



Qualisys support

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. In order to use the latest version of Qualisys Track Manager (QTM), for continued support on your software, and for technical support and service, your contract needs to be active.

With an active support agreement, customers get access to all QAcademy tutorial videos, which will raise your expertise in the use of your Qualisys system and software. New videos are continuously added to show new features and operational interests.

If you are using one or more PAF analysis modules, support can be purchased to keep your module up to date. Additionally, our extended hardware warranty allows you to prolong the standard two-year warranty period of your Qualisys hardware and allows for a temporary replacement camera in case one of your cameras needs to be serviced.

FEATURES

- Qualisys system support¹
- 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 licensed analysis modules
- Extended hardware warranty²
- Camera loaner program²

¹ These terms are valid only for those located in North or South America.

² Additional support purchase

Qualisys System Support

Our support packages offer different benefits to accommodate your needs. Our basic support package starts at 12 months and includes the latest software version as well as technical support, while the platinum package includes **2 YEARS** of software support and additional in-person training and support features. The details of the different tiers are as follows:

SERVICE	Gold	Diamond	Platinum
Upgrade to latest version of QTM	+	+	+
Phone support	+	+	+
Email support	+	+	+
Remote desktop support	+	+	+
Access to online support system	+	+	+
Software plugin upgrades	+	+	+
Bug fixes	+	+	+
Biannual info updates	+	+	+
Website login	+	+	+
PAF Support	+	+	+
Access to online QAcademy tutorial videos	+	+	+
Camera loaner program	-	+	+
Online tune-up	-	+	+
Online advanced training	-	+	+
One onsite training day	-	-	+
Motion capture/lab setup quality review	-	-	+
2-year software support	-	-	+

E-mail support

Our dedicated support members are available by direct contact via e-mail. We promise response within two business days.

Online support center access

For keeping an overview of your communication and managing your support tickets – access at support.qualisys.com.

Phone support

Pick up the phone or contact us via Skype. Skype support is handled by our staff in Sweden and follows the respective working schedule.

QTM upgrades

Keep QTM up-to-date while enjoying new features, enhanced usability and stability, and bug fixes. Major QTM updates are released twice per year.

Remote desktop support¹

Schedule a remote desktop session with one of our support engineers for solving a problem or getting help with optimizing your system.

Plugin upgrades

Along with your QTM Software, your valid support license provides software plugin upgrades for MATLAB, MotionBuilder, and LabVIEW.

¹ Internet connection required.

Support add-ons

EXTENDED HARDWARE WARRANTY

Extended hardware warranty is optional and can be purchased separately; pricing is based on the size of the total camera system. The hardware warranty can be in addition to or independent of software and support. This coverage will cover the cost of any repairs that may be necessary to your camera to ensure that it meets performance expectations.

The hardware warranty does not include any cosmetic defects or issues that do not interfere with the integrity of the camera. A current calibration/data trial is required prior to purchasing/renewing any hardware warranty. With the extended warranty, shipping cost to the factory in Sweden for repairs is included. Extended hardware warranty can be purchased for your Camera Sync Unit or for your Qualisys A/D Board.

CAMERA LOANER PROGRAM

A camera loaner program is available for those on Diamond and Platinum plans, providing a loaned camera while repairs are being made. Although we aim to deliver the same camera that is being serviced, inventory may restrict its availability and we cannot promise a loan of the same model. Shipping costs to and from are charged to the customer. If the camera is not returned, the user will be billed at the existing list price.

PAF ANALYSIS MODULES SUPPORT

Support for the PAF Analysis modules is included in the system support agreement. A valid Qualisys system support agreement is recommended if you are actively using Qualisys analysis modules and it provides dedicated support from our team of biomechanical experts as well as software upgrades. If the module processes data using Visual3D, we recommend having an active support agreement with [C-Motion](#).

QUALISYS CLINICAL SYSTEM SUPPORT

Customers using QCS will participate in a dedicated support program for clinical customers. The QCS agreement includes everything covered by the Diamond plan, plus a service and maintenance program to ensure data quality and the safety of the patients. Participation in the QCS support agreement program is mandatory for QCS customers.



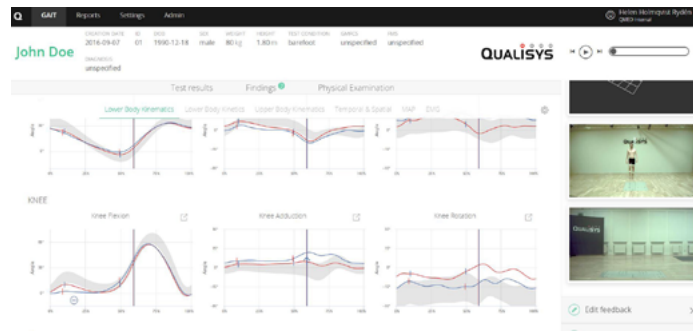
WHAT YOU GET

- 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



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.



To renew your contract

Order Qualisys support agreement on your client dashboard (qualisys.com/my).

For customers outside of North, South, or Central America, we have different prices, terms and conditions. Those Support agreements are available on your Qualisys Dashboard using the alternative link.

Qualisys North America, Inc. will return a signed copy of the contract to you.

We appreciate your commitment to purchase Qualisys support and trust you will allow us to continue supporting your needs. For any questions or to submit your signed support agreement contact your Qualisys Support Engineer:

MARISA THEROUX-JONES

Senior Engineer and Training Manager

Qualisys North America, Inc.

marisa@qualisys.com

(224) 636-9833

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QUALISYS



qualisys.com

sales@qualisys.com

Qualisys Europe

Gothenburg, Sweden

Qualisys Americas

Chicago, USA

Qualisys Asia Pacific

Shanghai, China