



Get the Most out of Your Viscom System

Achieving maximum efficiency
and lasting performance



Our number one
priority is customer
satisfaction.

High-Performance Inspections from Day One

Choosing to entrust your inspection needs to Viscom means investing in future-proof solutions at the highest levels of quality.

We want that our inspection solutions are performing at their best. To help our customers get the utmost out of their Viscom systems, we provide comprehensive assistance in the form of training and personalized applications support. Our experts can help you optimize your system to achieve the results you need, from reducing cycle times and defect rates to generating statistical analyses.

At the cutting edge of inspection technology

Viscom systems are built on the latest technology to ensure you stay competitive — today and tomorrow. Our regular calibrations, maintenance and software updates are designed to keep your system up and running at maximum productivity and with consistent inspection results for years to come. To prevent downtimes, we also offer optional stockpiling services for spare parts. And to help you respond flexibly to changing demands, our systems can be easily upgraded and retrofitted to meet your needs.

Investing in the Future

Our services are designed to extend the life cycle of your Viscom system.



We've Got You Covered

Our team of expert technicians are available to help you with any and all system modifications — from adding functions to updating and upgrading your system — to boost the productivity and quality of your manufacturing processes and to ensure you get the most out of your Viscom system.



PRESALES



Consultation services and system demonstrations

Simply let us know what your needs are, and we'll give you a system demonstration using one of your own inspection objects to show you everything our reliable and user-friendly inspection solutions have to offer.



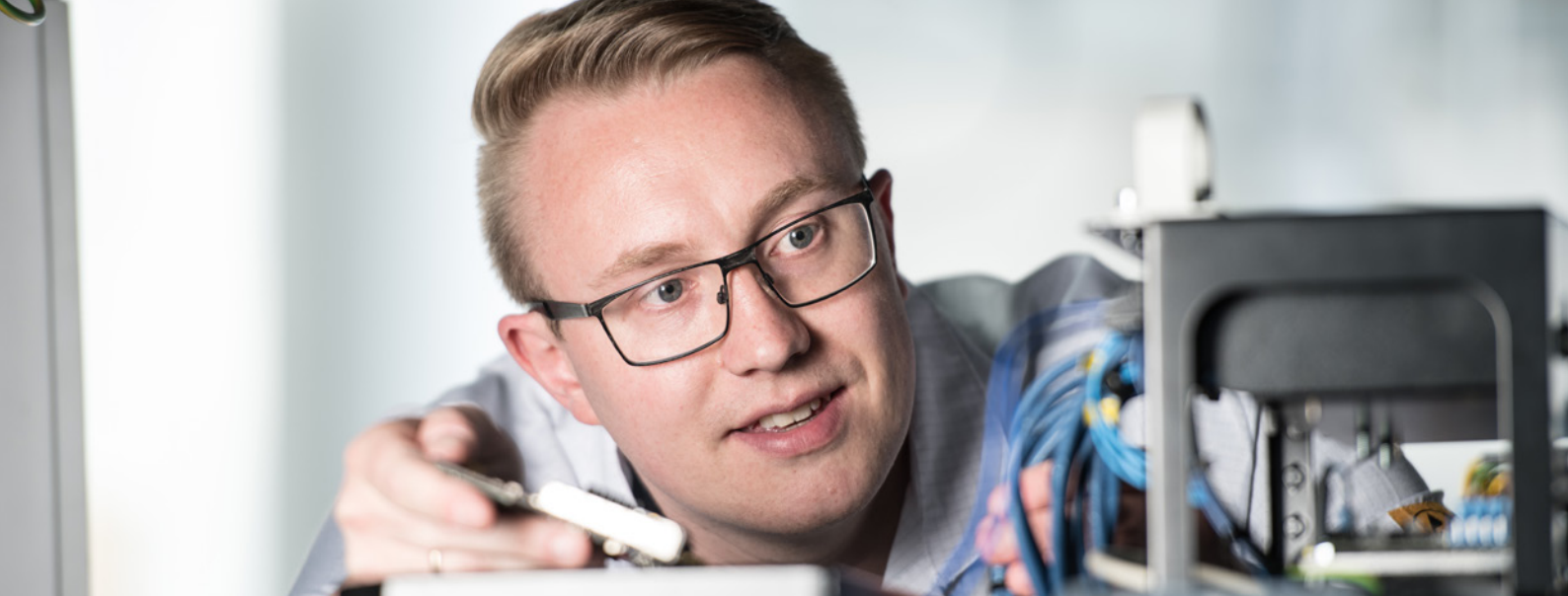
Applications support

Our applications experts are here to help you perfectly tune your inspection plans, inspection libraries and inspection patterns to your products. The result is optimized cycle times, first pass yields and false call rates.



Training

We offer system-specific training courses for programming, operation, verification, process control, maintenance and diagnosis — whether at our Viscom training facility, on location or online.



PERFORMANCE



Top performance

Benefit from system analyses for wear, software status and sensor technology, as well as for general maintenance condition and adherence to calibration intervals.

AFTERSALES



Global service

We operate a global network of in-house technicians to handle all your service and support requests, as well as to provide expert initial consultation over the phone, by email or by remote access.



Always up to date

Our free software releases keep you up to date with the latest software functions. And we offer retrofitting services to upgrade your machines to the latest sensors, as well as a range of upgrades designed to give you the flexibility and performance you need, when you need it.



Personalized support

Our service hotline is available to answer your questions 24/7. With our custom-tailored maintenance and support agreements, you get comprehensive service performed by Viscom's technical experts.



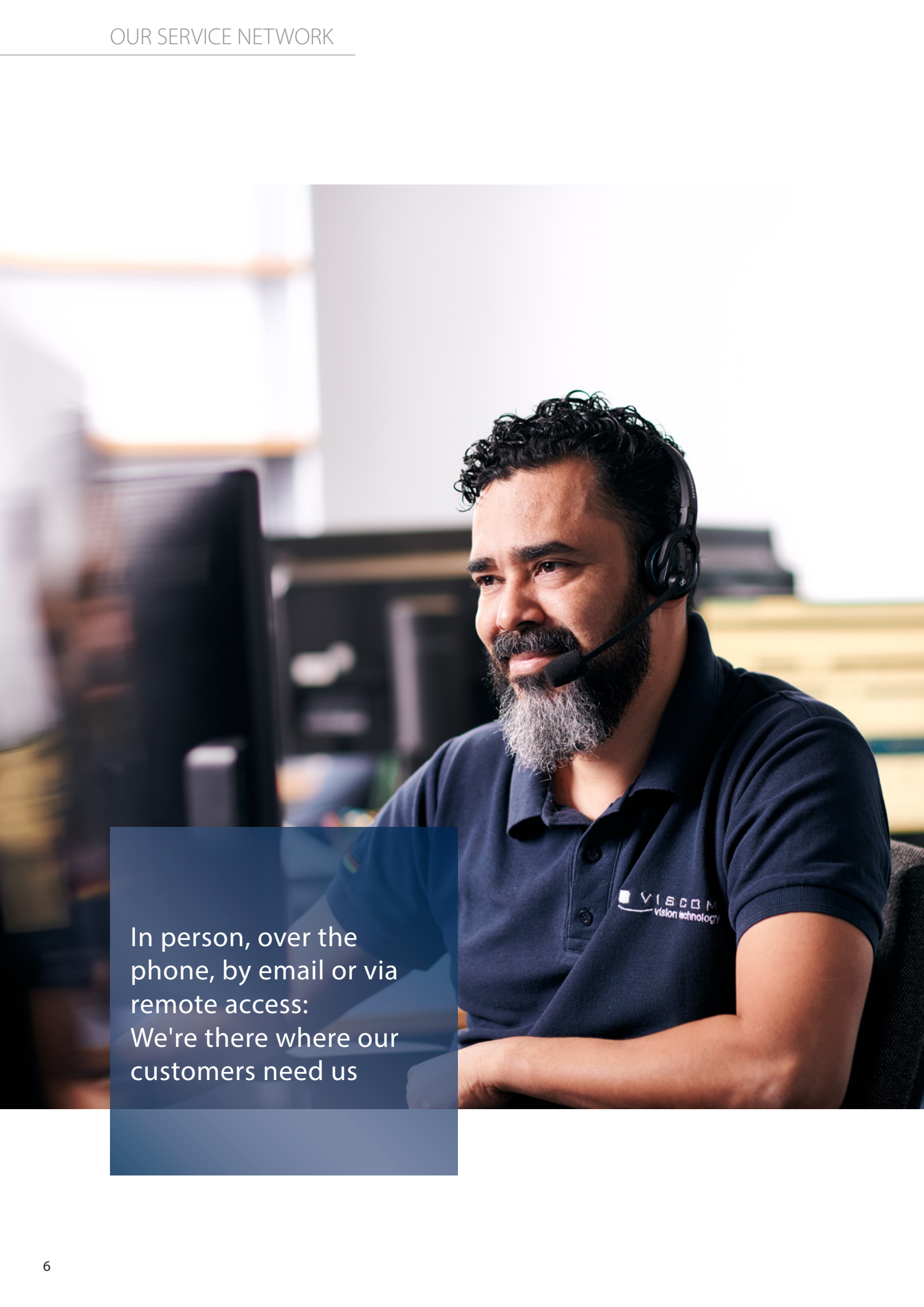
Quick and reliable spare parts supply

We deliver spare parts within 24 hours, plus we offer stockpiling services for basic and wear components to protect you and your systems from unexpected downtimes.



Always in the know

As a Viscom customer, we provide you with news about the latest software releases, product innovations, training opportunities and events. Plus, you get access to our technical documentation and practical knowledge.



In person, over the
phone, by email or via
remote access:
We're there where our
customers need us

Viscom: At Your Service Worldwide

With our extensive network of branch locations, applications centers and service centers, our partners are covered no matter where they are.

From consultation to system integration to support: Viscom's experienced service representatives provide fast, reliable solutions backed by a wealth of technical expertise.

Local, personal, direct. With facilities in Europe, Asia and the United States, we offer fast and efficient support when and where you need it. Our service team of over 70 technicians are available to provide quick assistance, comprehensive consultation and first-rate support over the phone, by email, via remote access or in person.



Service hotline



- Technical support
- Maintenance and spare parts
- Consultation for updates and upgrades

Phone: +49 511 94996 699

Email: hotline@viscom.de

Applications hotline



Personalized support for

- Programming and operation
- New systems and upgrades
- Performance optimization

Phone: +49 511 94996 798

Email: application@viscom.de

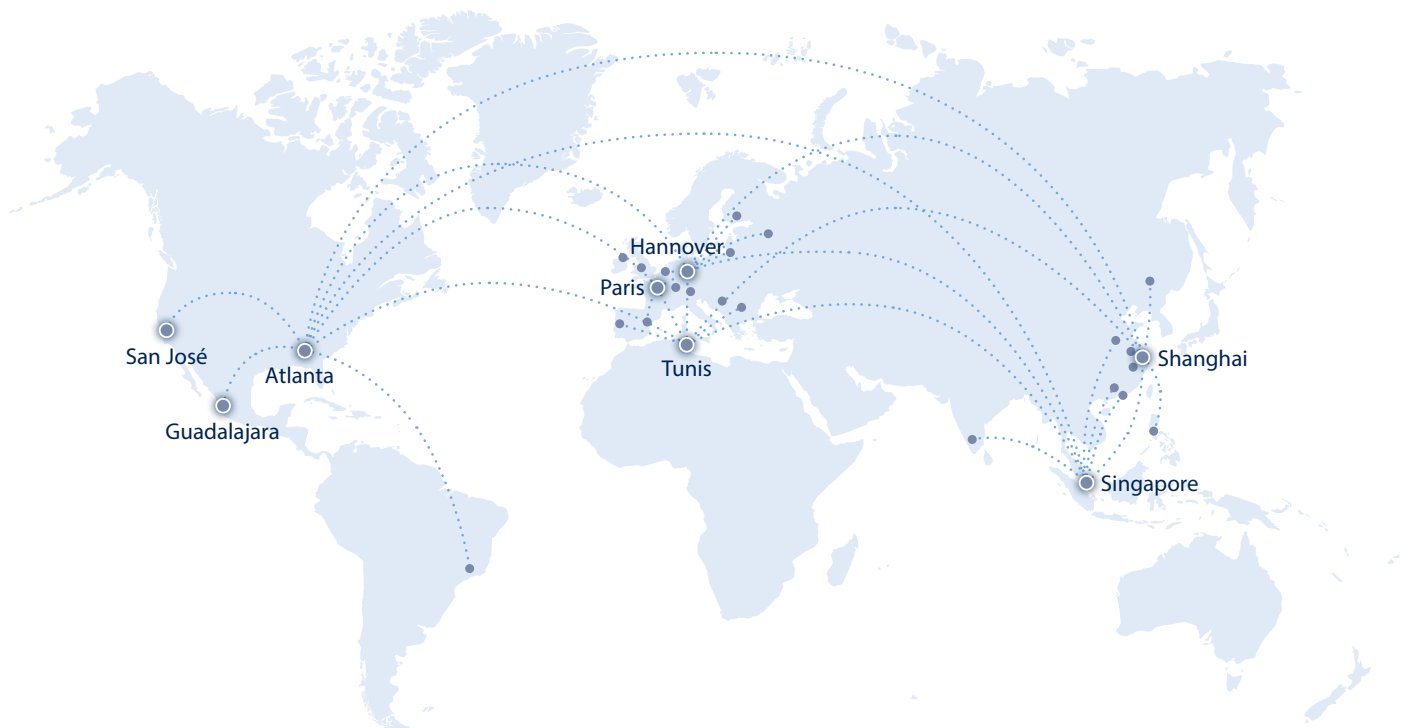
Training



Training opportunities,
upcoming classes, registration and
online learning (e-learning)

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Viscom also works with an extensive network of local representatives and distributors in Europe, the Americas, Asia and Africa. To see who our partners are, visit our website.