

support.

by Global Immersion

- maintenance
- support
- repairs
- training
- spares



we're there to solve problems and we're there to help.
wherever. whenever.

UNMATCHED ENGINEERING EXPERTISE

Global Immersion Support Engineers have extensive product knowledge and in-depth technical expertise to ensure your system is primed and performing at its best.

BENEFITS

- Maximize equipment reliability
- Increase operational lifetime
- Minimize operational costs
- Expert staff dedicated to maintaining your facility
- Full training for your staff
- Flexible payment options
- International Service Centers for quick response times.

support. by Global Immersion is a comprehensive support solution providing reliable, full-service maintenance for the multiple technologies and multiple vendors products that make up your installation.

As an acknowledged leader in the field, we are ideally placed to undertake your maintenance needs and deliver measurable benefits to your business both operationally and financially.

DO I NEED IT?

Unscheduled downtime can disrupt and have significant impact on your operations. The key objective of a good Preventive Maintenance package should be to reduce the number of equipment failures to a point where equipment and processes are being maintained, as much as possible, by scheduled work.

We offer a number of tailored support packages to develop an effective Preventive Maintenance program and allow you to focus on uptime, production, new projects, and improving your processes.

WHY GLOBAL IMMERSION?

Our history spans more than twelve years, and our portfolio includes more than two hundred partial and full-dome theaters, 3D experiences, reality centers and immersive environments. Since 1997, we have designed and installed over one hundred 3D environments and continue to support systems in 42 countries.

Working closely with our renowned technology manufacturer partners, we train our Engineers to the highest standard and ensure that we are knowledgeable on and fully competent with your system and its components.

WHO DO WE CATER FOR?

In addition to providing a comprehensive level of support for our Fidelity™ range, we offer a number of solutions for facilities with alternative vendor systems.

Our wide range of skills extends across a number of types of display environments including:

- Planetaria and dome theaters
- CAVE environments
- Reality rooms
- Stereoscopic 3D displays
- Large-format theaters

OUR SERVICES

TRAINING

Our tailored courses are aimed at varying levels and subjects ranging from basic user operation to complex fault finding. Supporting documentation will also be provided to ensure that you have our full support at hand.

REPAIRS

We offer a full repair service on all our solutions and products in addition to repairing systems that were not installed by us. We also operate an advanced module exchange service on key components.

SYSTEM OPTIMIZATION

Including software updates, system alignment and calibration and monitoring of when replacement parts are due.

TECHNICAL SUPPORT

Our trained support staff cover multiple timezones and are able to provide out of hours assistance via telephone and public holidays, and can also provide you with preliminary troubleshooting advice if necessary.

PREVENTATIVE MAINTENANCE

Our maintenance packages can include either regular or ad-hoc visits, and are built around your needs.

REMOTE-DIAGNOSTICS

We can integrate the capability to access your system wherever in the world our Engineers might be... assessing any issues and attempting to resolve them without the need for a site visit.



equipment spares



We have access to a wide range of parts from leading technology brands - keeping many items in stock at our offices. This enables us to source parts quickly, and in some case allows us to ship items immediately after an order has been placed.

We offer spares to any customer - regardless of whether you have one of our systems, or are simply looking to source new components for your facility.

Parts available include:

- Projectors
- Projector Lamps (either non-calibrated or pre-calibrated)
- Projector lenses
- Projector components (including color wheels and fans)
- Replacement boards
- Cables
- Audio components
- Lighting components
- Server hardware
- Stereoscopic 3D components/consumables
- CRT projector parts

support packages

	BRONZE	SILVER	GOLD	PLATINUM
Repairs	■	■	■	■
24/7 Telephone Support	■	■	■	■
Extended Warranty	■	■	■	■
On-site Emergency Back-Up Box	■	■	■	■
Maintenance Visits		■	■	■
Remote Diagnostics		■	■	■
Service Visit Software Updates		■	■	■
Emergency Call-Out			■	■
Loan Equipment				■
Cost and Supply of all Consumables				■
Advance Replacement/Repairs				■

We tailor a range of maintenance services to individual needs, specific requirements and budget with a focus on contract maintenance and predictive maintenance agreements.

Our Bronze base package can be used as the main foundation for a truly custom support program selecting options from other maintenance packages to fit your facilities needs and requirements.

