



## Maintenance and Technical Support Agreements (MTSA) For system administrators and end-users

**FLIR Networked Systems offers a wide variety of products that can help to connect FLIR Systems thermal imaging cameras to a security network. Depending if you are an end-user, system administrator or system integrator, different software packages are available to help you integrate FLIR Systems thermal imaging cameras and other sensors in comprehensive security networks.**

The mission of FLIR Networked Systems is not only to provide soft and hardware. We are also committed to offering maintenance and technical support services to make sure that you are getting the most out of your security network.



All our products are supported by the FLIR Systems Service Departments. The FLIR Systems Service Department is your first point of contact for warranty issues, product documentation and basic product operation and configuration.

### Maintenance and Technical Support Agreements (MTSA)

Some customers like extra support when designing and implementing their security network. They can count on the specialized FLIR Networked Systems staff. These specialists are available as a second line of support for those demanding customers that require an extra step in service.

In order to offer this specialized support, FLIR has defined MTSA packages of different types and levels. No matter if you are an end-user, system administrator or system integrator, there is an MTSA available that will suit your needs.

### What is an MTSA?

An MTSA covers support and upgrades of all Nexus software in a customer installation. Software MTSA's regulate different levels of annual support to system administrators in charge of installing, maintaining, configuring or upgrading security systems in the field

and to end-users using Nexus products for a given installation.

### Annual Subscriptions:

#### NS501-MTSA-BAS Standard MTSA:

- Support for standard product configurations (e.g. single camera with PC)
- Software updates
- Response to e-mails within 1 week
- Access to restricted parts of the FLIR Networked Systems website (application notes, file downloads, Frequently Asked Questions, ...)

#### NS501-MTSA-ADV Advanced MTSA:

Offers the same coverage as the standard MTSA, plus the following additional benefits:

- Support for advanced product configurations
- (Advanced network configurations, or systems based on Multi-Sensor systems, fences or radar require this MTSA)*
- Response to e-mails within 2 business days
- Support over the phone during Central European Time business hours

## Professional Services

FLIR Networked Systems not only offers technical support services through MTSA subscriptions, but can also assist customers with Professional Services on site.

Wherever your installation is located, no matter how complex your system or network may be, FNS makes sensor networks simple for end users, system administrators or integrators.

Our experts in sensor networks can assist end users and systems administrators with training, integration support or software configuration. Our engineers can also help system integrators with valuable consulting services when designing their system architecture or when integrating our developer tools into their Command and Control software. FLIR cameras, Nexus sensor connectivity technology and our developer tools and applications are part of a fully supported technological framework that will make your integration easier.

### Professional Services Packages

| Per diem Rates   | Week on Site Packages - Applications/End Users  | Week on Site Packages - Integrators  |
|--|---|--|
| <b>NS-TECHSUP 1D</b><br><b>Software development, in-factory training: 1 Day</b><br>Engineering, training or testing tasks carried out at FLIR Networked Systems facilities   | <b>WOS-SWCONF</b><br><b>Week on site - Software Configuration</b><br>Help Customer with integration of FLIR cameras with other devices, configuring the network, servers, and applications. | <b>WOS-CONS</b><br><b>Week on site - Consulting, System Design, Support &amp; Training</b><br>Help the Customer design his system architecture, network, documentation and sensors software interfaces (FLIR products and third party software or devices like VMS or Radar)   |
| <b>NS-CONSULT-1D</b><br><b>Consulting, System Design, On-Site Support &amp; Training: 1 Day</b><br>Advanced consulting services, or engineering, training and testing tasks when these are carried out at customer's facilities. | <b>WOS-TRAINING</b><br><b>Week on Site - Training</b><br>Hands-on training at the customer's site:<br>1 Week, max. 5 trainees per trainer   | <b>WOS-DEVSUP</b><br><b>Week on site - Software Developers Support</b><br>Help the software development team to integrate FLIR Developer's tools into their own application. Tips and recommendations about how to better control and display video and integrate FLIR Systems thermal imaging cameras with other Nexus sensors. |
|  | <b>WOS-INTSUP</b><br><b>Week on site - Integration Support</b><br>Help to integrate FLIR Systems thermal imaging cameras and other sensors into a network.                                  | <b>WOS-INTSUP</b><br><b>Week on site - Integration Support</b><br>Help to integrate FLIR Systems thermal imaging cameras and other sensors into a network.   |

### New Drivers

Nexus Drivers already exist for a wide a wide variety of third party security sensors. A list of supported devices is available at FLIR Developers Network website (ns.flir.com). Some customers have legacy devices or new sensors that need to be integrated as an important part of their security network. Nexus technology allows FLIR Networked Systems to offer a standard, cost effective mechanism to integrate these devices, with well controlled schedules and low development risks. New Driver Development is packaged as a fixed fee, with two levels that depend on the type of device to be integrated:

| NS-504-DRIVER-SNG   | NS-504-DRIVER-MS   |
|---|--|
| Nexus Driver Development Fee, single device: Covers software development of a New Nexus Driver for a single device sensor (e.g. camera, pan/tilt, ground sensor, or tracks only interface to a radar) | Nexus Driver Development Fee, Multi-Sensor package: Covers software development of a new Nexus Driver for a sensor made up of multiple devices (e.g. SeaFLIR, Multi-Sensor) or for a complex sub-system (e.g. multiprotocol device or bidirectional radar interface) |

### FLIR Networked Systems, s.l.u.

Av. Bruselas, 6 – B2  
28109 Alcobendas, Madrid  
Spain  
Phone : +34 (91) 490 40 60  
Fax : +34 (91) 662 97 48  
e-mail : fns@flir.com

### FLIR Commercial Vision Systems B.V.

Charles Petitweg 21  
4847 NW Breda  
The Netherlands  
Phone : +31 (0) 765 79 41 94  
Fax : +31 (0) 765 79 41 99  
e-mail : flir@flir.com

### FLIR Systems, Inc

CVS World Headquarters  
70 Castilian Drive  
Santa Barbara, CA 93117  
USA  
Phone : +1 805 964 9797  
Fax : +1 805 685 2711  
e-mail : sales@flir.com

[www.flir.com](http://www.flir.com)



### International Terms and Conditions for Professional Services and Drivers Development

All travel expenses (airfare, lodging, meals, transportation) to be invoiced separately. Travel to be included in the schedule. For overseas services allow for two days of travel. If travel on holidays is required, an On Site Surcharge item shall be applied for each non-labour day according to Madrid, Spain working calendar (see P/N in price list). On Site Services must be booked at least 15 days in advance, subject to availability. Expert On Call services require reservation one week in advance Payment terms: 30% ARO, 70% invoiced upon services completion, expenses attached

#### New Nexus Drivers procedure:

Drivers Development require hardware, ICDs and device software to be made available by Customer at FLIR Networked Systems during development and support periods, including arranging any required Export License to FLIR Networked Systems Development time 4-6 weeks from delivery of required items at FNS

Any travel or on site integration required will be invoiced separately as On Site Professional Services.

FLIR Networked Systems International Terms and Conditions apply

Your local dealer: