overview

With the supply of any piece of imaging equipment it is important to set all support and warranty expectations from the start.

Have you ever thought that a sales representative promised too much but did not deliver? QImaging UK is proud of its support and warranty provision, as testified by our many customers.

We understand that handling expectation from the start is critical to purchase, implementation and life long use of equipment. By implementing support, warranty and training procedures we set, meet and regularly exceed these expectations.

Technical Query (TQ) Line

To ensure that we track all outstanding questions and requests we log every call and give the customer a reference TQ number.

You will be required to give information about your system, such as camera or software serial number and contact details.

Once the call is logged it will be answered immediately if possible or investigated off line.

The TQ database and reference system enables us to keep a record of all calls to ensure that they are answered within a reasonable time frame.

To log a TQ please visit our website www.qimaging.co.uk and select "Log a TQ"

Or you can call 01628 477025 and ask for support or e-mail techsupportuk@qimaging.com

Camera Warranty

All QImaging cameras come with a 2 year return-to-base warranty covering all parts and labour.

In most cases we are able to supply a similar demonstration model on loan to minimize your down time.

Extended Warranty Plans

QImaging UK offers a 5 year full warranty and support plan for £500. This must be purchased at the time of purchase or within the initial 2 years.

Onsite Installation and Training

Systems, cameras and software purchased with on-site training will include installation and training, to be scheduled around the time of delivery.

This on-site training is designed to get you up and running with the basics of your system.

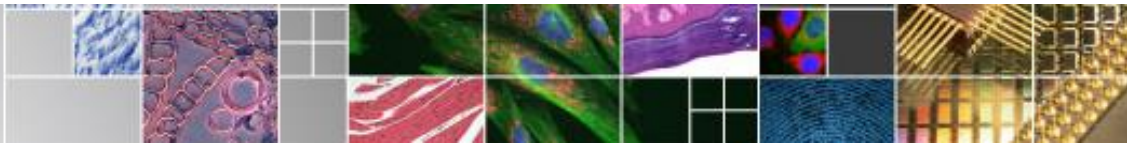
The content of this training is best discussed at the time of purchase and although it is fairly standard for cameras and software it can be customised for more advanced systems.

Crib Sheets

To ensure that we leave our customers not only with working systems but systems *that they can work* we provide crib sheets for training.

These are specific one page sheets which guide the user through a basic operation, dividing the task into a small series of steps.

Examples are camera control, time-lapse imaging, colour tinting, making basic measurements, applying marker bars etc.



Training Videos

QImaging has on-line training videos to assist you from basic acquisition to full multidimensional imaging – please see www.qimaging.co.uk

Application and Technical notes

QImaging provides a large number of application and technology-specific application notes – please see www.qimaging.com

3rd Party Software Support

We work with many 3rd party software suppliers and assist them with camera driver support. For technical support on 3rd party software using our cameras please contact that software company.

If you feel that the camera is not working or responding please feel free to contact us and we can aid diagnosis using basic utility software without disturbing your integrated system.

3rd Party Hardware Support

All other hardware comes with a 1 year return-to-base warranty. With most of the equipment we offer we can quickly replicate any errors in our UK office and arrange loan equipment where possible.

QImaging System Extended Support Plans

Initial support runs for the first year and can be extended though 3 cover plan options

Bronze Support £245 - unlimited access to phone and e-mail support

Silver Support £545 - unlimited access to phone and e-mail support + one annual on-site visit.

The annual on-site visit can be taken as ½ day on-site training, or for system maintenance.

Gold Support - unlimited access to phone and e-mail support + one annual on-site visit + return-to-base cover on specified hardware (price on application).

Returns Material Authorisation (RMA)

If required QImaging UK will handle repairs of not just our own but any 3rd party hardware purchased from QImaging UK. However all returns require prior authorisation.

Utilising our RMA tracking system we are fully in control of where your hardware is and how its repair is progressing.

To report any faulty hardware please contact us using the TQ system at www.qimaging.co.uk - select “Log a TQ”

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