

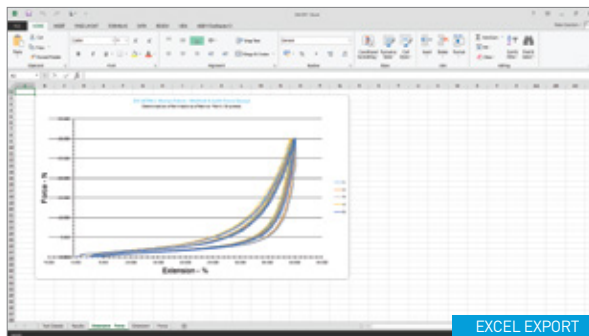
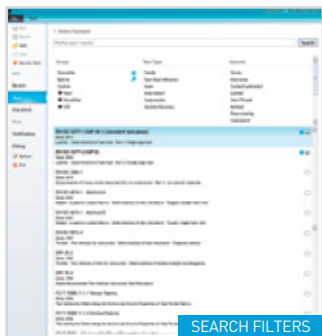
TestWise 2017

Test Analysis Software System

Faster more intuitive testing
for Titan - updated for 2017



ADVANCED SOFTWARE MADE SIMPLE



WHAT'S NEW

SAVE TO PDF

All reporting can be saved directly to PDF, speeding up the process of producing the final test report.

FASTER, SMARTER TESTING

New 'Auto-accept' function means you don't need to move away from your instrument to your computer.

Observations (also called 'attributes') are now defined by the standards making them more specific and more relevant to the test.

A RANGE OF NEW STANDARDS

Just over 100 standards and retailer test methods have been added to TestWise 2017.

They include adidas, ASTM, ISO, JIS, M&S and Next, for testing including tensile, stretch and recovery, delamination and tearing.

NEW CALCULATIONS

A new range of calculations with a focus on sportswear.

It includes preloaded standards for compression and energy loss and hysteresis for stretch fabrics containing elastomeric yarns (Lycra, Spandex).

EXISTING KEY FEATURES

EXTENSIVE STANDARDS LIBRARY

An expanding library of over 500 preloaded standards and test methods, including new and current versions as well as many older standards which have been superseded but are still widely used, are included as part of the TestWise package.

FILTERS & FAVOURITES

Standards can be easily located through a Search Filter, and users can create a customised list or groups of favourites to access all the standards they use regularly.

AUTOMATIC PARAMETERS

TestWise transfers the test parameters, as specified in the selected Standard, to the instrument for automatic set up and control.

RESULTS

The real time presentation of Extension and Force values allows monitoring of results and immediate visibility of trends during testing.

EXPORT TO EXCEL

All the data from testing can be exported to Excel with an automatic graph creation facility, which enables the user to create their own custom analysis and statistics.

CONTACT US

For more information

email: sales@james-heal.co.uk

tel: +44 (0) 1422 366 355

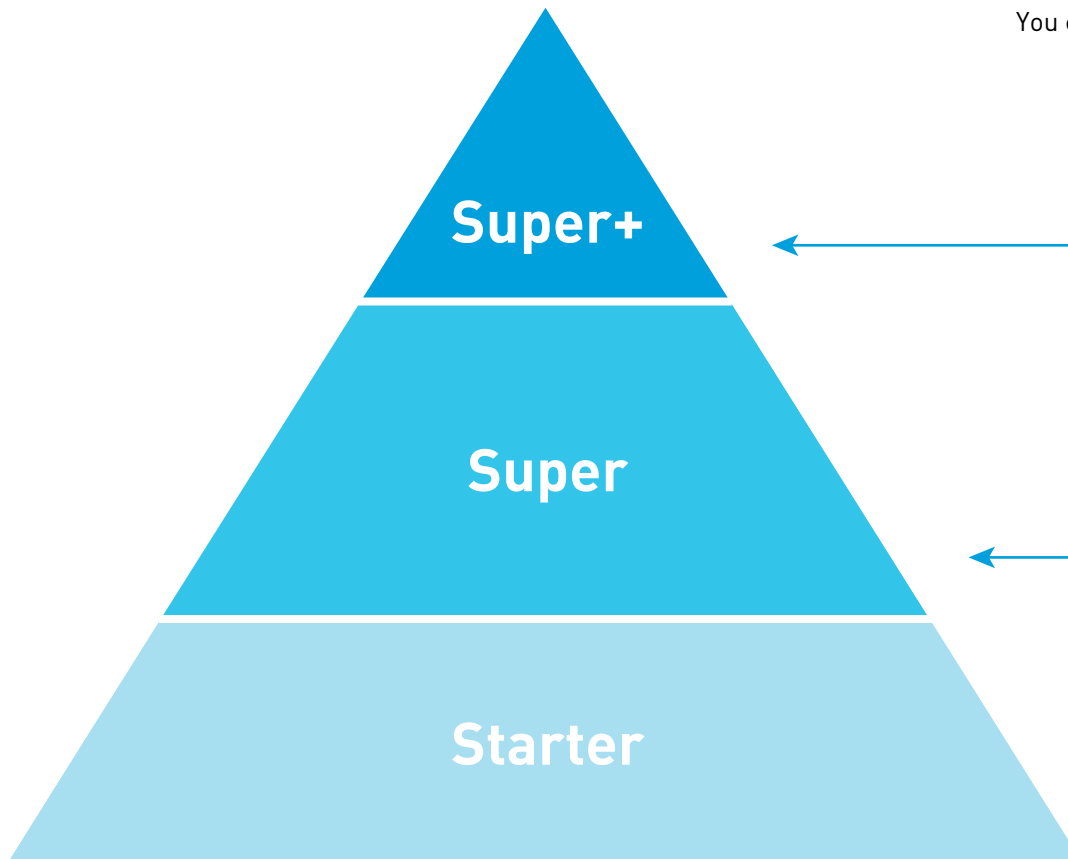
web: www.james-heal.co.uk/en/titan



RELIABLE, EXPERT TECHNICAL SUPPORT – WHEREVER YOU ARE IN THE WORLD

As a James Heal customer, you have access to our expert technical and applications support wherever you are in the world. We offer support in various ways; from our free online KnowledgeHub, to paid support, consultancy and training.

You can see our **3 main levels** of support below:



SUPER+

Custom consultation and training for customers who need expert one-to-one guidance on using the instrument, applications advice, interpreting Standards and Test Methods, and advice on how to correctly prepare specimens for testing. Contact your local agent or James Heal for more details.

SUPER

Paid support package for customers with a Titan universal testing instrument. Direct access to our Applications Specialists via ticketed email support system and online remote diagnostics, plus free annual software upgrades and regular software updates/bug fixes.

STARTER

Free self-help service, for all customers with any James Heal instrument, to access Engineering and Applications FAQs, Standards information, Operator's Guides and Material Safety Data Sheets (MSDS) via online KnowledgeHub.

RELIABLE, EXPERT TECHNICAL SUPPORT – WHEREVER YOU ARE IN THE WORLD

STARTER

Starter is our **free online support service**, available to all James Heal customers.

Wherever you are in the world you can access our online **KnowledgeHub** for free online support, 24 hours per day, 7 days per week.

Our online **KnowledgeHub** contains Frequently Asked Questions (FAQs), Tutorials, Operator's Guides and more.

Plus inclusion on the James Heal TechTalks™ email newsletter mailing list where you will receive knowledge-based articles, applications ideas, trends and information relating to your area of materials testing, straight to your Inbox.

SUPER

Super is our paid support service. Benefit from direct access to James Heal's application specialists and technical experts, giving you support when you need it most – for complete peace of mind.

Super is recommended for customers with a Titan instrument which is operated by TestWise Software, who require access to Technical and Applications support.

Super adds several exciting enhancements to what is provided in the Starter package. Super customers benefit from:

- **Direct access to James Heal Technical Experts**
- **Online applications support**
- **Remote trouble-shooting and diagnostics**
- **Free software updates and bug fixes**
- **Free annual software upgrades**
- **Access to ticket portal to check support status**
- **Support for over 500 standard**

Major software releases include significant features upgrades to ensure your software is as **efficient and accurate as possible**, to improve productivity within your laboratory and reduce downtime.

Super customers have the flexibility to choose 12 or 36 month contracts. We find that most customers choose our 36 month contract which provides a multi-year discount of 15%.

An added benefit for Super customers is that you qualify for discounted training and consultancy.

SUPER+

Super+ is a bespoke training and consultancy service, designed for customers who require a higher level of support and technical assistance than is available on our Starter or Super package.

This would include, for example, consultation and/or training at James Heal, or at the customer's premises.

This consultative support involves dedicated training, technical resources and personnel from our team of Applications specialists.

Custom support is provided and priced separately to our standard support packages, at a standard day rate (plus expenses if travel is required), however customers with a Super support agreement can take advantage of discounted training where it is needed.

Trained laboratory managers and operators are more efficient, more productive and contribute to faster, more reliable testing to maximise the return on your investment and achieve your testing objectives.

RELIABLE, EXPERT TECHNICAL SUPPORT – WHEREVER YOU ARE IN THE WORLD

TechSmart™ Software & Applications Support

24/7 Access to James Heal KnowledgeHub™ (Applications & Engineering Support Online Help Centre)

Email Support via Ticketed system (within UK Business Hours)

Live, Online Remote Support, Troubleshooting & Diagnostics

Access to software updates/bug fixes (within warranty)

FREE Annual Software Upgrades (Min 1 annually)

Unlimited Users

FREE reminder service for Instrument Maintenance & Calibration

Eligibility for discounted Super+ training and consultancy

James Heal TechTalks™ - Monthly email newsletter & blog subscription

James Heal TechTalks™ - Quarterly Webinars live & recorded

Instant membership to Textile Testing LinkedIn Group – Knowledge sharing forum

Contract Duration

Choose a package:

STARTER	SUPER	SUPER+
✓	✓	Training & Consultancy Service
x	✓	
x	✓	
✓	✓	
x	✓	
n/a	✓	
✓	✓	
x	✓	
✓	✓	
x	✓	
✓	✓	
n/a	12 or 36 months	
FREE	£ Paid	
SUBSCRIBE	SUBSCRIBE	