

Maintain your SmartView® inspection system with a regular performance check.

The performance of your inspection system can change over time for a number of reasons such as mechanical movement in the optical configuration, pollution or PC performance. 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

- > Reduce system downtime
- > Reduce part failures
- > Reduce maintenance time
- > Keep the inspection performance at a consistent level
- > Inspection 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 inspection 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 database performance for data errors and available storage space.
- > Review temperatures of various system components for potential cooling issues.
- > Review camera signals and store data for long term comparison.
- > Copy and securely store system server registry files to assist with fast recovery from PC failures.

- > Verify network load and register load for long term monitoring.
- > Monitor the CPU load of the server PC.
- > Monitor connections between cameras and camera CPUs for reliability.
- > Check for obsolete system parts.
- > Monitor replaced circuit boards 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. 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 from an AMETEK Surface Vision engineer may be required to establish the base settings of the system performance.

Service Limitations

The Preventative Maintenance Service is designed for maintenance purposes only. Increasing the performance of the detection and classification of defects or setting up the system for new products on your line 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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