

Vieletech Technical Support Plans

Vieletech provides expert technical support to help customers quickly accomplish their research control prototyping projects goals. All Vieletech products include a Getting Started Support plan which provides 30 days of unlimited phone and email technical support subsequent to the first support incident within a year of purchase. In addition, Vieletech provides two levels of technical support plans covering customers beyond installation and setup:

Premium Support

One year of unlimited technical support via telephone, web-meeting, or email for up to two named contacts in your organization. Support do no cover application development requests, new features, or additional documentation. Vieletech will provide a response to technical support requests within 48 hours.

Engineering Hours

Engine control engineer hours are only sold in blocks of 40 hrs. They are hours used as required to debug, modify, and understand the code to support the project. They are to be used within 6 months of the PO and will be billed together. This does not include any licenses, any specialized hardware or software. Any specialized tools to debug, modify or support the project must be provided by the customer. This does not include any onsite work. For onsite support, look at the On-Site support packages offered by Vieletech.

Pay-Per-Incident

Additional level of technical support without the purchase of Premium support plans.

An incident is defined as a single support issue and the time and effort needed to resolve the issue. A single support issue is defined as a specific issue that cannot be separated into subordinate issues. Subordinate issues are considered separate incidents. Support incidents do not cover application development requests. All support plans are effective for one year from time of purchase.

Full technical support for optional third-party development tools (e.g. NI LabVIEW) may require the purchase of a direct agreement with the respective vendor. Contact Vieletech for more information on third party development tools support options.

Support Plan Ordering

Support Plan	Drivven Part Number	Cost
Getting Started	0V10031-00	Included with Product
Pay-Per-Incident	0V10038-01	\$1000
Premium Support	0V10031-01	\$7000
Engine Control Engineer Hours sold in 40-hour blocks	0V10032-01	\$8400