

VIRTEK SERVICE

SEE THINGS DIFFERENTLY

Engineering
Simplicity.



Virtek® Service reimagines what it means to provide expert-level service and support to ensure all Virtek systems are optimized for maximum performance.

**INNOVATIVE PRODUCTS, QUALITY SERVICES,
RELIABLE PROFESSIONALS.**

The Virtek Service Team supports all your service needs globally, across all major product lines. Our team of field service representatives, application specialists and remote support professionals have amassed years of best practices working with companies like yours and can help you gain the highest return from your investment.

Unique Services. Comprehensive Benefits.

Working side-by-side with our customers is part of the Virtek legacy. No matter which service agreement you choose, we make sure to find the best fit for your organization.

Virtek offers an extensive suite of professional services to maximize the productivity of your equipment.

- On-Site Services & Training
- Remote Support & Troubleshooting
- System Certification & Process Consulting
- Service Agreements
- Project Management Services
- Hardware Relocation
- System Upgrades
- Global Multilingual Support Network
- Embedded Resources
- Hardware Mounting Solutions

See a complete list of our support and agreement options at virtek.ca/service-support



WHAT LEVEL IS RIGHT FOR YOUR BUSINESS?

SERVICE ON-DEMAND

Every Virtek system includes industry leading support from our global network of service experts.

FREE TECHNICAL SUPPORT

Contact us by phone or email for **No-Charge** technical support.

PROFESSIONAL SERVICES

The entire suite of Virtek remote, on-site, repair, software updates and training services are available upon request.

SERVICE LEVEL AGREEMENTS

In addition to our Service On-Demand options, Virtek offers a variety of customizable, proactive service agreement options designed to maximize uptime and system performance.

Compare the unique benefits of each tier to find the solution that will meet your production requirements.

SERVICE LEVEL AGREEMENT OPTIONS

BENEFITS	SOFTWARE MAINTENANCE*	ENHANCED**	PREMIUM**
Prioritized telephone and remote technical support	●	●	●
Free software upgrades for all purchased licenses of software	●	●	●
Reduced cost for purchases of premium new software module add-ons	N/A	●	●
Access to Virtek's Projector Exchange Program†	N/A	●	●
Prioritized projector repairs	N/A	●	●
Discounted spare parts, service and training	N/A	●	●
Certified Calibration Plate Replacement Program††	N/A	N/A	●

FLEX OPTIONS

Remote operator training (up to 4 hours)	N/A	●	●
10% additional discount on spare parts & services	N/A	●	●
On-site health check/preventative maintenance	N/A	N/A	●
One free projector repair/exchange	N/A	N/A	●

* Available for Iris product only.

** Available for all products.

†Participation in this program is only available as part of a service agreement.

††Option dependent on product line.



Virtek Service

With our global Customer Solution Centers, regional offices, partners and distributors, Virtek ensures that no matter where you're located, there's always someone ready to help.

Technical Support

Service website: virtek.ca/service-support

Service email: service@virtek.ca

Service Phone:

Americas

1.800.6.Virtek (1.800.684.7835)

Europe

+44 (0) 161 864 6490

Asia Pacific

1.800.820.2329



ISO Certified – ISO9001:2015

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