



# iQ-LED Service Bundles

Maximize the full potential of your iQ-LED products

Information on the various  
iQ-LED Service Bundles

# Introduction

We have the utmost confidence in the reliability of all our devices, but we also understand that parts may sometimes malfunction. These problems are generally more common when using our products on a production line.

We therefore highly recommend that customers using our products on a production line consider purchasing an iQ-LED Service Bundle alongside the device.

# Production line integration

Even though our products are very straightforward and easy to use, it can still be a complex process to integrate them into a production line. To help make this process smoother, we recommend consulting with our experts to ensure proper integration.

The Pro and Premium iQ-LED Service Bundles include consultation for exactly this process. We advise you on how to make the best use of the hardware as well as share information on how to improve speed, reliability, and repeatability during your characterization and calibration.

# What is an iQ-LED Service Bundle?

The iQ-LED Service Bundles consist of different levels of iQ-LED maintenance items and services that provide you with numerous advantages for maximizing the potential of an iQ-LED product.

Benefits include:

- Product specific training
- Re-calibration reminders
- Priority support from Image Engineering
- Product implementation consulting
- Spare parts for iQ-LED devices



# Why are there different levels of the iQ-LED Service Bundle?

There are three separate levels of the iQ-LED Service Bundle that are available for purchase. We also provide an iQ-Hardware only Bundle that includes recommended spare parts for the iQ-LED hardware. We have divided these up to help ensure you have the correct bundle based on your devices and testing specifications.

The available bundles include:

- iQ-LED Service Bundle *Basic* (Level 1)
- iQ-LED Service Bundle *Pro* (Level 2)
- iQ-LED Service Bundle *Premium* (Level 3)
- iQ-LED Hardware Bundle (spare parts only)

# iQ-LED Service Bundle *Basic*

This bundle\* includes:

- Product re-calibration reminder after the first year of use
- Priority re-calibration within 2 days for the first re-calibration (spare spectrometer available as an alternative)
- Priority support line by using an individual email-address for one year (priority response time in 8 working hrs.)

**\*Important note:** A basic bundle is only good for one iQ-LED device. If you want the basic bundle for each iQ-LED device, they must be purchased separately.

# iQ-LED Service Bundle *Pro*

This bundle\* includes:

- All of the services provided in the Basic version
- Training on "how to" exchange malfunctioning parts (2 hr. training)
  - This one time training allows you to do basic maintenance without the assistance of the IE support team
- Initial consulting on "how-to" implement your iQ-LED product into the daily workflow online or in-house (4 hr. training)
  - Additional costs may apply for in-house setup and training

**\*Important note:** If you have multiple iQ-LED devices, the training times can be adjusted, e.g., you only need to purchase the pro version once to receive training for each product you have. However, please keep in mind that a basic version must be purchased for each individual iQ-LED product before a single pro version can be applied to all iQ-LED products.



# iQ-LED Service Bundle *Premium*

This bundle\* includes:

- All of the services provided in the Pro version
- Includes spare parts for the hardware including:
  - 1x iQ-LED module
  - 1x spectrometer
  - 1x CAN-USB adapter
  - 1x Dip-Switch- Panel

**\*Important note:** If you have multiple iQ-LED devices, the training times can be adjusted, e.g., you only need to purchase the premium version once to receive training for each product you have. However, please keep in mind that a basic version must be purchased for each individual iQ-LED product before a single premium version can be applied to all iQ-LED products.

# iQ-LED Hardware Bundle (spare parts only)

This bundle\* includes:

- Spare parts for the hardware including:
  - 1x iQ-LED module
  - 1x spectrometer
  - 1x CAN-USB adapter
  - 1x DIP-Switch Panel

**\*Important note:** This bundle does not include any features from the basic, pro, or premium bundles. It only contains spare parts for the hardware.

# Further Hardware Recommendations

We recommend the following amount of spare parts depending on the number of devices in use:

- 1x iQ-LED module per 10 iQ- LED modules in use
- 1x spectrometer per 3 spectrometers in use
- 1x CAN-USB adapter per 10 iQ-LED devices in use
- 1x DIP-Switch Panel per 10 iQ-LED devices in use



# Questions?

Please do not hesitate to contact our sales department for any questions or concerns.

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