CalderaCare

Keep your production running at all times

CalderaCare is a set of additional, exclusive features including all major upgrades, premium training content and priority access to our technical support. An annual subscription[1] to CalderaCare ensures your CalderaRIP software is kept up-to-date with the latest version and enhancements.

Guaranteed support response times

When you register a support request, the priority and response times are guaranteed within 2h for a critical issue, 4h for a major issue, and 8h for a minor issue. CalderaCare supports multi-printer production sites.

All the latest versions and updates

CalderaCare includes all CalderaRIP upgrades (major & minor) and grants you access to exclusive features to expand print & cut possibilities.

Unlimited access to online trainings

Our online training sessions are the best way to get fast and effective training on CalderaRIP modules. We provide courses on CalderaRIP basics, color management, and more.

What's included in CalderaCare

	Without CalderaCare	CalderaCare
WorkSpace customer portal	✓	✓
Priority support with SLA[2]	×	✓
Remote Control	×	✓
CalderaRIP major upgrades	×	✓
Exclusive CalderaCare features (SmartImport, REST API)	×	✓
1 License of InkPerformer included[3]	×	✓
Online trainings	Pre-payment required	Free, unlimited access
"Large" Driver swaps	x	✓
"Grand" Driver swaps	x	Available at a reduced fee

[2] *Service Level Agreement— Guaranteed response times within 2h for a critical issue, 4h for a major issue, and 8h for a minor issue.*
[3] *One license of InkPerformer works for one printer.*

[1] *CalderaCare is an annual subscription contract. CalderaCare subscriptions are automatically renewed every year. Renewal preferences can be modified via your WorkSpace account. Cancellation requests must be addressed via a written notice to* **sales-team@caldera.com** *at least 30 days prior to the contract expiration date.*

More than a support solution

Besides premium technical support, CalderaCare includes a range of benefits to help you make the most of your production.

Access exclusive features in CalderaRIP

Unlock additional features to optimize your production, such as automatic job submission (SmartImport) and easier integration to third-party applications (REST API).

Reduce ink consumption by up to 35%

A CalderaCare subscription includes 1 license of our best-selling option InkPerformer. Enable InkPerformer to reduce your ink consumption and production costs, without compromising color accuracy.

Get free, unlimited access to online trainings

Benefit from premium training content on CalderaRIP modules! From CalderaRIP basics to Color management, our experts will guide you through our modules to help you make the most of your software.

Updating your equipment?

When your production scales, we scale with you. With CalderaCare, **Large**[4] driver swaps are included, and **Grand**[4] driver swaps are available for a reduced fee.

[4] **Large** and **Grand** are driver categories that we use to classify print & cut peripherals. Contact us or check our Supported peripherals for more information.

Benefit from all major software updates

Your CalderaCare subscription grants you access to all minor and major upgrades without additional fees. Stay up-to-date and benefit from our latest innovations to boost your workflow.

Focus on your production, leave the support & maintenance to us

Contact your Caldera reseller or sales representative for more information.