



PROGRAM

MAINTENANCE

Yearly control system software update

Update macro and activities to make room operations easier.

Touch panel calibration

This calibration can go out over time due to hardware issues and inconsistent power situations.

Professional touch panel graphics

Update button placement, colors, interactions, animations, etc.

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.

Discounts

20% off initial programming fees if agreement is purchased at time of installation.

30% off any item that needs to be replaced.

35% off a complete control system upgrade with a 3-year service contract commitment

Anytime service calls

Jensen Audio Visual send a technician during regular business hours for any issues regarding your AV system within seventy two (72) hours of your call, up to (8) service hours per contract period.

FROM
\$1,250 /yr.

PROgram Maintenance Terms and Conditions

This maintenance agreement can only be purchased for AMX, Crestron, or Extron control systems programed by Jensen Audio Visual or if the customer has uncompiled source code from the original system programmer.

Yearly control system software update

Your control system has hand coded custom software and graphics that can be updated. This service contract includes modifying your control system macros and activities. Macros and activities are a pre-coded list of instructions to automatically operate your AV system based on the activity you have chosen. Your needs for these macros can change over time or just need to be tweaked. Also, as devices fail and are replaced, the code may no longer control that device correctly or at all. This maintenance plan gives you the peace of mind that your new device will work correctly without the hassle of finding the funding for programming. This maintenance contract does not include a complete system reprogramming or re purposing.

Touch panel calibration

The technician will recalibrate all of your touch panels so the touch sensitivity is more accurate and responsive.

Professional touch panel graphics

Our professional graphic design team will refresh your touch panel graphics to update the look and feel of your panel. This includes updating the look of the buttons, the placement of buttons, colors and backgrounds, simple animations, and menu tree changes. Please provide a hi-res version of your companies logo for the best results.

Complete system function test

Upon first maintenance, the technician will discuss with you the operation of your AV control 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 control 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 communicate those issues to the programmer 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 control system equipment purchased for this AV system only.

Discounts

You will be eligible for the following discounts while your PROgram maintenance plan is active:

If you purchased this maintenance contract when you purchased your AV control system, you will receive a 20% discount off initial your programming costs.

You will receive a 30% discount on the purchase any control system item that has been discontinued, out of warranty, or is an upgrade.

You will receive 35% off a complete control system upgrade with a three year PROgram maintenance commitment after the third contiguous year.

Item discounts are based on the manufacturers minimum advertised price.

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 (8) hours of anytime service. Once the included (8) 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.

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 control 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.