



Qualisys support

Terms and conditions

We believe that customer support must be accessible, quick and friendly. The purpose of our support agreement is to provide you with the latest software updates, enhancements and technical support for a carefree use of your motion capture system.

Qualisys system support gives you full support for your Qualisys hardware and QTM software, as you are used to. You also get access to QAcademy, an online library of video tutorials & training programs.

If you are using one or more Analysis modules, you also get dedicated support by our team of biomechanical experts and updates to keep up with the latest developments.

Make sure that your lab is always up and running by signing up for our new hardware services. Join our camera loaner program to receive a temporary replacement camera in case one of your cameras needs to be serviced. Additionally, our extended hardware warranty allows you to prolong the standard two-year warranty period of your Qualisys hardware.

SYSTEM SUPPORT CONTENT

Qualisys system support including Analysis modules support

- Support via e-mail, phone, or remote desktop
- QTM and camera firmware upgrades
- Access to QAcademy online video tutorials & training program
- Dedicated support by our team of biomechanical experts
- Upgrades of your licensed Analysis modules

Hardware services

- Camera loaner program
- Extended hardware warranty

Note! For customers outside Europe & Asia Pacific, we have different prices, terms and conditions. For quotation please contact sales@qualisys.com

Qualisys system support

WHAT YOU GET

- E-mail support: Contact our dedicated support staff via e-mail. We will get back to you within one business day.
- Phone support: Pick up the phone or contact us via Skype to get in touch with one of our support engineers.
- Remote desktop support: Schedule a remote desktop session with one of our support engineers for solving a problem or getting help with optimizing your system.
- Access to our online support center for keeping an overview and managing your support tickets.
- QTM upgrades. Keep QTM up-to-date, enjoying new features, enhanced usability and stability and bug fixes. QTM upgrades are released twice per year.
- Upgrades of QTM Connect applications for Matlab, MotionBuilder and LabVIEW for additional functionality, improved stability and bug fixes.
- Camera firmware upgrades. The latest camera firmware is included in new releases of QTM, ensuring to get the most out of your camera system.
- Access to QAcademy online video tutorials and training programs. Enjoy our up-to-date online video library for getting started with motion capture or diving deeper into QTM. Our training courses will raise your expertise in the use of your Qualisys hardware and software.

The System Support includes hardware, software & Analysis modules^{1,2}

Optional Add-ons: Camera loaner program and Extended warranty.

¹ Prolongation and reactivation: A support agreement can be prolonged when it is renewed within 6 months after expiry. When the previous support agreement has expired for more than 6 months.

Analysis modules support

Analysis modules support² included in the system support provides dedicated support from our team of biomechanical experts and software upgrades. If you are actively using Analysis modules a valid Qualisys system support agreement is recommended.

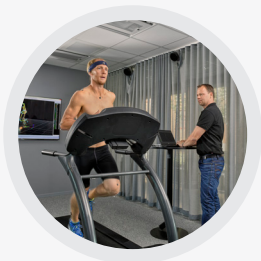
WHAT YOU GET

- Personal support via e-mail, phone or remote desktop from one of our biomechanical experts.
- Upgrades of your licensed analysis modules, including improvements of and additions to the analyses and the reports, as well as bug fixes.

² Analysis modules support covers support for all your analysis modules. In case the module is using Visual3D software, an active support agreement with C-motion is highly recommended.



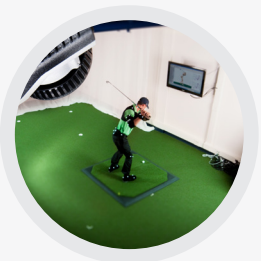
Gait



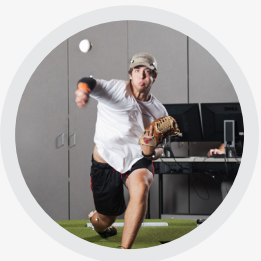
Running



Cycling



Golf



Baseball

Add-on: Camera loaner program

Participation in the loaner program³ provides the option to receive a temporary replacement of a camera when it needs to be sent in for servicing or repair. This ensures that you can keep your system up and running at all times. The loaner program requires a valid Qualisys system Support agreement.

WHAT YOU GET:

- Temporary replacement camera during the period that your camera is being serviced or under repair.
- Standard one-way shipping costs for the replacement camera(s) are included. Express shipment is available at additional fee.
- Shipment within 48 hours (2 working days) after your request is received. The shipment duration may vary depending on your location.

³The loaner program is only available to EU and North America customers. The loaner program provides marker and video cameras for Arqus, Miquis and Oqus. It is not possible to choose specific camera types. Special camera types, such as underwater cameras, IP67 cameras and MRI cameras are not available as loaner cameras. The maximum number of loaner cameras is 3 at a time.

Add-on: Extended hardware warranty

Extended hardware warranty⁴ allows you to prolong the warranty period of your Qualisys hardware, which normally is two years.

WHAT YOU GET

- Extension of the normal two year warranty period to the duration of the extended warranty contract
- Coverage of all shipment costs in case of RMA
- Prioritized servicing in case of failure

⁴ Extended warranty is associated with specific cameras and registered per serial number. Extended warranty cannot be transferred from one camera to another if extended warranty is purchased after expiry of a previous warranty period, a health check of the camera(s) is mandatory.

To order or get quote

Get prices and order Qualisys support agreement on your client dashboard (qualisys.com/my).

For any questions or quotation matters, call your Qualisys sales contact or send an email to sales@qualisys.com

Prices in this folder are valid until 2021-06-30

Customers in *North & South America*, contact sales@qualisys.com for terms and conditions.

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