



AV Maintenance Services



Protecting your investment and reducing the cost of ownership through professional AV maintenance services

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Whatever the size of your business, you will want to know that you have the ability to present reliably and confidently with your AV equipment. Investing in a preventative maintenance programme is likely to save you time and money in the future.

Advantage Service Plan-Peace of Mind

The Advantage Service Plan allows you to utilise dedicated maintenance engineers who have vast technical expertise in the field of audiovisual equipment, control and switching.

IT executives will know that there simply aren't enough hours in the day to do everything that needs to be done. Maintaining your AV systems can seem too big or complicated a task, not to mention too time consuming, to ever make it to the top of your to-do list.

We can help you change all that, and actually make AV work for you, not against you. This will leave you more time to concentrate on the million and one other things demanding your attention. Our engineers can get your AV cover sorted, making sure it works reliably and delivers exactly what your business needs.

Our service engineers warrant performing the Maintenance Services with reasonable care and skill. They shall at all times have due regard for your operational requirements and procedures, with the aim of minimising disruption to your business. Our audio visual maintenance services cover:

- Telephone support to answer technical queries
- Scheduled preventative onsite engineering visits by our own fully trained engineers. This will identify problems before they occur, and ensure your equipment is working at its best at all times. This reduces the risk of equipment failure and down time, and therefore the cost of ownership.
- Curative maintenance visits to resolve product problems and integrated system failure
- Engineering workshop / manufacturer repair. Our experienced engineers can speedily repair most audio visual equipment, either on onsite or at our workshop.
(Repairs and replacement parts are chargeable outside of manufacturer's warranty).



- Assistance in sourcing loan equipment whilst repair is undertaken, if required. This may be chargeable as a hire fee, if not covered under any manufacturer extended warranty / loan guarantee.
- User Protection Guarantee where we will provide familiarisation to a named user/person responsible for all audiovisual integrated environments at each site under contract. We will guarantee to re-train another individual should the original person responsible leave your organisation, to help cushion the impact of losing a key employee.

Smart Service Desk

All customer service communications are recorded, categorised, and escalated appropriately to ensure issues are dealt with in a timely manner. On completion of your call, a severity level for the problem will be assigned based on the particular incident type, and you will be given a unique service case number.

	Cost £ (exc. VAT)	Call Out Response Time	Preventative Visits
Bronze	From £90.00 per hr.	24 working hours	Pre-pay as you go
Silver	From £1,900.00	16 working hours	2
Gold	From £2,900.00	8 working hours	4
Platinum	P.O.A.	Full-time on site	Full-time on site