

Unmatched Global Support for DIC!

To keep your DIC operations running optimally, Correlated Solutions offers a maintenance program that includes comprehensive technical support and upgrade eligibility for all of the latest software. Correlated Solutions is proud of the unmatched support that we are able to provide customers. Our US-based team of engineers, led by digital image correlation pioneers, Dr. Stephen McNeill, Dr. Hubert Schreier, and Dr. Michael Sutton, is unrivaled anywhere in the world. It is the same team who developed the VIC-2D and VIC-3D systems, and includes more than 100 years of combined experience in a wide variety of DIC applications. Our office in Columbia, SC promotes excellent communication between team members, and we are fully invested in helping you get the most detailed and accurate results from your DIC system.

Below are some benefits you can expect to receive as a result of renewing your DIC system maintenance program:

Highlights of our Maintenance Program

- **Talk to the experts.** The sales and support staff at Correlated Solutions are all engineers. In fact, our support engineers are the very people who help design our industry-leading DIC systems. Innovative R+D = Strong Technical Support.
- **Cut out the middleperson.** When you contact us, you speak directly with the engineers. We develop our DIC systems in-house, so no dealing with authorized dealers. We are a **US company**, and we sell to and support our US customers directly.
- **Contact our DIC experts for guidance on unique test setups, data analysis, and troubleshooting.** Every application is different and presents different challenges. The support team does all system trainings and installations, so they have a wealth of knowledge about different applications. After decades of system installations and trainings across various engineering fields and industries, it is likely that our DIC experts have experience with an application similar to yours.
- **Obtain the most from your data.** Let our DIC system be a powerful tool to support and validate your research and development. Sharing your data with our team can be immensely helpful for complicated tests.
- **Upgrade to the latest software.** [The new iris graphics engine](#) is very powerful, and our support team can help you make the most of it.
- **Stay in touch!** TeamViewer, Zoom, email, or a telephone call - we are here to help you using whatever technology is best.



The team at Correlated Solutions is one of the most responsive support teams from all the different vendors we work with. Anytime we have a problem they are extremely fast to respond in order to get us up and running again.

-UDRI Research Engineer

Need something more? We offer flexible options to meet unique situations. Please email us to discuss your upgrade options today.

Maintenance Program Levels

The Correlated Solutions maintenance program is comprehensive. When you buy one of our world-class systems, it typically comes with one year of support at the GOLD level and includes software upgrades. We encourage you to take advantage of our early renewal discount and renew before your support expiration. For customers who own multiple systems and/or require a higher level of support, we offer a PLATINUM option as well.



- Prioritized email, phone, video conference, and support portal response
- Upgrade eligibility for all the [latest software](#) while under contact
- Limited hardware warranty & up to 15% discount on hardware upgrades
- Free in-house training or remote TeamViewer/screensharing support
- Data analysis for troubleshooting
- 15% discount on all software module add-ons & additional post processing dongles
- Temporary post-processing licenses available for working remotely



- Everything in Gold
- Guaranteed upgrade to future full version (even if your contract has lapsed)
- Custom software development evaluation
- Limited Python support and scripting
- Umbrella coverage (up to 5 systems)

What Happens If My Maintenance Program Expires?

We appreciate you choosing Correlated Solutions for your DIC research and development, and we are always happy to help. We encourage you to take advantage of our support programs in order to ensure that you get the very best out of your DIC system. However, in full transparency, even if your contract lapses, we are still invested in making sure that your DIC system is a useful tool for your research. Below is what you can expect from our support team, regardless of whether you have a current system maintenance contract with us or not:

- First and foremost, we want to make sure your system is operational:
 - You can continue to use the software version you currently have. Please note that you will not be able to upgrade past the last version that was released when your maintenance program was still valid. Your license could be outdated, but it is always permanent.
 - Questions about or troubleshooting acquiring images using cameras provided by Correlated Solutions in VIC-Snap software will always be addressed.
- You will have access to online material. Over decades, we have developed a thorough [knowledgebase](#) that is fully searchable. Our team also continues to produce tutorial videos, which you can find on our [YouTube channel](#).
- If you can't find your answer there, our support team is just an email away. But please note: our team is busy, so a delayed response is a possibility for customers with lapsed support contracts.
- Hardware is not warrantied for customers with expired maintenance contracts. You may be subject to fees for support or for hardware repairs/upgrades. However, in many cases we are happy to waive fees when renewing your maintenance plan, so contact us today for more information.