

### **What does the EKIB360 system include?**

The system includes an Ekib Cycling Software Ekib360 License and the following hardware:

- 4 IR Cameras (the number may increase depending on the needs of space and / or activity)
- 23 reflective markers
- 10 small reflective markers
- 1136 Marker stickers
- 1 calibration tool
- 1 USB Hub
- 1 USB License
- Free technical support for the first year.

### **What is the required space?**

The ideal space for the correct operation of the system is 4-4.5m x3- 3.5m with 2.20m-2.50m in height although the system can work as well in smaller spaces by adding more cameras. Cameras can be positioned on the wall on adjustable supports. Installation on tripods is also possible.

### **Do the updates have any cost?**

No, updates are and will be free for our current customers. Perhaps in the future this policy will change and they will have some cost but this will not affect the current owners.

### **Is the license permanent?**

Yes, once you purchase the software, you will never have to pay more for it. The software you can install it on as many computers as you need, for example on a desktop computer to work in your studio and on a laptop in case you work with the system outside of it.

### **Where can I see the system?**

You can visit any of our locations: Madrid, Gran Canaria or Lanzarote and learn first-hand how our Ekib360 system works. In case of not being able to attend, we can organize an online demo (Skype) and see the operation of the system.

## **How can you purchase the system?**

1. Request a quote from the form on our website or writing an email to [info@ekibcycling.com](mailto:info@ekibcycling.com)
2. You will receive the proforma invoice with the payment information.
3. Once the payment is received, we will send you the system.

## **Where do you ship?**

To almost all countries. We work with urgent courier MRW and Correos Spain. The cost of shipping will vary depending on the current rates and the destination.

## **What is the estimated delivery time?**

2-3 weeks for most products after payment is confirmed

## **Is it possible to collect it at our headquarters?**

It is possible to pick up your system directly at our offices: Madrid, Gran Canaria and Lanzarote. Corresponding taxes will apply.

## **Warranty**

All items delivered by EKIB CYCLING have a warranty period (one or two years, depending on the product) clearly indicated on your offer. The warranty will cover all manufacturing faults.

## **Support**

By purchasing your Ekib360 system you will get free remote support during the first year. The support will be done by phone and / or mail electronic. We may also need to remotely access your computer to provide support via TeamViewer.

## **Installation and technical training.**

The purchase includes remote assistance for the installation and technical management of the system although we recommend hiring the installation service. To get the higher performance to the system you can request training on site, we have to 3D Technology Expert Training is available in the Training section.

## **What are the minimum specifications for PC?**

- CPU: Intel Core i7 / i5. It is strongly recommended to have a processor of 4 cores (required for systems with 8 or more cameras). RAM: 8 GB.
- HD: 4 GB for installation, depending on the product. You will need more space for the catch database, especially if you plan to add video in real time.

- Enough free USB ports (without HUB) for capture cameras (depends on the number of cameras).
- OS: Microsoft Windows 10.
- If you plan to add video in real time, you will need two USB drivers independent (one controller for capture cameras, one for video). A USB 3.0 driver is required if using IDS uEye or Logitech BRIO.

### **Are there any requirements on lighting conditions?**

Ekib360 systems work indoors with any light source standard, such as halogen lamps or fluorescent lamps. There is not need to turn off lights or work in the dark. However, you must be careful to avoid direct sunlight within the capture area.

### **Calibration**

- How often do I have to calibrate?

The system is calibrated only once, after the cameras are installed.

You will only have to calibrate the system again if they move.

For maintenance reasons, it is advisable to recalibrate the cameras once

Once a month.

- How long does it take to calibrate?

About 15 minutes the first time you do it, 3 minutes for users with domain.

### **How many reference video cameras can I use together with the system Ekib360?**

Two

### **Is it a portable system?**

Yes, there is the possibility of placing the cameras on tripods.