



PROACTIVE MAINTENANCE

Biyearly preventative maintenance

Cleaning and dust removal for all audiovisual equipment including:

- All equipment in rack, control booth, and lectern cleaned and dusted;
- Equipment surfaces cleaned;
- Projector filter cleaned;
- Camera lenses cleaned;
- Lamp hours checked;
- Includes all equipment in the space and connected head end.

Free replacement interconnects

Jensen Audio Visual will test all user video and audio connections and repair/replace cables damaged at the time of visit.

Professional video system calibration

Projector Maintenance - refocus and calibrate to fit screen and maximize signal and color quality; adjust menu settings for maximum performance; clean lens and filter; check lamp hours; if replacement is needed, and your backup lamp available, technician will replace lamp; cables organized and neatly arranged.

Flat Panels Maintenance - color, brightness and contrast adjusted to maximize image quality; menu settings adjusted for maximum audio performance and stability.

Professional audio system tune up

- Audio system calibrated for correct EQ and balance;
- Adjustments made, as necessary, for maximum audio performance and stability.

Software/firmware updates

Upgrades on all AV and control system equipment will be performed by a Jensen Audio Visual technician.

Complete system function test

Our team will perform a complete system test to determine if the AV system is performing to expected standards and functioning according to the operating manual. If items are found to be non-operational, damaged, or otherwise, Jensen Audio Visual will provide the customer a list of recommended solutions and associated costs. If an item needs replacing, is out of warranty, or is an upgrade, the customer will receive an additional 15% off our regular low prices.

Anytime service calls

Jensen Audio Visual will send a technician during regular business hours for any issues regarding your AV system within seventy-two (72) hours, as often as you need, up to twenty-four (24) service hours.

Rapid response service calls

Jensen Audio Visual will send a technician during regular business hours for any issues regarding your AV system within four (4) hours of your call up to two (2) times per contract period.

FROM
\$3,875 /yr.

PROactive Maintenance Terms and Conditions

Preventative maintenance

Preventative maintenance is the act of cleaning and maintaining the audio visual equipment as to prolong its service life and help aid in preventing equipment failure due to dust buildup, dirty ventilation fans, blocked air vents, etc. The preventative maintenance in this contract includes all audio visual equipment installed by Jensen Audio Visual or others. Upon the first preventative maintenance service, the technician will thoroughly test the AV equipment a create a list of gear that will be maintained. The technician will record all make, model and serial of all equipment that will be serviced. Jensen Audio Visual will not be responsible for any repair of AV equipment that is already broken or not performing as anticipated prior to the start of the preventative maintenance. The technician will utilize compressed air, safe cleaning agents, and micro fiber cloths to clear dust and debris from the audio visual equipment. If a projector lamp needs replacement and the client has a replacement lamp available, the technician will replace it during his visit. Jensen AV will not provide projector lamps and they are not included in this contract. Projector lamps can be purchased through Jensen Audio Visual prior to the preventative maintenance and the technician will install the newly purchased lamp at the time of service.

Free replacement interconnects

Interconnects are the short cables to connect from a user device to a wall plate or other local device that inputs audio and video into the AV system. Jensen AV will replace any interconnect up to 6ft. long that is damaged or not functioning correctly even if the cable was not provided by Jensen AV. Upon first maintenance, the Jensen Audio Visual technician will permanently label all user interconnects for tracking replacement frequency. After the first maintenance, any cable that does not bear the permanent Jensen Audio Visual label will not be eligible for replacement. The free replacement interconnects does not include cables that permanently installed in the equipment rack or other device where users do not or should not have access. The replacement cables will be professional quality.

Professional video calibration

The professional video calibration includes connecting a professional video testing device into the video system that will display various test patterns. Then adjusting all displays to have the highest quality image possible from that display. If a display is exhibiting issues, a report will be written describing the issue and possible resolutions. That report will be provided to the client the following day. Jensen Audio Visual will not be responsible for repairing any display that cannot perform as expected.

Professional audio tune up

The professional audio tune up includes connecting a professional audio testing device to the audio system and utilizing specialized software to set proper audio levels and correct any equalization issues for the best possible audio experience the system is capable of producing. If no audio adjustment controls are available, the technician will not perform this maintenance.

Software and firmware updates

The technician will determine upon first visit if and what devices that are part of the audio visual system are capable of software and/or firmware upgrades. If a firmware upgrade is available, the technician will install the new software/firmware to the device. This does not include computers or tablets. On occasion, a device can become unresponsive during a firmware upgrade. If this should occur during the maintenance, the technician will contact technical support for the device and begin a repair process. Jensen Audio Visual will not be responsible if this should occur. You can also elect not to have this service performed. The technician will provide you with a list of all devices that are eligible for a software/firmware upgrade prior to the upgrade and will proceed once permission is given.

Complete system function test

Upon first maintenance, the technician will discuss with you the operation of your AV system. He will review any documentation or manuals with you so he has a clear understanding of how the system is supposed to operate. Then, prior to maintenance, the technician will verify the AV system operates in the manner described. Any existing issues will be documented and provided to the client in the maintenance report. If existing issues are found the technician will attempt to make repairs to the AV system to get it back to normal operation. If a device is found to be damaged or nonfunctional, the technician will discuss replacement options and the associated costs with you. All equipment repair or replacement costs will be the responsibility of the client. A additional 10% discount from our regularly low prices will be applied to any item that is purchased through Jensen Audio Visual during the length of the contract. This applies to all AV equipment purchased for this AV system only.

Anytime service calls

Jensen Audio Visual will send a technician to your site during regular business hours M-F 8a-5p for any issues regarding your AV system within (72) hours of your call. This maintenance contract includes up to (24) hours of anytime service. Once the included (24) hours is reached, a discounted service rate of \$85/hr. will be billed for any additional time spent. The reduced rate will apply until the contract has ended.

Rapid response service calls

Jensen Audio Visual will dispatch a technician during regular business hours for any issues regarding your AV system within (4) hours of your call twice per contact period. If additional rapid response calls are required, they will be billed at our regular premium rate of \$150/hr.

Billing

This maintenance contract will automatically renew every (365) days until the contract is cancelled by the client. At the start of your contract, an email notification will be sent to you describing the start date of your contract and the date of auto renewal. (30) days prior to the end of your contract a notice will be sent to the email address on your account notifying you of the upcoming renewal. The annual cost of the contract is determined by the extent of the AV system as well as the distance from Jensen Audio Visual. Additional costs will be added to any contract where the site is farther than (60) miles from a Jensen Audio Visual location. Additional costs will also be applied if the maintenance plan is to include multiple rooms or systems.

Correspondence

During your contract period you will receive various emails regarding your contract and AV system. approx. one day after your service or maintenance, a copy of your service report will be emailed to you. You will also receive updates on your contract totals after the service or maintenance notifying you of items and /or hours remaining on your contract.

If you have any questions, you can contact Jensen Audio Visual at (805) 962-0110. Jensen AV is located at 210 E. Cota Street, Santa Barbara, CA 93101.