

## Preventative Maintenance Service for SmartAdvisor® Web Monitoring Systems

# Maintain your SmartAdvisor® Web Monitoring System with a regular performance check.

The performance of your web monitoring system can change over time for a number of reasons preventing you from benefiting from the full return of this very useful tool. AMETEK Surface Vision has developed a Preventative Maintenance Service to monitor and maintain your system remotely during its normal operation.

At regular intervals, your system will be checked by an AMETEK Surface Vision specialist and a report will be sent to you with maintenance issues, potential problems and recommended solutions before they become a real problem, saving you downtime and potential part failures. The latest software settings of your system will be saved regularly to assist with a fast recovery in case of a total PC failure. The latest backup of your system settings will be available for installation on the new PC to get you back to the same system performance in a minimum time.

To assist with the inspection system maintenance, we offer the Preventative Maintenance Service at fixed intervals of 1 month or 3 months. Our Preventative Maintenance Service helps reduce your maintenance cost and keep the performance of your system at an optimum level.

### Service Benefits

- > Enable maximum number of cameras to be available
- > Reduce system downtime
- > Reduce part failures
- > Reduce maintenance time
- > Keep the web monitoring performance at a consistent level
- > Preventive maintenance performed by a system specialist
- > No downtime required

### Service Features

The Preventative Maintenance Service can be performed at fixed intervals and requires no downtime of the web monitoring system or your production line. The service includes various checks that will be performed during every session:

- > Review log files on the workstations for possible error indications.
- > Review Digital Video Processor performance for data errors and available storage space.

- > Review camera signals and store data for long term comparison.
- > Copy and securely store SmartAdvisor Backup Database files to assist with fast recovery from PC failures.
- > Verify network load and database load for long term monitoring.
- > Monitor the CPU load of the server PC.
- > Check for obsolete system parts.
- > Monitor replaced cameras in the system and quote replacement spare parts.
- > Highlight new system features that can be beneficial for your system.
- > Advice about a software upgrade to keep your system up to date.
- > Provide detailed system performance and recommendations report for your maintenance team.

### System Requirements

The Preventative Maintenance Service requires a remote network connection by Bomgar (BeyondTrust). Bomgar is a safe network connection securing your valuable company information and is easy to setup.

At the start of the Preventative Maintenance Service, a site visit (not included) from an AMETEK Surface Vision engineer may be required to establish the baseline of the system performance.

### Service Limitations

The Preventative Maintenance Service is designed for maintenance purposes only. Increasing the performance of the web monitoring system or setting up new camera views are not covered by the service.

### Why AMETEK Surface Vision?

AMETEK Surface Vision has a worldwide network of highly skilled engineers that are experts in inspection systems and their application. With technical support desks in America, Asia and Europe our support team is available around the clock to keep your system performing at an optimal level.

**For more information contact your AMETEK Surface Vision sales representative or regional support desk.**

Improve your quality, reliability, and speeds:  
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