

# SERVICE DATA SHEET

MORE THAN A PRODUCT.



ARTICEL NO.: 56552

SERVICE NAME: FIRMWARE FREEZE SERVICES

## Scope of service / Deliverables

Firmware service for a camera, frame grabber or flash controller according to customer's request.

- ✔ PowerUp and interface connectivity test
- ✔ Firmware update to a FREEZED version according to customer request
- ✔ Firmware update LogFile is kept for 2 years
- ✔ Labelling of the unit as well as the packaging with STEMMER IMAGING standard label with FW version in text form.
- ✔ Subject to technical feasibility

In the event of a repair (within or outside of the warranty), this service will be will be provided and charged again.

## Limitations / Not in Scope

- ✔ Subject to the technical feasibility of the specified FW version.
- ✔ Due to further development of the product by the manufacturer, there may be a time limit on the desired FW-FREEZE for product-related reasons.
- ✔ Not for 3D cameras with integrated laser

## Service Warranty

- ✔ STEMMER IMAGING guarantees the correct performance of the agreed SERVICE FIRMWARE FREEZE in accordance with the product / firmware compatibility available at the time of service.

## Estimated Order Fulfilment time

2 working days (for quantities <= 10)

## Related Services

ID	Service Name	Category
56551	SERVICE FIRMWARE UPDATE	Software Installation & Configuration
56553	SERVICE CAM PRE-SETTINGS	Software Installation & Configuration



Service Type	
X	Operational Services
	Engineering Services

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MORE THAN A PRODUCT.



From hardware assembly to software installation and configuration support to advanced system testing, **More Operational Services** bring maximum efficiency to your machine vision solution.

**More Camera Services** offer different hardware, software and configuration services for a wide range of machine vision components and applications:

MORE	Details	Products
Assembly Services	Industrial Camera-Lens Assembly	Industrial Camera + Lens System
	Collimator-based Focus Service	Industrial Camera + Lens System
	Intrinsic Camera-Lens Calibration	Industrial Camera + Lens System
Camera Software & Configuration	Device Firmware Update / Freeze	Camera / Flash Controller / Frame Grabber
	Parametrisation and Presetting	Camera / Flash Controller
	Individual Labeling & Tagging	all
Documentation & Labeling	Certificate of Conformity Customer-specific Label	all

Leading Vision.

## MORE FOR YOUR PROJECT – STEMMER IMAGING MORE

STEMMER IMAGING offers a wide range of value-added services which we match to your individual requirements – from simple tasks to complex high-performance solutions. As part of the STEMMER IMAGING MORE Service programme, our customers can book additional services related to the products they purchase from us.

If you need MORE than a product – we can provide it!