

RT Inertial and GPS Measurement System

Features

- Software Maintenance
- Telephone Support
- Email Support
- Fault Finding
- Configuration Advice
- Repair Labour
- Calibration
- Training Courses

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RT Support and Calibration Services



Here at OxTS we take support very seriously. Software for the RT product family is continuously being updated and improved, providing you with more accurate yet more flexible systems.

Support Contracts

Our Support Contract is designed to keep you up to date with the latest developments, as well as provide unsurpassed technical support for your products and applications.

Software Maintenance. As new features are introduced to the RT products we will update your PC software and your RT firmware as part of the Support Contract.

Our customers on support contracts are able to take advantage of new features, like Advanced Slip and Wheel Speed Output as they are introduced.

Technical Support. We provide technical support through email and telephone to customers who have taken out a support contract. We aim to respond to technical issues as quickly as we can when you are on a support contract.

Fault Finding. Our telephone support and email support includes fault diagnosis and help in connecting the RT to other equipment. Many of our customers have found help with the CAN bus invaluable.

Configuration Advice. We also provide help on configuration. Describe how the RT is mounted in your vehicle and we will suggest a suitable configuration for you to use.



Repair Labour. As part of a support contract, the labour of any repairs is free. So you only need to pay for the components and shipping.

Calibration

Our advanced calibration service ensures that your RT systems remains accurate.

As part of the Calibration Service all the gyros, accelerometers and GPS components are tested and calibrated to ensure that they are accurate. The software is updated to make all the latest features available.

Pre-arranged calibration can be performed on a fast turnaround, taking as little as 48 hours from receipt to shipment.

Training

We can provide on-site training for the RT products, giving you expert knowledge on the RT's operation in a very short space of time.

A one day or two day training course is available. The one-day course concentrates on the installation, configuration and operation of your RT system.

The second day of the two-day course adds expert knowledge on faultfinding, data collection and analysis, plus techniques of getting the best from your RT product.

Contact us for more information on how we can help you.

