

Maintenance Program

Superior technical support, commitment to ongoing product growth and maintaining compatibility with operating systems, CAD applications and CNC machine tools are three of the most important issues involved in buying a CAM system. To help protect and enhance the investment you have made in your GibbsCAM system, Gibbs offers an annual Maintenance program for its customers. The Maintenance program is designed to keep your GibbsCAM software up-to-date and allows you to take advantage of the latest innovative technologies to maximize your productivity. Customers who subscribe to the GibbsCAM Maintenance program are entitled to the privileges and benefits described below.



All Major GibbsCAM Upgrades at No Charge

Upon release of a major upgrade, all GibbsCAM software and electronic documentation will be automatically shipped to Maintenance customers at no charge.

Priority Technical Support Service

Priority is given to Maintenance customers when returning email or phone calls and providing assistance on problem files.

Unlimited Phone Support

GibbsCAM Maintenance customers are treated on a “preferred” basis. Maintenance customers are provided unlimited access to Gibbs Technical Support via telephone 5:00AM to 5:00PM Pacific Time.

Quick Email Response Time

Reach our Technical Support staff quickly and easily via email. Send an email to support@GibbsCAM.com with a description of the problem and a copy of the problem file attached. The Gibbs Technical Support staff will review the file and then contact you to discuss the problem and proposed solution.



GibbsCAM Support Center and Message Boards

Participate on the message boards to share ideas and solutions with other GibbsCAM users. Search the GibbsCAM online knowledge base to find answers to frequently asked questions. Our technical support ticket database helps document and track your support requests to make sure they are resolved.

Download the Latest Versions of Gibbs Software

Gibbs makes the latest version of all GibbsCAM software immediately available to Maintenance customers from the Support section of the GibbsCAM website at www.GibbsCAM.com. Maintenance customers are provided login access to a password secured area of the GibbsCAM website where they can download the latest version of GibbsCAM whether it is a major release or an interim release with bug fixes and other improvements.

Online Training

Recorded online training sessions are posted regularly to Gibbs Online for our maintenance customers. Maintenance customers are invited by email message to join recorded sessions.



Gibbs Customer Newsletter

GibbsNews digital newsletter provides valuable information on product updates, new products, technical tips, customer success stories and upcoming scheduled training classes.

GCNews Email Notices

Maintenance customers can subscribe to a mailing list to receive GCNews, an electronic communication sent via email. Subscribers of GCNews receive important product alerts, information on Maintenance releases, announcements of pre-release software availability and special product offers.

Discounts on New GibbsCAM Software Options

Gibbs is continually developing new products using the most innovative technology to complement the suite of solutions available. Customers who subscribe to the GibbsCAM Maintenance program receive a 10% discount on any new GibbsCAM software option, if purchased within the first three months of its initial release.



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