VIEW Micro-Metrology Product Support Matrix   Tel: (800) SOS-VIEW(767-8439) | Email: viewmm-service@qvii.com | Ticket System: service@viewmm.com

CURRENT PRODUCTS – Currently manufactured systems are fully supported by ViewMM. Onsite Service, Contract (HMA) & (SMA), calibrations, Parts and Hardware / Software upgrades are available.

	Calibration	Service	Parts	Upgrade	Software Upgrade	SWTraining	Service Agreement
VIEW Benchmark	✔	✔	✔	✔*	✔	✔	✔
VIEW Pinnacle/Pinnacle Plus	✔	✔	✔	✔*	✔	✔	✔
VIEW Summit	✔	✔	✔	✔*	✔	✔	✔
VIEW MicroLine 1000/2000/3000	✔	✔	✔	✔*	✔	✔	✔

(*) DSP2 Motion Controlled machines require upgrade to DSP4 to utilize latest SW releases for VMS / Elements. Please contact ViewMM Sales at sales@viewmm.com for hardware / software upgrade options available.

LEGACY PRODUCTS – ViewMM will supply a best-effort on-site service response based upon current travel and service rates to support the system. If repair services can be offered, ViewMM will provide detailed quotation for estimated Labor, Travel Time, Expense & Part cost. Upon receipt of Purchase Order ViewMM will order parts as required, schedule & dispatch a service technician. Any parts that are unused can be returned for full credit.

	No Longer Manufactured	Calibration	Service** (***)	Parts** (***)	Service Agreement
Pinnacle (Non DSP Motion)	✔	✔	✔	✔	✔
Summit (Non DSP Motion)	✔	✔	✔	✔	✔
VIEW MicroLine 300	✔	✔	✔	✔	✔
Précis 200	✔	✔	✔	✔	✔
VIEW VOYAGER SYSTEMS					
Voyager 612	✔	✔	✔	✔	✔
Voyager 1212	✔	✔	✔	✔	✔
Voyager 1818	✔	✔	✔	✔	✔
Voyager 1824	✔	✔	✔	✔	✔

(**) Limited service and parts available on a best-effort support basis only.
(***) Machines manufactured in 2005 or prior please contact ViewMM Customer Service (800-767-8439) or viewmm-service@qvii.com to confirm services & support available. Some Pinnacle and Summit systems with Aerotech MMI motion controller and older image processing hardware have no path forward for PC / Machine Hardware Upgrade and as such these systems are at End of Life (EOL). Software upgrades only to VMS 7.2.1.50 are dependant on current machine PC type / speed and WinXP OpSys.

END OF LIFE / OBSOLETE PRODUCTS – These systems are no longer supported. No service or parts are supplied by ViewMM. Limited Technical Support provided on a best-effort basis or available via a 3rd party. Please contact your Regional Sales Manager or ViewMM Customer Service (800-767-8439) of viewmm-service@qvii.com for more information.

	Not Supported by ViewMM
All VIEW SUI based systems: 1220, Bazic 8, Bazic 12, Ultra 8, Precis 3000	✔
All Legacy Micro Metric Systems: ML100, ML300 (pre 2010), ML400, ML420, ML440, ML500, ML520, ML600, IMS-44	✔