

AVR's Full Service Protection Plan® is an integral component of the long term use and care of your investment. Manufacturers' warranties don't go far enough to minimize your continuing cost and continuing operation of your system; this plan does. A key element to providing a worry free AV experience for your end users is to conduct regularly scheduled preventative maintenance. Under AVR's FSPP, the certified AVR service team will provide Quarterly maintenance checks on all AVR provided A/V systems.

## Full Service Protection Plan® Breakdown

### 1. Preventive Maintenance

Quarterly, AVR will visit your location(s) and inspect, clean and replace all filters, test all connections and cables, adjust projectors, check monitors for burn in, update firmware, check mounts for safety, perform level checks, check all functionality and recalibrate touch panels.

### 2. Service Available 24 Hours a Day, 7 Days a Week

Service support from our technicians is available around the clock. Your system never sleeps. No matter what time of the day or week your system experiences problems, AVR technicians will respond, and respond quickly, keeping your downtime and inconvenience to a minimum.

### 3. Parts and Labor Included

All materials and labor required to support your system are covered including preventative maintenance checks. Under this agreement you can accurately budget for the maintenance of your system. There will be no budgetary surprises associated with the normal servicing of your system. Normal wear items are also covered on a pro-rated basis, if premature failure occurs.

### 4. No Hidden Costs for Depot Service and Shipping

All regular ground shipping charges for parts or equipment repair or replacements are included. Whether our service repairs are made on your site, our site, or the manufacturers' site, there are no additional costs to you. Not all components can be serviced on your site. Occasionally certain services and calibration procedures can only be done under factory test conditions. In this case, the costs associated with shipping, our service call, disassembly, and reassembly are completely covered.

#### 5. Instant Loaner

If the problem can't be repaired in the field, we will replace any defective equipment with loaner equipment from our service pool, if available, while your equipment is being repaired. Proper inventory planning and product standardization enables us, in most cases, to assure that the maximum time your system will be down is 24 hours or less. In most cases, with this policy, field problems are corrected within 2 to 4 hours. Responding to a service problem is not enough—resolving the problem quickly is what matters. Our Loaner Policy provides an instant loaner replacement, if available, of any defective equipment—reducing the amount of time your system is inoperable.

#### 6. Special Discounts on Rentals and Video Conferencing

Because you are covered under an AVR Full Service Protection Plan you will receive special discounts on routine rentals and video conferencing services offered by AVR. Whenever a special event or periodic need requires additional audio visual equipment or services, AVR will make them available to you at discounted rates. This saves you from investing in the full cost of the equipment when only an occasional need is required. This offer is limited to AVR Rentals inventory stock on hand.

**Call us for a quote\* 602-643-4250**

*\*Quotes are based with an onsite evaluation of your systems and equipment.*