



**Acoustic, Vibration, and  
EMI Isolation Specialists**

# WaveCatcher Support Services

Version 3.0 of the WaveCatcher software allows users to improve and protect the measurement capabilities of the site survey tool over time. WaveCatcher users can now receive an array of support services tailored to maximizing and extending the user experience of the software, while ensuring the hardware provided remains accurately calibrated. The support services listed below can be purchased individually or as a package at a reduced price.

## Annual Software Support

WaveCatcher users are able to receive comprehensive online support for the WaveCatcher software, ensuring maximum uptime for the data measurement tool. Support inquiries will initially be submitted to [support@herzan.com](mailto:support@herzan.com), where a Herzan representative will provide a response within 2 business days. Online software support will soon be upgraded to include an online portal for submitting and tracking online support inquiries.

## Annual Software Upgrades

WaveCatcher users are able to receive regular updates and improvements that will enhance their experience with the software. Updates and improvements will be released routinely and will range from major software refinements to routine bug fixes.

## Annual Sensor Calibration

All standard sensors and A-to-D converters provided with the WaveCatcher are now eligible for routine calibration, which will improve the reliability and accuracy of data collected over time.

**SOFTWARE SUPPORT**

**UPGRADES + FIXES**

**SENSOR CALIBRATION**

