

JENSEN AUDIOVISUAL TUNEUP MAINTENANCE

One time 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;
- Maintenance includes all equipment in the space and in-room head end.

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.

Complete system function test

Jensen Audio Visual will perform complete system tests 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.

\$299_{/room}

tuneUP 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 and 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.

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.

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.

Billing

The \$299 price includes one technician for up to (3.5) hours. If the maintenance requires more time due to unforeseen circumstances, additional time will be billed at our normal service rate of \$95/hr. Additional costs will be added if the site is farther than (60) miles from a Jensen Audio Visual location. Additional costs will also be applied if the maintenance is to include multiple rooms or systems.

Correspondence

Approx. one day after your service or maintenance, a copy of your service report will be emailed to you.