

# SERVICE & MAINTENANCE

## Preserving Your AV Investment

### REMOVE AV MAINTENANCE FROM YOUR HECTIC SCHEDULE

**Save Time and Money.** Three protection plans available to address every organization's needs and budget. Responsive on-site diagnosis reduces downtime. Labor, equipment and preventive maintenance costs are covered under the Premier Protection Plan.

**Free up Resources.** Unified AV Systems works behind-the-scenes to monitor, prevent and repair AV system issues. Contracting experts who understand your AV equipment and the complicated network of devices essential to its performance, is an efficient alternative to hiring on-site staff or adding another task to your technical team's list of duties.

#### **Provide Peace of Mind.**

Create a stress-free work environment and eliminate system surprises that interrupt the work flow. Optional system health reports and updates provide your management team with the peace of mind they deserve.

#### **Extend the Life of your AV System.**

Preventive maintenance prolongs the life of your investment and improves performance. There is no substitute for a regular system check-up, before problems arise.



- 15/7 Extended Phone Support, Optional
- Preventive Maintenance & Remote System Monitoring Available

- Extend Your Standard 90-Day Warranty
- Next-Day On-Site Service Options

## Managed Care/Preventive Maintenance Programs

At Unified AV Systems, we understand that protecting your investment is extremely important to you. And we know that comprehensive preventive maintenance will ensure 'peace of mind' for you and your organization. It's all part of our commitment to maintaining long-term partnerships with our clients. Contact us to learn how we can help you protect your investment through our Managed Care – Preventive Maintenance Programs.

## Field Service & Repair

When you need prompt service on demand, our Technical Field Service Group is ready to deliver. Certified, bonded and insured — our field technicians will respond quickly — providing you sound value from your audio-visual systems investment. Ask us about our Preventive Maintenance Program to keep your equipment running efficiently day-in and day-out. With Unified AV Systems as your partner, we'll always be there to provide comprehensive preventive maintenance, field service and repair.

Unified AV Systems will provide support for your installed audio/video system beyond the standard 90 Day Installation Warranty. These plans enhance manufacturers' warranties through prompt on-site service and unlimited phone support. Rapid telephone or email response within two hours and onsite response within (2) business days is assured. The plans cover reinstallation and alignment of repaired equipment and detailed reports. Repair status is provided via a self-reporting online service tool and help desk support. Installed LCD Projectors will receive one lamp replacement during the plan, as needed.

|  | Premier<br>Protection Plan | Preferred<br>Protection Plan | Essential<br>Protection Plan |
|--|----------------------------|------------------------------|------------------------------|
| Phone/E-mail Support & Troubleshooting | ✓                          | ✓                            | ✓                            |
| 2-Hour Phone/E-mail Response           | ✓                          | ✓                            | ✓                            |
| Onsite Response Time                   | Next Business Day          | Within 2 Business Days       | Within 2 Business Days       |
| Replacement Parts Included             | ✓                          | ✓                            | N/A                          |
| Preventive Maintenance                 | ✓                          | N/A                          | Optional                     |
| 15/7 Extended Coverage*                | Optional                   | Optional                     | Optional                     |
| Sentinel Remote Monitoring**           | Optional                   | Optional                     | Optional                     |

\*Unified AV System's 15/7 extended hour support program is for clients requiring support and coverage for extended work days, locations spanning multiple time zones and/or a seven (7) day work week. Fifteen (15) hours per day runs from 7:00am – 10:00pm EST/EDT, seven (7) days per week.

\*\* Unified AV Systems offers a remote monitoring service called Sentinel RM. We monitor your networked AV system and address issues to prevent unnecessary down time.