



Support for AVECO automation systems

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The support of the installed systems is very important for both the customers and AVECO. AVECO has prepared several technical facilities which allow for providing support and has built up several activities.

Technical facilities

Modem connection:

AVECO requests the customer to provide the phone line and standard serial modem to the location where the automation server is installed. The modem is then used for remote access from AVECO office for remote diagnostics, problem analysis, problem solving, configuration changes and minor upgrades.

(Standard feature)

Spare parts:

AVECO provides spare parts for every component of the system. The spare parts can be handled as spare part kit purchased by the customer, parts available at the local representative's stock or parts shipped by courier.

Of course, the fastest spare part replacement is done by using the hot standby server.

(Optional feature)

Post installation activities

Post installation remote system diagnostics:

When new system is installed, up and running, for the period of fourteen days the system status is checked by AVECO via modem every day to prevent any unexpected situations.

(Standard feature)

Engineer on site:

When new system is installed, up and running, for the agreed period of time the AVECO engineer is present at the customer's premises to provide instant support.

(Optional feature)



Warranties

Warranty:

The warranty is provided for one year and includes replacement of faulty hardware parts, fixing software bugs which prevent the customer from using the purchased features, problem diagnostics and solving.

(Standard feature)

Extended warranty:

The period of warranty can be extended to two or three years. The extended warranty includes replacement of faulty hardware parts, fixing software bugs which prevent the customer from using the purchased features, problem diagnostics and solving.

(Optional feature)

Service contract:

The service contract can be made for one, two or three years and can optionally include e-mail, fax and phone support, regular remote system diagnostics, regular visits of AVECO engineer, configuration changes, replacement of faulty hardware parts, fixing software bugs which prevent the customer from using the purchased features, problem diagnostics and solving, free upgrades of the purchased features, free hardware upgrades.

(Optional feature)

Activities

Regular remote system diagnostics:

The system status is checked by AVECO via modem in agreed regular intervals to prevent any unexpected situations.

(Optional feature)

Configuration changes:

The configuration of the system can be changed remotely to adapt the system to the customer's workflow changes.

(Optional feature)

Minor upgrades:

Upon customer's requests for new features or upgrade of existing features the upgrade can be made remotely via modem. AVECO together with the customer first agrees on the procedure where the focus is on uninterrupted on-air presence of the customer. Then the upgrade takes place. The customer then proceeds with test of the upgraded system and gives feedback to AVECO.

(Optional feature)



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Major upgrades:

Large upgrades of the system are made by AVECO engineers in the customer's premises. AVECO together with the customer first agrees on the procedure where the focus is on uninterrupted on-air presence of the customer. Then the upgrade takes place. AVECO and the customer then proceed with test of the upgraded system and if needed the training is provided to the operators.

(Optional feature)