

ANNUAL MAINTENANCE CONTRACTS

Make sure your cameras and vision solutions are performing at peak performance for the best results. With Bcnvision's annual maintenance contracts, you will have peace of mind and your applications will have maximum reliability.

Choose the maintenance contract that best suits your project and your needs.

	BRONZE	SILVER	GOLD	PLATINUM	PRESENTIAL PLATINUM
- 10 hours of online assistance to resolve any doubt or incident.	✓	✓	✓	✓	✓
- On-site technical assistance, subject to availability. Separate billable support.	✓				
- In-person technical assistance, response time of 48 to 72 hours. Separate billable support.		✓	✓		
- In-person technical assistance, response time of 24 to 48 hours. Separate billable support.				✓	✓
- 2 days of on-site technical assistance for the preventive review of all installed machine vision devices.					✓
- 20% reduction on the training on the price, in the premises of Bcnvision Group.			✓	✓	✓
- Includes 1 free training in Bcnvision Group facilities.				✓	✓
- Cognex replacement hardware in less than 72 hours. (We are not responsible for longer replacement times due to causes beyond our company's control.)				✓	✓
PRECIO	550€	600€	650€	1.250€	2.500€

And if you run out of hours of online support, with the contract in force, you can extend them with our exclusive bonus:

- 10 hours voucher: 500€

*** The contract will be renewed annually automatically, provided that the customer does not express the contrary in writing.**

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Tel.: +34 93 719 49 35
info@bcnvisiongroup.com
www.bcnvisiongroup.com