NAVINERTIA TECH / PRECISION MEASUREMENT

Service & Support Brochure

From application evaluation to installation, training and long-term technical support.

Before you buy	At installation	Throughout use
Requirements review	Site readiness	Warranty assistance
Model selection	Commissioning	Software support
Free sample measurement	Acceptance and training	Long-term maintenance

A clear path from your part to reliable inspection

Navinertia Tech supports vision measurement, flash measurement, chip coplanarity and wafer thickness applications. This guide explains our service commitments, the customer preparation needed, and how to request support.

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Explore service and support

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Start with your measurement task

Our application engineers help define the inspection requirement, select a suitable configuration and evaluate representative parts before purchase.

1. Define the requirement

• Share part drawings, dimensions, weight, material and surface finish, together with critical features and tolerances.

• Describe the current inspection method, reference gauges, sample variability, daily volume and required reporting format.

• Identify measurement system analysis or GR&R targets, and any SPC, database or production-system integration needs.

2. Select the model and configuration

• Compare manual, semi-automatic and CNC systems, measurement travel, optical field of view, magnification and load limits.

• Review lighting, vision optics, touch probes, laser or confocal sensors, fixtures and software options for the application.

• Define the equipment and integration scope in the proposed configuration.

3. Free sample measurement

• We evaluate typical customer parts and compare measurement results with existing gauges or master parts where available.

• The evaluation helps confirm feature access, a practical measurement method, reporting needs and site readiness.

• Use the selected configuration and sample results to agree the application requirements before delivery.

Prepare a useful sample set

Include representative production variation, the drawing revision, the features to inspect and any known reference values. State whether samples must be returned.

Request an application evaluation

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Delivery & installation

A prepared site and controlled unpacking help protect a precision measuring instrument and support an orderly commissioning process.

Stage	Navinertia Tech	Customer preparation
Goods arrive	Schedule qualified service engineers after receiving the arrival notification.	Formally notify us within 3 working days of arrival.
Storage and unpacking	Supervise and approve unpacking on site.	Store the goods securely; do not unpack without authorization.
Installation	Carry out unpacking, positioning, installation and commissioning.	Provide site access, required forklifts or cranes, tools and personnel.
Handover	Support the final acceptance process.	Make the designated operator and acceptance contact available.

Prepare the installation environment

• Avoid direct sunlight, excessive heat or humidity, dust, corrosive environments and nearby vibration sources.

• Check the selected machine dimensions, weight, access route, lifting requirements, power supply and grounding before delivery.

• For the catalogue measurement conditions: 20 ± 2 °C, 30-80% relative humidity and vibration below 0.002 g at frequencies below 15 Hz. Confirm the model-specific requirements before installation.

Keep the package protected

Do not store the instrument outdoors or open the packaging before the supervising service engineer approves it. Record package condition on arrival and tell the service team about any visible damage.

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Acceptance & operator training

Commissioning includes support for final acceptance and practical training for day-to-day operation and routine maintenance.

Acceptance and documentation

• Final acceptance is based on the applicable international, national and industry standards for the supplied equipment.

• Confirm the applicable inspection method, selected configuration and acceptance requirements for the order.

• Model documentation can include the factory accuracy report, inspection certificate, operation and maintenance manual, measurement software manual and warranty card. Check the order-specific packing list.

Training commitment

New equipment	First-time customers
In principle, at least 2 working days of cumulative on-site training.	Reasonable requests to extend training duration receive due consideration.

What training covers

• The main equipment modules, controls and standard operating procedures.

• Measurement software operation and program preparation.

• Routine maintenance, operating precautions and handling of common issues.

Make the training effective

• Designate suitable trainees promptly and make time for active participation. Basic precision-metrology knowledge and computer skills are expected.

• Our personnel follow the customer's information confidentiality, organizational discipline and workplace safety requirements during on-site training.

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Warranty & service response

Navinertia Tech provides warranty assistance and defined response commitments to help restore equipment operation.

Service	Commitment
In-warranty online response	Within 4 hours after receipt of the customer's formal notification, through phone, online communication or remote access.
In-warranty on-site response	Arrival within 24 hours after receipt of formal notification when the issue cannot be effectively resolved online.
General technical consultation	Flexible 7×24 response availability, including technical engineering consultation.
Covered warranty faults	Repair or replacement of affected components free of charge for malfunction or damage attributable to Navinertia Tech, to restore normal operation.

Response and resolution

The 4-hour commitment is a service response time. The 24-hour commitment concerns on-site arrival for issues that cannot be effectively resolved online. Neither is a guaranteed repair-completion time.

Your warranty record

Refer to your order and warranty card for the warranty period and start date. Keep the equipment model, serial number, delivery record and acceptance documentation available for service requests.

Protect warranty coverage

• Obtain prior consent before software upgrades, relocation within a facility or relocation to another site.

• Under the supplied service terms, unauthorized upgrades or relocation void the remaining warranty and may result in hardware or software damage for which the customer is responsible.

Confirm the delivery location and service arrangements in the order so the team can coordinate site access and attendance.

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Software & long-term support

Support continues as measurement programs, production needs and equipment requirements evolve.

Measurement software

• iVISION supports geometric measurement, programmed inspection and configurable reporting with the compatible machine and sensor configuration.

• Standard software versions covered by the supplied upgrade terms receive lifetime free upgrades, including regularly released features and improvements.

• Coordinate software upgrades with Navinertia Tech before installation. Confirm the supported version, hardware compatibility and any optional modules.

Data and integration

• Discuss CAD-assisted programming and required report formats such as Excel, PDF, Word or TXT.

• SPC collection, barcode identification, MES connections, conveyors and robot loading are application-dependent integration options.

• Custom functions and interfaces should be defined in the project scope; standard software upgrades do not establish inclusion of every optional integration.

After the warranty period

• Navinertia Tech provides long-term paid technical support for equipment outside the warranty period.

• A long-term maintenance agreement can help plan ongoing support and the cost of operation and maintenance.

• Contact the team before a planned relocation, software change or equipment reconfiguration so the required work can be reviewed.

Routine care

Follow the operation and maintenance manual supplied with the machine. Keep the measurement environment controlled, retain service records and report changes in operation or measurement results promptly.

Discuss maintenance or integration support

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Support for your measurement system

Start with the application. The final model, sensors, optics, fixture and inspection method are selected together.

Measurement task	Product family
Small-part batch measurement within one field	K100 fixed-platform flash measurement
Parts larger than one optical field	K221 / K321 moving-platform flash measurement
Wide-field overview and fine-feature inspection	K433 dual-vision flash measurement
High-magnification precision dimensions	S-Series CNC vision measuring machines
General automatic dimensional inspection	E-Series CNC vision measuring machines
Large panels and flat workpieces	G-Series gantry vision measuring machines
Operator-positioned inspection with motorized focus	MH-Series semi-automatic vision measurement
Chip lead and solder-ball coplanarity	V400LS laser and vision measurement
Wafer thickness and flatness	W350C confocal and vision measurement
Programming, reporting and compatible sensors	iVISION measurement software

Compare the right specification

Machine MPE, sensor linearity, repeatability and resolution describe different properties. Optical field of view is different from stage travel, and single-image accuracy differs from stitched-field accuracy.

Browse products and model specifications

Download the product specification reference

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Contact & support checklist

A complete request helps the service team understand your equipment, reproduce the issue and prepare the next step.

Include in your request	Details to provide
Equipment identification	Model, serial number, software version, order reference and warranty record.
Problem description	What happened, when it began, frequency, error messages and steps that reproduce it.
Measurement context	Part drawing revision, feature and tolerance, measurement program, example results and reference values.
Recent changes	Relocation, software changes, fixtures, lighting, power supply or environmental changes.
Supporting evidence	Clear photos or screenshots; a short video when it helps explain the issue.
Service coordination	Contact person, company, installation location, time zone, availability and site-access requirements.

Choose your next step

Service & Support: submit an after-sales request

Contact: application evaluation, quotation or service coordination

Document scope

This brochure summarizes the service provisions in the supplied product technical documentation and the Navinertia Tech pre-sales service offering. Use the order, selected configuration, warranty card and supplied manuals for equipment-specific details.

Service provisions reviewed across K100, K433, K682, V322ME, V323E, V433S, V400LS and W350C technical documents. Product-family coverage follows the January 2026 catalogue.

Navinertia Tech

Precision measurement. Practical support.