

Cobra Care[®]

Introducing Cobra Care[®]

Like all high end technology systems, Cobra Simulation solutions go through a rigorous factory acceptance testing process and are only shipped when proven to meet our strict quality standards. However the complex nature of the hardware and optics incorporated into simulation solutions, combined with the fact that the software components have to operate alongside other applications outwith our control, means that it is impossible to provide an unlimited guarantee of system behaviour.

Given this reality and the fact that Cobra Simulation solutions represent a significant investment and often deliver a key capability we offer a Technical Support service which, like an insurance policy, provides peace of mind that should a fault occur it will be remedied in good time and at no additional charge*, but unlike an insurance policy even if you don't have cause to call out our technicians you still benefit from a number of additional services including:

Cobra Care [®] Solutions	Cobra Care [®]	Cobra Care [®] Plus
Project manager and care free installation with 10-days post sales support	✓	
Access to our online user group community and user group meetings		✓
Inclusive Telephone, Email Support		✓
Software Patches		✓
Annual preventative maintenance visit ^{†**}		✓

Technical Support - Pre/ Post Install

Over the years we have learnt the best best recipe for deploying and managing your solutions. With **Cobra Care[®]** we allocate a project manager and an experienced engineering team for your installation. To ensure complete peace of mind in those critical first few days **Cobra Care[®]** comes inclusive of 10-days post sales support.

Technical Support - Hardware

Our solutions bring together a combination of bespoke and off the shelf structural, optical and computing components. **Cobra Care[®] Plus** includes first line support for all hardware provided by us through Cobra and second line support either directly from ourselves or our hardware partners.

Technical Support - Software

Cobra Care[®] Plus includes the provision of bug-fixing patches and functionality updates to all modules procured as part of the initial licence or as subsequent upgrades.

Technical Support - Web Support

Cobra Care[®] Plus also includes password access to a secure online collaboration portal for the duration of the technical support agreement. This portal contains a private discussion forum and an online library for fixes and documents about Cobra Simulation components.

As part of the technical support package owners of Cobra Simulation systems are invited to users-groups, which are held at central locations annually. These user groups

are held to address a number of requirements; firstly to provide feedback to Cobra Simulation on our solutions and its service; secondly, to identify system enhancements or extensions that existing owners would value seeing made available, finally to share best practice in the use of simulation within the user base.

Relationship Management

Cobra Simulation solutions are supported by a Monday-Friday, business hours telephone helpline staffed by expert technicians. For more general queries relating to our simulation solutions or our wider services our Customer Relationship Manager can be contacted on 01506 634013. Their role is to support Cobra Simulation solution owners in using their system to its full capabilities.

* User damage is not covered by Cobra Care or Cobra Care Plus. User damaged parts are chargeable.
** Cobra reserve the right to charge for expenses for all non-UK mainland installations.