

VIEW Micro-Metrology Product Support Matrix

Tel: (800) SOS-VIEW | Email: service@viewmm.com

CURRENT PRODUCTS – Currently manufactured systems are fully supported by VIEW-MM. Service, calibration, parts and software upgrades are available.

	No Longer Manufactured	Calibration	Service	Parts	Upgrade	Software Upgrade	Training	Service Agreement
VIEW Benchmark		✓	✓	✓		✓	✓	✓
VIEW Pinnacle		✓	✓	✓		✓	✓	✓
VIEW Summit		✓	✓	✓		✓	✓	✓
MicroLine 300		✓	✓	✓		✓	✓	✓
Precis 100		✓	✓	✓		✓	✓	✓
Precis 200		✓	✓	✓		✓	✓	✓

LEGACY PRODUCTS – VIEW-MM will supply a best-effort on-site service response based upon current travel and service rates to evaluate the system. A purchase order is needed that would be based upon a "Not to Exceed" charge that would include a 1 day evaluation and estimates cost for travel. If repair services can be offered, VIEW-MM will dispatch a service technician based upon the receipt of a Purchase Order for time and cost of parts. Alternatively, for a \$250 flat-fee, VIEW-MM will evaluate parts, component, sub-assemblies, computers, or entire systems upon receipt (FOB customer) at our Tempe facility. If the item is determined to be repairable, a quotation will be submitted for labor costs, parts, material, and time needed to engage the repair. In either case, VIEW-MM will endeavor to supply new or like-new parts for legacy systems that would be warranted for labor and material for 30 days.

	No Longer Manufactured	Calibration	Service	Parts	Upgrade	Software Upgrade	Training	Service Agreement
Pinnacle systems (pre-2005)	✓	✓	✓*	✓*		✓*	✓	✓
Summit systems (pre-2005)	✓	✓	✓*	✓*		✓*	✓	✓
VIEW VOYAGER SYSTEMS								
Voyager 612	✓	✓	✓*	✓*		✓*	✓	✓
Voyager 1212	✓	✓	✓*	✓*		✓*	✓	✓
Voyager 1818	✓	✓	✓*	✓*		✓*	✓	✓
Voyager 2418	✓	✓	✓*	✓*		✓*	✓	✓
MICRO-METRIC SYSTEMS								
MicroLine 300 (pre-2010)	✓	✓	✓*	✓*		✓*	✓	✓
MicroLine 420	✓	✓	✓*	✓*		✓*	✓	✓
MicroLine 520	✓	✓	✓*	✓*		✓*	✓	✓
IMS -44	✓	✓	✓*	✓*		✓*	✓	✓

* – limited service and parts available on a best-effort basis

** – Pinnacle and Summit systems with Aerotech motion controller. For machines manufactured in 2005, contact VIEW-MM Customer Service to confirm service status.

END OF LIFE / OBSOLETE PRODUCTS – These systems are no longer supported. No service or parts are supplied by VIEW-MM. Limited Technical Support provided on a best-effort basis. Please contact your Regional Sales Manager for more information.

	No Longer Manufactured	Calibration	Service	Parts	Upgrade	Software Upgrade	Training	Service Agreement
All VIEW SUI based systems	✓							
1220	✓							
Bazic 8	✓							
Bazic 12	✓							
Ultra 8	✓							
Precis 3000	✓							
MicroLine 100	✓							
MicroLine 400	✓							
MicroLine 440	✓							
MicroLine 500	✓							
MicroLine 600	✓							