



# Service

Complete NDT technical support



# Service Portfolio

**VCxray** offers a variety of services throughout the entire system life cycle to keep your machines running efficiently and with the highest uptime. Our team is highly trained to seek the best benefits for your company.  
**Increase your efficiency with fewer problems.**



## Expertise and consultancy

You can trust our highly trained Team to help you maximize your company's, return on investment.



## Safety

You receive efficient and rapid assistance to ensure the safety that your company needs in its production process.



With the extension of your Warranty, you will have the chance to prolong it for 12, 18, or 24 months.

To ensure a high system uptime and a long lifetime of critical components.

**Part Availability Packages:** free up storage space and capital — we stock critical spares and ship on demand within guaranteed timeframes.

**Engineer Availability Packages:** guaranteed expert support with defined on-site response times.

We take calls around the clock, so that you're always covered.



Extended Warranty

Preventative Maint.

Availability Packages

System Qualification

Retrofits

Remote Support

Software

On-Call Service

VC - LIFE CYCLE SERVICES

All Software updates/upgrades fit seamlessly into the VCxray ecosystem, and can be tailored to your requirements.

A team of skilled service engineers and software developers is available for immediate help.

VCxray offers comprehensive Retrofit upgrades from X-ray component replacement to automation of complete systems.

We help you get your VCxray system qualified according to your requirements.





# Preventative Maintenance

Preventative maintenance is of utmost importance to ensure a high system uptime and a long lifetime of critical components. Therefore, regular maintenance and checkup by the manufacturer are required. Additionally, X-ray systems must comply with special governmental regulations and require regular servicing.

- ✓ Extended equipment lifetime
- ✓ Prevention of damage
- ✓ Early detection of wear

- ✓ Preservation of value

Preventative Maintenance Packages

- BASIC**, 2 maintenances per year
- STANDARD**, 3 maintenances per year
- PREMIUM**, 4 maintenances per year
- 
- + **FLEX**, flexible to your requested date



# Availability Packages

When investing in a VCxray system there are options to keeping your own spare parts in our stock. For a monthly rate, we provide you availability parts on demand. You only purchase them when you need them.

- ✓ No own warehousing, storage at VisiConsult
- ✓ With availability packages, you will get a special discount on availability parts
- ✓ Fast availability

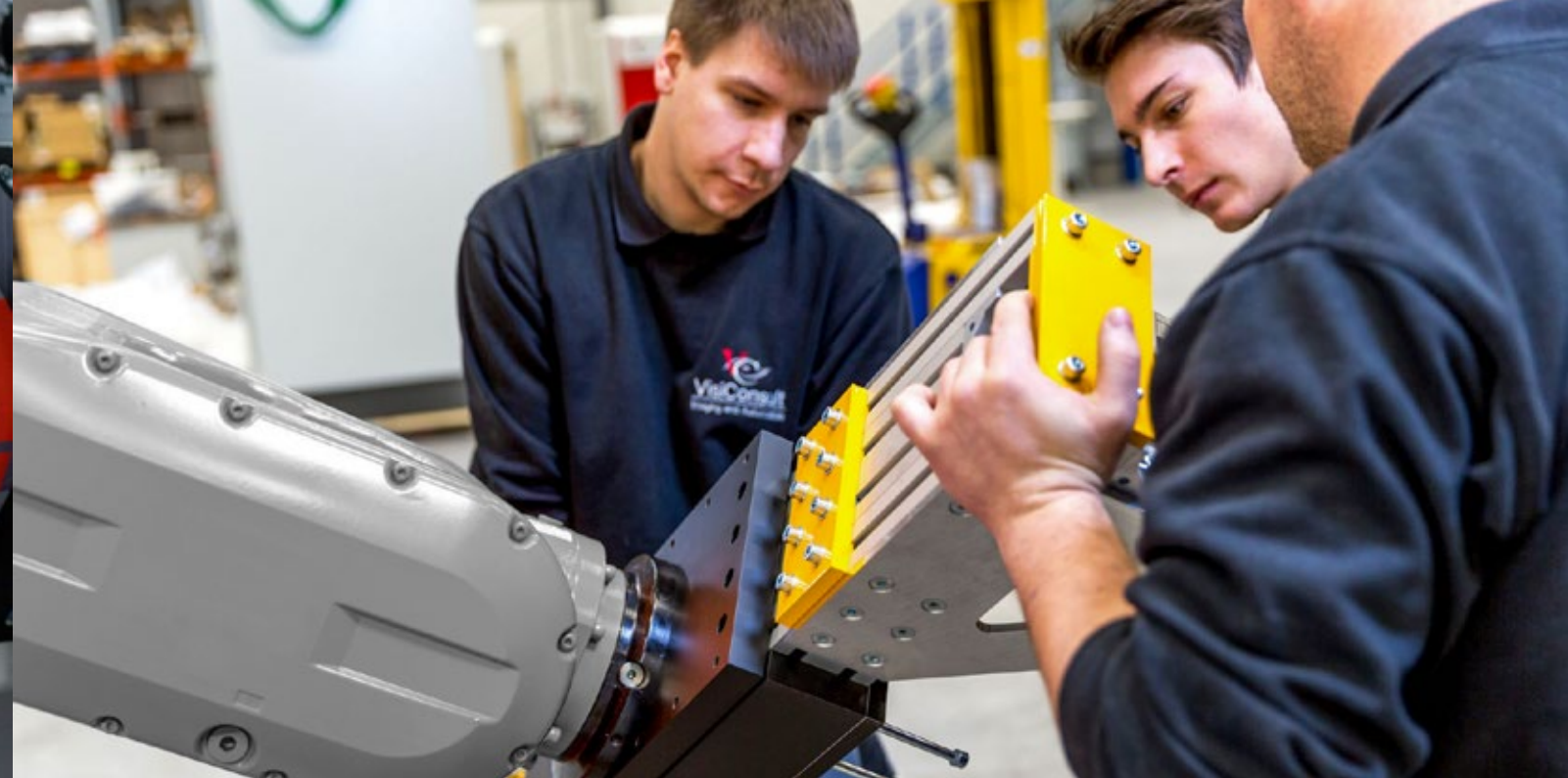
- ✓ Depending on your needs, VCxray offers to rent spare parts

Availability Packages\*

- BASIC**, < ETD 5 days
- STANDARD**, < ETD 48 hs
- PREMIUM**, < ETD 24 hs

\*ETD, estimated time of departure. Hours and days refer to working days





## System Qualification

Take advantage of our experience. Many customers benefit from and value our support during the qualification phase.

Getting your VCxray system qualified according to your requirements and regulations.

- ✓ Qualification according to standards by means of image quality test specimens
- ✓ Focal spot measurement (according to manufacturer's specifications or DIN EN 12543-2)
- ✓ The results of the qualification will be recorded in a detailed final report

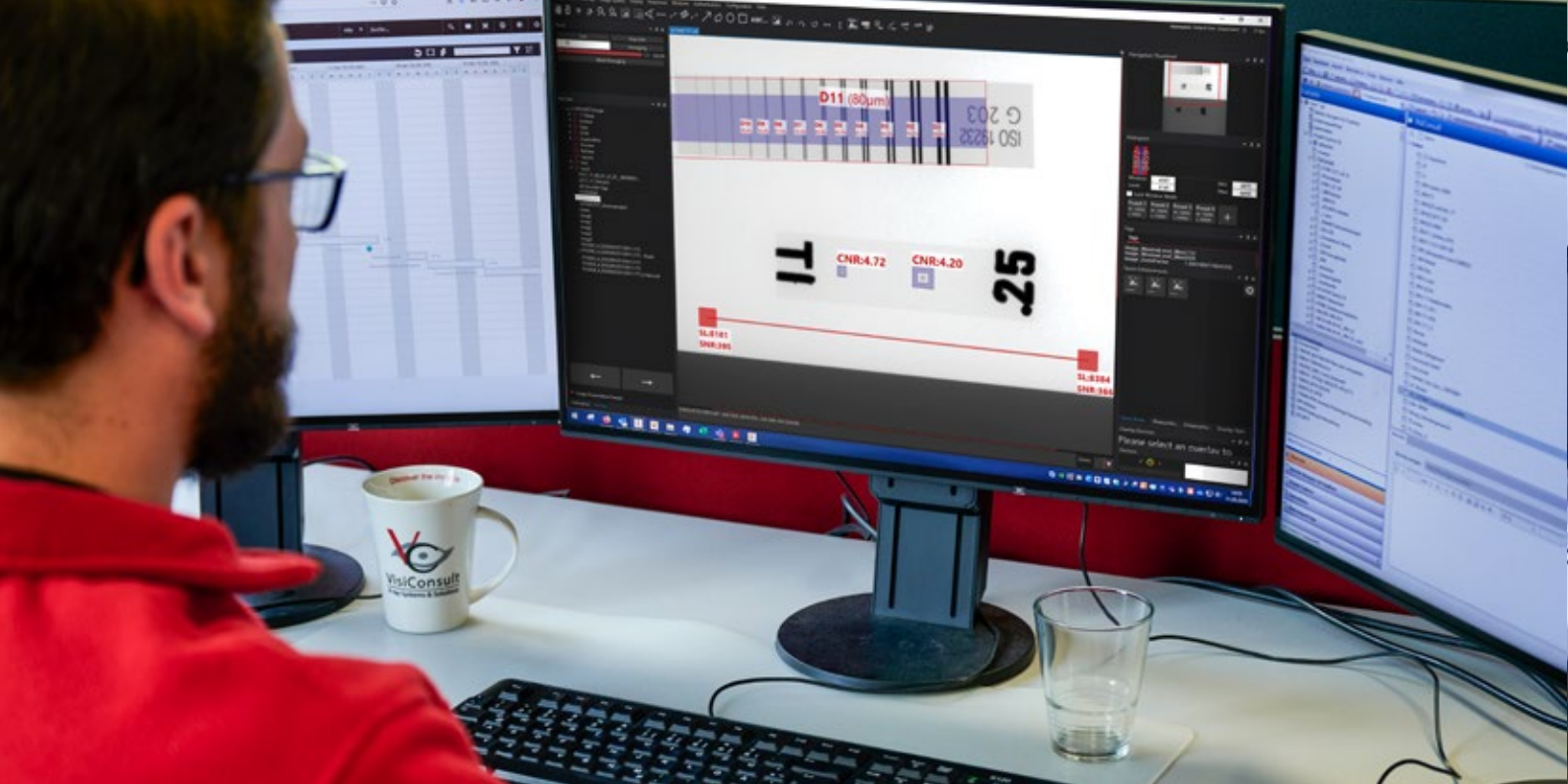
## Retrofits

In many cases old X-ray protection rooms or cabinets are still usable, while the technical components are broken, outdated or even obsolete.

VCxray offers comprehensive retrofit upgrades such as X-ray component replacement, analog to digital migration, and even automation of complete systems. This applies even to systems delivered by other suppliers.

- ✓ Functional expansion of existing equipment
- ✓ Automation
- ✓ Update with new PC hardware and software
- ✓ Upgrade of X-ray technology
- ✓ Improve sustainability by reusing or repurposing existing systems





## Remote Support

Save time and money via Remote Support.

Most problems and calibration issues can be addressed remotely, thereby saving valuable time and resources.

A team of skilled VCxray engineers is available for immediate help. **Find out more about the process.**

- ✓ Phone and TeamViewer support within 2 hours
- ✓ Many service cases are solvable remotely
- ✓ Often, no on-site visit is necessary

## Software Updates and Upgrades

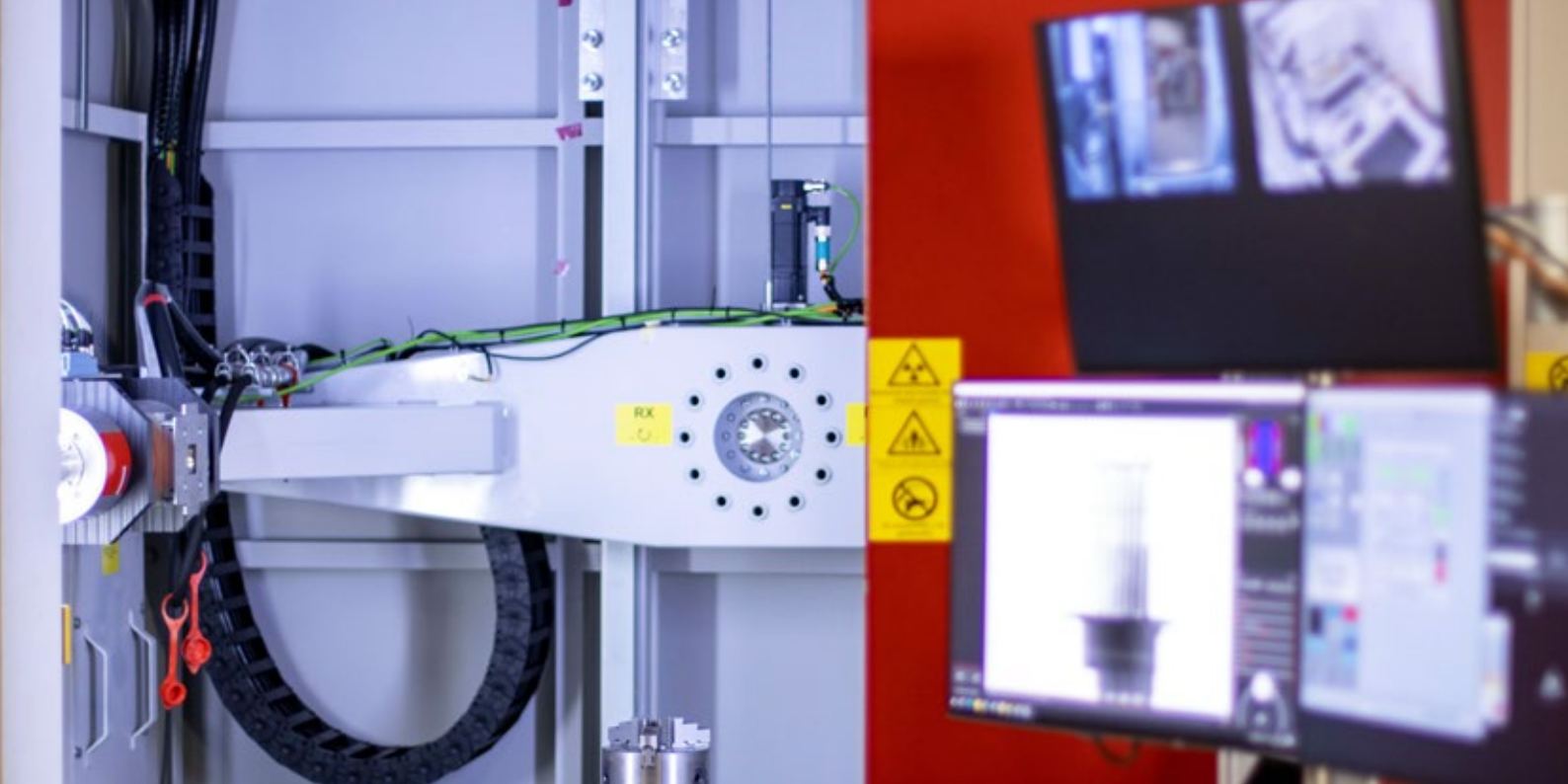
We are constantly seeking to perfect VCxray solutions.

All software updates/upgrades fit seamlessly into the VCxray ecosystem, and can be tailored to the specific applications, and particular needs you require. Suggestions from our users are integrated, optimizing the workflow.

- ✓ Update with new PC hardware and software
- ✓ Additional software tools
- ✓ Upgrade of X-ray technology
- ✓ Image intensifier to DDA
- 

Regular updates are available - ask your VC representative for more information





# On-Call Service

**Premium support around the clock.** Expert assistance whenever you need it. When issues strike after hours, we're here for you.

- ✓ Immediate phone support: Get fast, direct access to technical experts for quick diagnosis and troubleshooting.
- ✓ Expert support guaranteed: We assign specialists with years of industry experience to resolve your emergencies.
- ✓ Dedicated Premium Access: A direct-dial number ensures priority access for premium clients.

## On-Call Packages

- BASIC**, 9 hours / 5 days
- PREMIUM**, 16 hours / 5 days
- PREMIUM EXT. 24/5\***, 24 hours / 5 days
- PREMIUM EXT. 24/6\***, 24 hours / 6 days
- PREMIUM EXT. 24/7\***, 24 hours / 7 days

*\* Packages in progress, available SOON!*

# Extended Warranty

Protect your investment even longer with the extension of your warranty for **12, 18, or 24 months**.

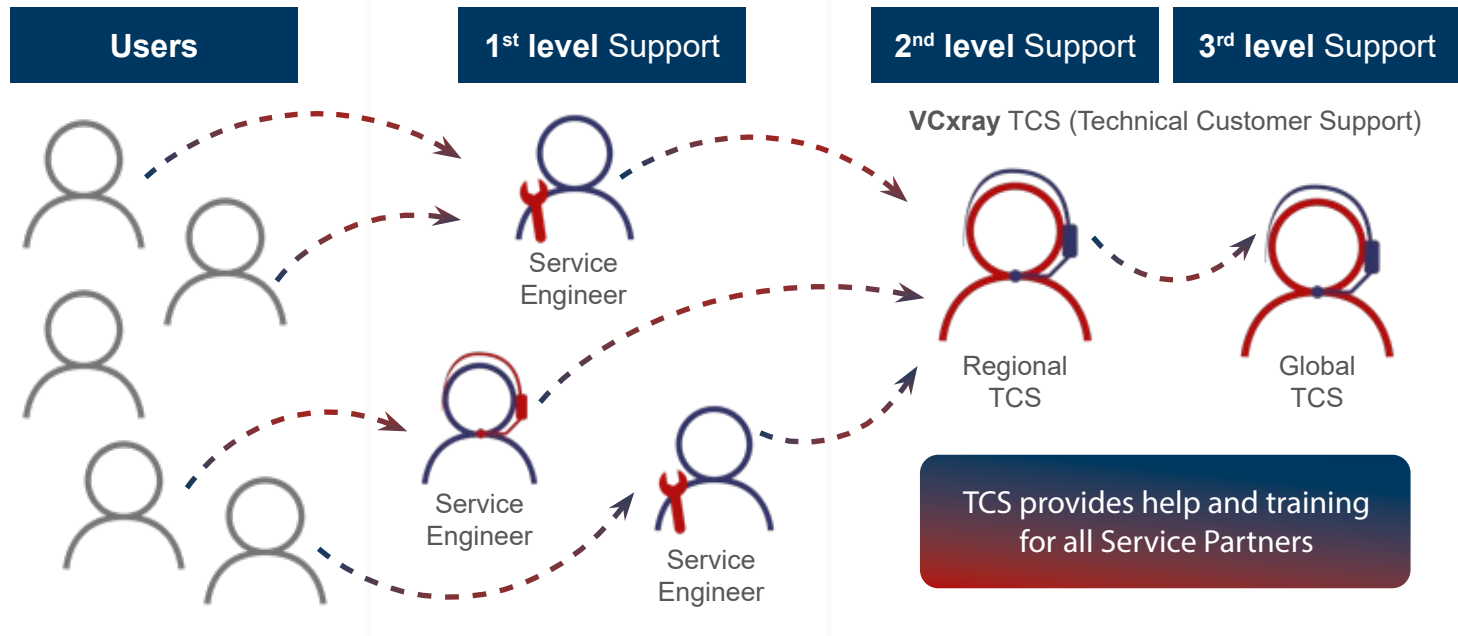
It covers the replacement of failed parts, reduces financial risks, and provides peace of mind. To maximize uptime, we offer service contracts and availability packages.

## Extended Warranty Packages

- BASIC**, 12 months warranty
- EXTENDED**, 18 months warranty
- EXTENDED PLUS**, 24 months warranty

*For more information, please contact your local VC representative.*





## Service Structure and Process

You receive efficient and rapid assistance to ensure your company's needs in its production process.

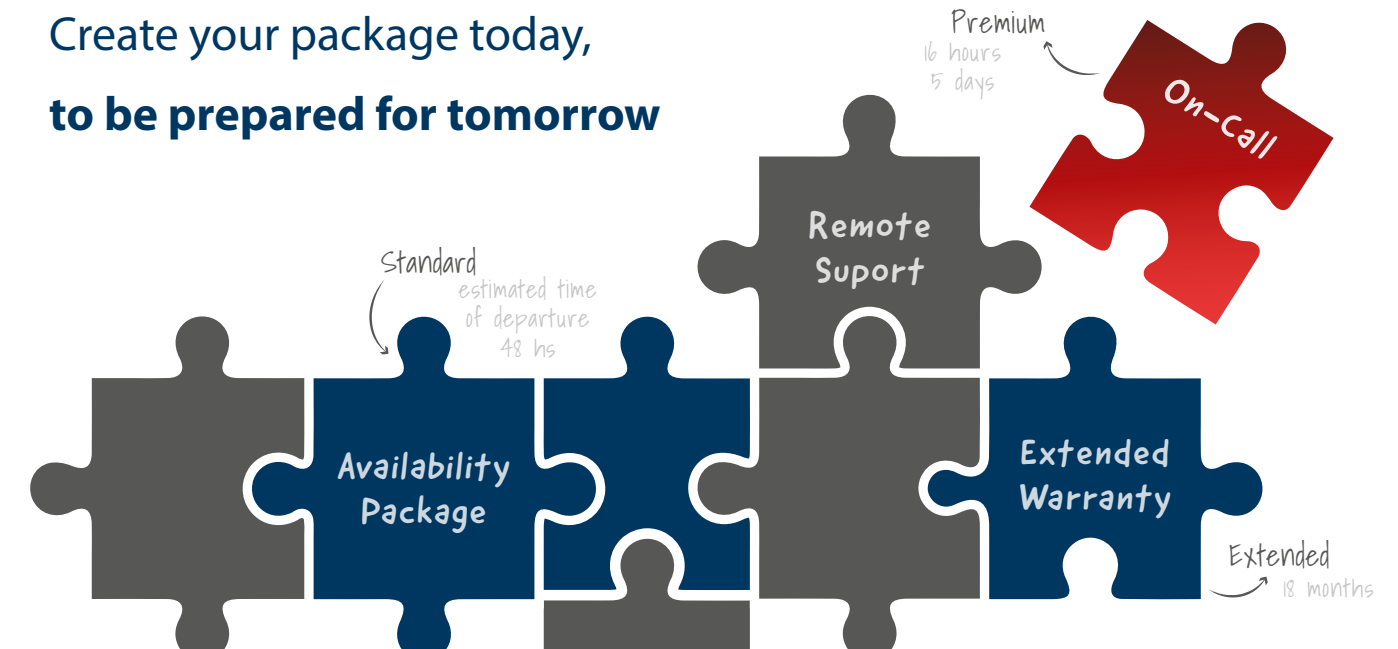
Get in touch with one of our VC-xray subject-matter experts.



No matter  
where you are,  
we are **never**  
**far away.**



Create your package today,  
**to be prepared for tomorrow**



## Service Centers and Hubs

With our service centers and hubs worldwide, we will complete your staff with maximum efficiency in your specified time frame and without interrupting your operations.

No matter where you are, we are never far away.

Our knowledge and experience maximize your company's profits.

- ✓ We help you protect your production
- ✓ Always there for you.
- ✓ A perfect solution according to your needs

For more information, please contact your local VC representative or visit our webpage.

## Packages and Bundles

VCxray offers a variety of services throughout the entire system life cycle to keep your machines running efficiently, and with the highest uptime. Contact our team, and together we can make the package that best suits your company's needs.

Our packages are fully customizable, and that allows us to adapt to your requirements.

**Increase your efficiency with fewer problems.**

- ✓ Fully customizable packages
- ✓ Flexibility to meet your needs
- ✓ Prolong system lifetime





## Regional headquarters

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