



# What a gold service contract means to you

An ALL AV Gold Service Contract gives our clients the highest level of support, allowing them to focus on other aspects of business safe in the knowledge their audio visual investment is protected.

Item	Description	Standard	GOLD
<b>Duration</b>	ALL AV service warranty is 12 months from invoice date	Yes	Yes
<b>Equipment</b>	ALL AV passes on Manufactures Warranty; No extra warranty provided	Yes	Yes
<b>Connections</b>	All connections and interconnect cables within system	Yes	Yes
<b>Lamps</b>	Video Data Projector lamps, filter clean and or reset	No	Yes*
<b>Consumables</b>	Connectors, batteries, globes, interconnect cables. To a value under \$100 <sup>†</sup>	No	Yes
<b>Phone – Standard</b>	Business hours ( 9am–5pm) phone support via 1800 AVHELP (1800 284 357)	Yes	Yes
<b>Phone – 24 Hour</b>	After hour phone support via mobile number	No	Yes
<b>Video Conference</b>	Access to ALL AV video conference support connection - testing	No	Yes
<b>Repairs</b>	Out of warranty repairs charged at ALL AV cost	No	Yes
<b>Repair removal</b>	Cost of removal of faulty equipment and delivery to repairer	No	Yes
<b>Repair Installation</b>	Cost of re-installation of repaired equipment and pick up from repairer	No	Yes
<b>Loan Equipment</b>	Loan equipment supplied whilst faulty equipment being repaired	No	Yes
<b>User Error</b>	Service call resulting from user error	No	Yes
<b>Maintenance</b>	Preventative maintenance carried out (all equipment) four times per year	No	Yes
<b>Audit</b>	Audit (1 per year) on all audio visual equipment; Serial numbers gathered	No	Yes
<b>Reports</b>	Audit reports, service reports, asset register & life cycle evaluation reports	No	Yes
<b>Training</b>	User training due to - new staff, personnel changes, refresher required	No	Yes
<b>Programming</b>	AMX, Dyalite, Audio DSP devices, C.Bus, Crestron program changes	No	Yes
<b>Emergency Call</b>	\$250 (includes first 15mins) Response required within 4 hours of call being placed (4 per year)	No	Yes
<b>Charges</b>	Standard fee charges apply to all NO items listed above		
<b>Fees</b>	Service Call \$130 (includes first 15 minutes); Labour \$100 per hour		
<b>Standard</b>	Standard warranty applies as default to all ALL AV installations		

**Gold Service Contract items are optional (please apply for price).**

\* Cost of Video Data Projector lamp is charged out at ALL AV Cost.

† For a 12 month period.

**Tamper – Theft:** Damage to equipment caused by tampering or theft not included.

**Power – Lightning:** Damage caused to equipment by power surge or lightning not included.

**Parking:** Costs incurred if parking can not be provided to service technician are not included.