

VISION RESEARCH

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Date: November 2017

To Whom It May Concern,

Vision Research is the only authorized repair service of Phantom Cameras. We have repair and support facilities in all major geographic regions, in-house technical support personnel, and field-based application specialists--all available to solve any repair or operational situation that may arise. All of our technicians and application specialists are fully trained Vision Research employees and have immediate and direct access to our engineering and manufacturing facilities when solving your problem.

We offer standardized repair pricing, use factory direct spare parts for quality continuity purposes, and each and every camera repair also includes applicable engineering changes, full calibration, and overnight testing so when it is returned to you, it will be operating to original factory specifications. At the time of repair, we take the opportunity to advise you of any optional upgrades that may be available.

To ensure we meet your service requirements, Vision Research implements continuous performance measurement activities to monitor and improve major performance factors including repair turnaround times and other business processes that are critical in meeting our customer satisfaction goals.

If you have any further questions, please let me know.

Best Regards,

Patrick Ott DeVries

Sales & Support Director

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PHANTOM®

Since this is not considered a 'published' price list, please do not pass it around. This is an internal repair price list, and we would appreciate that you treat it as a confidential document. We do not openly publish our repair pricing.

MIRO	Basic	Standard	Advanced	
MIRO1/2	\$750	\$1,995	\$7,500	
MIRO3	\$850	\$2,495	\$7,500	All models fully supported
MIRO4	\$800	\$2,250	\$7,500	
MIROAB	\$995	\$3,250	\$7,500	
vSeries	Basic	Standard	Advanced	
v4.XX	\$975	\$2,700	\$7,500	4.2 and 4.3 models are fully supported, 4.1 is supported best effort
v5.XX	\$1,095	\$3,550	\$12,000	5.1 and 5.2 models are fully supported, 5.0 is supported best effort
v6.XX	\$950	\$2,950	\$7,500	All models are obsolete and supported best effort only
v7.XX	\$1,225	\$4,400	\$12,000	7.1, 7.2 and 7.3 are fully supported, 7.0 and 7.0g are supported best effort only
v9.XX	\$925	\$2,750	\$12,000	
v10.XX	\$1,025	\$3,250	\$12,000	
v210	\$1,035	\$3,450	\$12,000	
v310	\$1,125	\$3,750	\$12,000	
V341	\$1,125	\$3,750	\$12,000	All models fully supported
v710	\$1,495	\$5,750	\$12,000	
v12.XX	\$1,350	\$5,250	\$12,000	
v64X	\$1,550	\$6,250	\$26,000	
HD	\$1,650	\$6,500	\$26,000	
P65	\$1,750	\$6,750	\$26,000	

