

Information Document

Services, plans, work process and service conditions

1. Purpose of this document

This document summarizes, in practical terms, what ElêvaVisión offers, how a project is structured, which plans exist and what we need from you to get started.

2. What we offer

An interactive digital replica of your product or machinery that your customer operates from the browser or from a tablet App. We cover four types of interaction that suit any industrial product:

- **Assemblies:** the user assembles, groups and connects elements; drag, rotate and fit.
- **Exploded views:** access to every component with integrated technical information and documentation.
- **Connections:** cables, circuits and flows come to life with real-time animations.
- **Control:** live adjustment of parameters, configurations and variants.

3. Available formats and modules

- **ShowPad for trade shows and exhibitions:** kiosk mode, simulated working environments and built-in lead capture.
- **Interactive catalogue:** full navigable range with filters, real-time comparisons and variant configurator.
- **Interactive manuals and tutorials:** guided step-by-step sequences for assembly, installation or maintenance.
- **WorkArea:** the product placed and operating in its real or simulated working environment.
- **Animated technical documentation:** tolerances, internal flows and mechanisms explained visually.
- **Integrated social selling:** export of captures and clips optimized for LinkedIn.

4. Plans and pricing

- **Sketch Demo:** a semi-functional version of your product in 10-15 business days. Simplified 3D model, 3 to 5 representative interactions, web interface with your basic branding and 30 days of active hosting.
- **Starter Plan (from EUR 3,999, VAT not included):** delivery in 4-6 weeks. Includes 1 realistic 3D model, image pack created with NEURONA®, all the interactions of the product itself, WebApp + tablet App, 1 year of free hosting and training.
- **Additional modules:** ShowPad, catalogues, manuals, WorkArea, animated documentation, social selling and language expansion. Each module is quoted individually according to scope.

The Starter Plan covers a single product on a neutral background. External accessories, contextualized scenes, complex exploded views, dedicated microsites, publication on App Store / Google Play under your own account, multi-language and extended support are contracted as additional modules.

5. Work process

- **Initial consultation:** we analyze your product and business objectives.
- **Technical proposal:** detailed plan with specific timelines and a transparent budget.
- **Iterative development:** continuous reviews with access to the product as it is built.
- **Final delivery:** complete implementation with training for your team.

6. What we need from you

- Basic documentation: CAD files (STEP, IGES, STL, SolidWorks, AutoCAD), photographs or catalogues. If no CAD exists, we can perform on-site 3D capture.
- Business objectives and target audience.
- Preferred contexts of use: web, trade shows, sales team.

7. Integration and compatibility

Simple implementation through a responsive iframe or embedded code, compatible with WordPress, Shopify, Magento and any modern CMS. Our WebApps run on all modern browsers (Chrome, Firefox, Safari, Edge) and on iOS and Android tablets, mobile phones, Windows/macOS/Linux computers and large-format touch screens with kiosk mode for trade shows.

8. Support, hosting and guarantees

- 12 months of technical support included and initial training for your team.
- Professional European hosting with CDN and a 99.9% uptime guarantee.
- Response in under 24 business hours; critical incidents in under 4 hours.
- Full customization with your corporate branding (logos, colors, typography).
- Transparent payment terms: 40% on signature, 40% at version 0.9 and 20% on final approval.

9. Contact

We guarantee a response in less than 24 business hours. A quotation involves no commitment.

- **Address:** Carrer Bofarull 3, 08027 Barcelona, Spain
- **Phone:** +34 651 15 32 85 (Mon-Fri, 9:00-18:00 CET)
- **Email:** info@elevavision.com
- **Web:** www.elevavision.com