

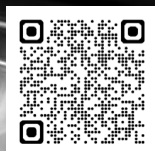


## Dr. Schenk's lifecycle support portfolio

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[www.dr.schenk.com/contact.html](http://www.dr.schenk.com/contact.html)

The Inspection Expert



Technical specifications subject to change without notice. © Dr. Schenk GmbH, 2026/01

### Committed to your satisfaction: Maximizing performance at every stage

Purchasing an inspection solution is only the beginning. Our customizable lifecycle support options ensure the right amount of support whenever and wherever necessary.



ENHANCED SERVICES



- Hassle-free Inspection Process Support
- Next-gen hardware upgrades
- Powerful software enhancements



SUPPORT SERVICES



- Unmatched 10-year camera warranty
- Cutting-edge annual software upgrades



INSPECTION ACADEMY



- Engaging group trainings
- Personalized one-on-one trainings
- Expert face-to-face & hands-on trainings

With over 50 service engineers in more than 10 locations around the world, we offer comprehensive on-site and remote service and support.

### Exclusive 10-Year Camera Warranty



Retain the value of your inspection system with the Dr. Schenk 10-year camera warranty:

- Free-of-charge replacement of Dr. Schenk cameras in the event of a warranty claim (including working time)
- Extended camera warranty to 10 years

### Inspection Process Support



We help you improve your system so that it fits your workflow perfectly:

- Supported by Dr. Schenk expert
- Optimize system for existing workflow
- Parameter setup for new products
- Production support and yield optimization
- Installation and setup of new software and features
- Consulting for optimal use of inspection system



## Technical Hotline



Troubleshoot hardware and software via phone, e-mail and remote connection:

- During business hours
- Free of charge during system warranty period
- Troubleshooting for Dr. Schenk hardware and software

## Upgrade options:



### 24/7 Access

- Via dedicated telephone number
- Direct access to expert support

### Reaction Time Options

- Ensures fast process to get on site
- Expansion of service contract with guaranteed arrival time at customer site within 24 or 48 hours



## Preventive Maintenance



Scheduled on-site visit to ensure long-term reliability and accuracy:

- Includes system health check
- Proactive suggestions for optimizations
- Dr. Schenk Calibration Certificate

## Inspection Academy



Training platform for your inspection application ensures you can use your inspection system with confidence:

- Access via Dr. Schenk website
- Self-study on demand
- Practice whenever and wherever you wish

## Hardware & Software Upgrades



Extend the capabilities of your system and keep it up to date:

- Upgrades for new/increased quality demands: easy & cost efficient with modular system architecture
- Add new functions and AI technology with latest software version
- Complete upgrade process supported by Dr. Schenk expert
- Retrofit your system for reliable production for years to come

## Annual Software Upgrade (LTS)

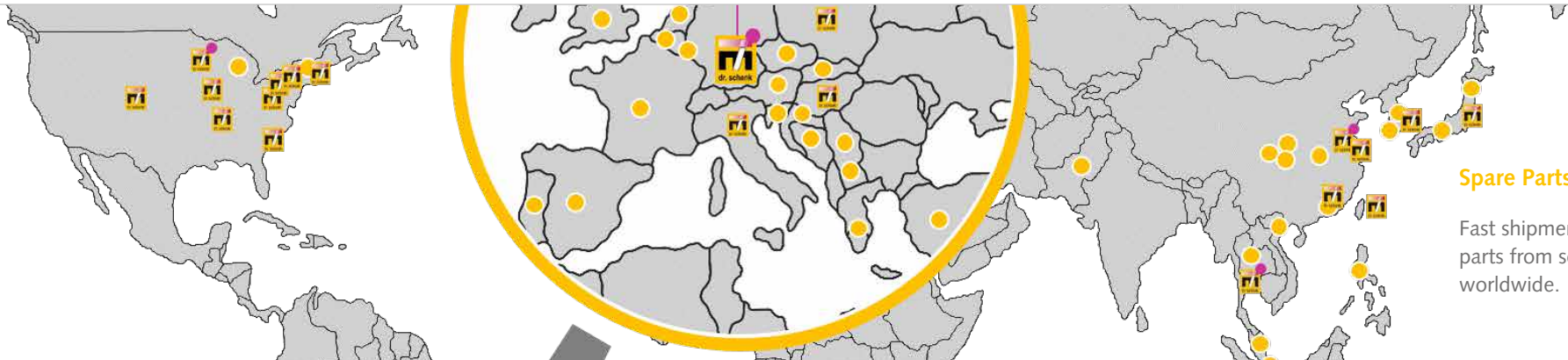


Benefit from the latest improvements:

- Software upgrade with annual LTS version (Long Term Support)
- Complete upgrade process supported by Dr. Schenk expert
  - Secured upgrade through backup process
  - Documented software update



Contact us today!



## Spare Parts



Fast shipment of spare parts from several locations worldwide.