

Product Support

Inertial + GPS Measurement Systems

Features

- Software Maintenance
- Telephone Support
- Email Support
- Fault Finding
- Configuration Advice
- Repair Labour
- Calibration
- Training Courses

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Support and Calibration Services



Here at OxTS we take support very seriously. Our customer support is dedicated to helping you get the most value out of your product. Software for the Inertial+ and RT product family is continuously being updated and improved, providing you with more accurate yet more flexible systems.

Support Contracts

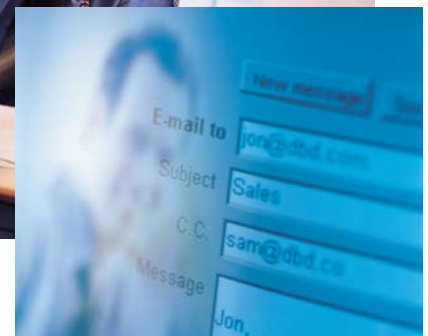
Our Support Contract is designed to keep you up to date with the latest developments, as well as provide unsurpassed technical support for your products and applications.

Software Maintenance. As new features are introduced to the RT or Inertial+ products we will update your PC software and your firmware as part of the Support Contract.

Our customers on support contracts are able to take advantage of new features as they are introduced.

Technical Support. We provide first-rate technical support through email and telephone to customers who have taken out a support contract. We aim to respond to technical issues as quickly as possible when you are on a support contract. Our support team will work with you until we have either resolved the issue or identified a resolution to your problem.

Fault Finding. Our telephone and email support includes fault diagnosis and help in connecting your product to other equipment. Many of our customers have found help with the CAN bus invaluable.



Configuration Advice.

We also provide help on configuration. Describe how the RT or Inertial+ is mounted in your vehicle and we will suggest a suitable configuration for you to use.

Repair Labour. As part of a support contract, the labour of any repairs is free. So you only need to pay for the components and shipping.

Calibration

Our advanced calibration service ensures that your RT or Inertial+ system remains highly accurate.

As part of the Calibration Service all the gyros, accelerometers and GPS components are tested and calibrated to ensure that they are accurate and continue to deliver the results that you expect.

Pre-arranged calibrations can be performed on a fast turnaround.



Training

We can provide on-site training for all products, including our RT, RT-Range and Inertial+ product ranges. The training courses are aimed at giving you expert knowledge about your product's operation in a very short space of time.

A one day or two day training course is available. The one-day course concentrates on the installation, configuration and operation of your system.

The second day of the two-day course adds expert knowledge on faultfinding, data collection and analysis, plus techniques of getting the best from your product.

Contact us for more information on how we can help you:

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