

Service & Service Programs

Why have a Service Program?

As an integration company following the best audio visual practices in the industry we can guarantee the installation of your equipment will be to the highest standard. We select for you equipment from reputable suppliers. They are always leaders in the industry.

- **You require a service program to guarantee priority service and also ensure your investment is correctly maintained and supported.**
- **Regular maintenance means we visit your site and service your equipment.**
- **Support means we have a dedicated service coordinator ready to support you and your service needs.**

By having a Service Program you are guaranteed priority service and response times. This means our Customer Care Team will provide you with priority service. If you have an Emergency situation our friendly Customer Care Team will ensure you are provided a solution within the shortest possible time frame that day.

How does Preventative Maintenance Save You Money?



Typical Lamp Life 2000 hours

Loss on investment
if lamp fails at 1500hr \$150

Loss on investment
if lamp fails at 1000hr \$300

Loss on investment
if lamp fails at 500 hours \$450

Cost Relevant to Failure Point

- Typical Lamp costs between \$600 and \$750.
- A Typical Projector has a lifespan of 4 Lamp Replacements.
- The lifespan of a projector that has not been properly maintained is greatly reduced.
- The lamp life can be reduced to 500 to 1500 hours if regular maintenance and filter cleaning is not carried out.
- Proper maintenance increases your projector lifespan and lamp life.
- You can expect to achieve 2000 lamp hours from a well maintained projector, resulting in maximum return on your investment.

What does a Meeting Cost?

Executive Meeting Room with Video Conferencing System Non Operational

- What is the cost of 4 executives' time whilst waiting for your system to work?
- What effect will this have for your clients and projects?
- What value can you place on your reputation and that of your organisation?
- What value can you place on staff morale?

An ALL AV Service Program Provides

- 1) Regular Maintenance.
- 2) Guaranteed Response Time.
- 3) Reduced down time via customer care support team.
- 4) Loan equipment.

- We understand the value associated with non operational equipment and systems.
- Your reputation is our reputation.



* Cost of lamp is an example only.

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What an ALL AV Service Program Means to You

Do you require?

- Regular Maintenance.
- Guaranteed Response Time.
- Reduced down time.
- Loan equipment.
- Phone support.
- Refresher training.
- Detailed reporting.

ALL AV Service, Support & Maintenance

Benchmark Service & Maintenance Infrastructure

When equipment is out of action, fast response is required of any service operation, resulting in the problem being resolved in the minimum amount of time.

ALL AV has made a major investment in computerised resources, systems, diagnostic programs and manpower to establish a customer care team that delivers you outstanding service levels using multiple support channels. We can provide you with products and services that are unique and set new standards for service excellence.

FRS (FileMaker Reporting System)

FRS (FileMaker Reporting System) is a totally integrated job and inventory management system, designed to maximise productivity within our field service and maintenance operation divisions. Our aim is to fix problems as quickly as possible for you. This system allows the Service Engineer to view full details about the call prior to attending your site, understand the nature of the problem, view the service history of your equipment, check parts availability and call-off or order any parts required. Our Service Engineers are equipped with an iphone allowing them access to your details remotely. They also carry out a comprehensive report procedure which is sent to our service coordinator via their iphone before they leave site. You are also emailed this report.

EJF (Electronic Job Folder)

No more reams of paper being wasted.

Instead of the old fashioned Service Manual, every customer care team member has access to ALL AV's EJF (Electronic Job Folder). Contained within the EJF is a coherent structure of directories, providing our customer care team members access to your site specific details from Line Diagrams to AMX custom code. This enables ALL AV to have your equipment fully operational in the shortest possible time frame.

Training & User Support

Education and training for you is a critical part of any successful implementation. ALL AV offers you a wide range of education and training solutions to support even the most complex Audio Visual or Video Conference applications. Initial training for your members of staff per system is included as standard with every ALL AV installation. Training programs can also be developed to support your often unique applications and the special requirements of your customers. Having a service program provides refresher training for your team members when required.

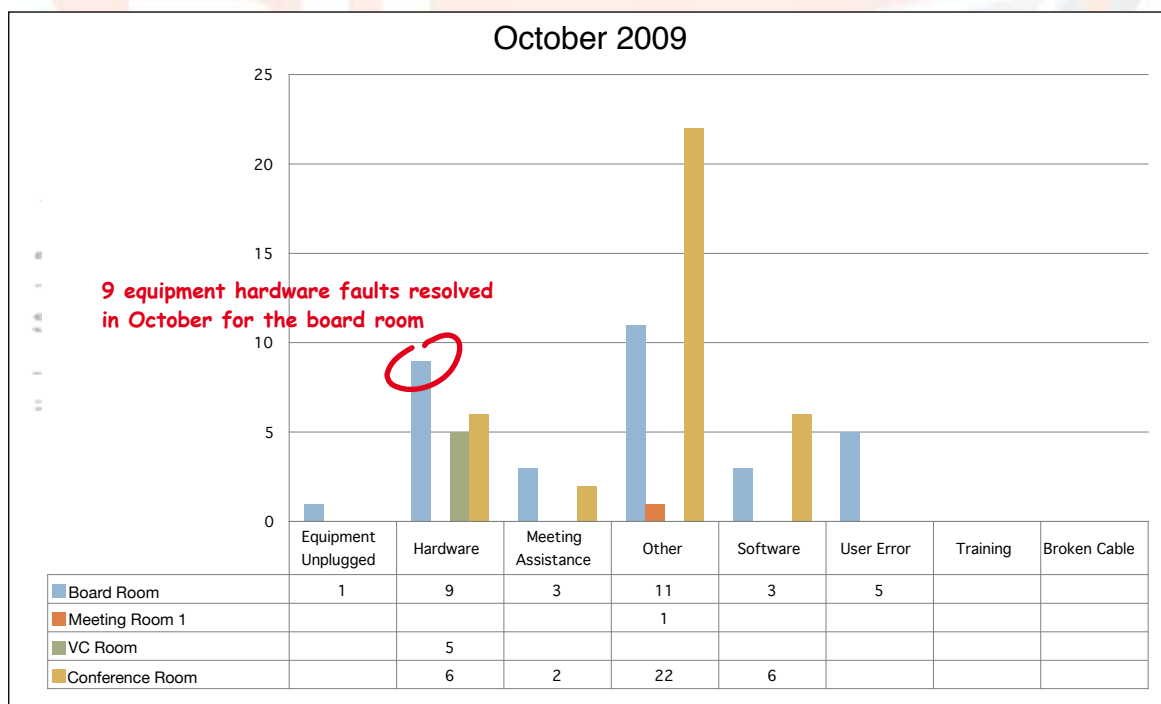


Service & Service Programs

Your Reports and Our Response Time

ALL AV has extensive reporting capabilities through our File Maker Reporting system. These reports can be individually tailored to suit your organisation's requirements. These reports provide information pertaining to your equipment, such as:

- Model/Serial Number
- Location
- Service calls during review period
- Fault areas and conditions generating service calls
- Period between service calls
- Reliability
- Lamp hours
- System recommendations.



Service Program Response Time Table 1.1			
Fault Severity	Response	Resolution	Do & Charge No Service Program in place
Complete System Failure	<1 hour	< 24 hours	Will be advised
Control System Offline	<1 hour	< 24 hours	Will be advised
Display Equipment Failure	<2 hour	< 36 hours	Will be advised
Video Conference Failure	<2 hour	< 36 hours	Will be advised
Computer Image won't display	<2 hour	< 48 hours	Will be advised
No Audio Signal	<4 hour	< 48 hours	Will be advised
No Video Signal	<4 hour	< 48 hours	Will be advised
Microphone Failure	<4 hour	< 48 hours	Will be advised
Projector Lamp Message Displaying	<6 hour	< 60 hours	Will be advised
EWB Failure	<6 hour	< 60 hours	Will be advised

Response = ALL AV will respond to enquiry within this period of time.

Resolution = ALL AV will resolve the fault condition within this period of time (within Sydney metro).



Example Audit Form Service Engineer fills out

S.P Number	Site ID	Site Name	Equipment ID	Equipment Type	Brand	Model Number	Serial Number	Room Number	Level	Lamp Hours	New/Obsolete Equipment	Date	Operational	Fault Type	Comments
SP00005	1	Sample	1	Projector	Sanyo	PLC-WXU30	68203941	1.12	1	1800	N	14/4/09	Y	HW	Lamp dim. Refer lamp hours. Suggest replacement ASAP
SP00005	1	Sample	2	Amplifier	Audio Telex	AMIS 250	A60283090	1.12	1	NA	N	14/4/09	Y	NA	Amplifier passed all system tests
SP00005	1	Sample	3	AMX Controller	AMX	NI-700	210570X2080537	1.12	1	NA	N	14/4/09	Y	NA	Tested all functions of the control system No faults present.
SP00005	1	Sample	4	Keypad	AMX	MIO	579501WHX2880018	1.12	1	NA	N	14/4/09	Y	0	Top button on keypad loose. Suggest button replacement.
SP00005	1	Sample	5	VGA Extender	Extron	VTR-001	A05V41TL1001	1.12	1	NA	N	14/4/09	Y	NA	Sent VGA signal from Laptop via extender to projector. No faults present.
SP00005	1	Sample	6	Microphone Receiver	Shure	SHR-PGX14PG30	524080719	1.12	1	NA	N	14/4/09	Y	NA	Microphone receiver working
SP00005	1	Sample	7	Headset Microphone	Shure	PGX1	0524080719-04	1.12	1	NA	N	14/4/09	Y	0	Headset Microphone working Replaced batteries.
SP00005	1	Sample	8	Hearing Loop Lamp	Ampertronic	ILD 100	515577	1.12	1	NA	N	14/4/09	Y	NA	Hearing Loop tested with No faults present.
SP00005	1	Sample	9	Projector Screen	Screen Technics	NA	NA	1.12	1	NA	N	14/4/09	Y	NA	Projector screen working up and down. Slight mark lower right corner.

Black Text = To be completed by technician upon initial system audit of a new Service Program client

Red Text = Technician to leave blank upon initial system audit of a new Service Program client. Information in this field completed by Filemaker

Notes:

1. New Service Program clients will have their 1st audit completed on a blank template of this spreadsheet that will be issued to the technician going to site.
2. A current Service Program client will have all of their site information exported from Filemaker into an Excel spreadsheet so as the technician going to conduct site audit will have a reference point.
3. Each time a system audit is conducted, the technician will be required to update audit spreadsheet & return to ALL AV. The audit results are then imported back into Filemaker so that client reports can be produced.
4. Customer Care Team to review audit and investigate repairs and maintenance as required.

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How do You Receive Service NOW?

- 1. Call 1800 AV HELP (1800 28 4357) or email service@allav.com.au**
- 2. You will be connected to our Customer Care Team.**
- 3. They will take over the process from planning to resolution.**



All Audio Visual
Customer Care
1800 AV HELP
 (1800 28 4357)

Online Service & Call Reporting How do we Track Your Requests?

To ensure your needs are satisfied both now and in the future, ALL AV has invested heavily in the FileMaker call tracking and reporting system. This computerised system carries out three main functions:

- Ensures that contact to ALL AV by you is dealt with in a speedy, professional manner and that you are responded to within the Service Level Agreement criteria.
- Fast access to your service history. This allows us to be proactive in assisting you by reviewing past fault conditions.

- This information is available to you on request and can be discussed at any time with your Audio Visual Consultant.

FileMaker has proven invaluable in reporting the 'Level of Service' actually offered by ALL AV to you. It also provides comprehensive statistical data to support our management team, ensuring you are kept satisfied with our products and service.

Quality Assurance - What Quality means to ALL AV

The products ALL AV uses are consistently rated among the worlds best by independent testing organisations. The ALL AV view of quality differs to the conventional view in four major areas:

1. The conventional definition of quality reminds us of words like "goodness" and "luxury". **ALL AV defines quality as exceeding customer requirements.**
2. The conventional performance standard for quality defines an acceptable level of defects or errors. **The quality performance standard in ALL AV states products and services must have zero defects and errors.**
3. The conventional system of achieving quality is to inspect the process after it has been completed.

ALL AV Emphasises preventing errors by inspecting the process before during and after.

ALL AV is a quality company. Excellence in quality workmanship is the foundation on which our vision is based and is a means of providing you with innovative products, systems and services that fully satisfy your requirements. By focusing on quality, we have significantly reduced cost, streamlined business processes and increased customer satisfaction.



Service Program Options

Standard - is provided with every NEW installation.

Silver - is the minimum amount of support we would recommend.

Platinum - is a comprehensive program providing you the security of its extensive coverage.

ALL AV Warranty

Item	Description	Standard	Silver	ALL AV Platinum Service Program
Duration	ALL AV warranty on equipment is 12 months from invoice date. Equipment MUST be returned to ALL AV. On site service returns covered for 3 months.	Yes	Yes	Yes
Equipment	ALL AV passes on Manufactures Warranty (return to base). No extra warranty provided.	Yes	Yes	Yes
Connections	All connections and interconnect cables within system for 3 months from installation date.	Yes	Yes	Yes
Phone standard	Business hours (7am-5pm) phone support via 1800 AV HELP	Yes	Yes	Yes
Video conference	Access to ALL AV video conference support connection-testing	No	Yes	Yes
Lamps	Video data projector filter clean and reset	No	Yes	Yes
Repairs	Out of warranty repairs charged at ALL AV cost+10%	No	Yes	Yes
Repair removal	Cost of removal of faulty equipment and delivery to repairer	No	Yes	Yes
Repair installation	Cost of reinstallation of repaired equipment and pick up from repairer	No	Yes	Yes
Maintenance	Preventative maintenance carried out (all equipment) two times per year	No	Yes	Yes
Response times	Guaranteed response times	No	Yes	Yes
Loan equipment	Loan equipment supplied whilst faulty equipment is being repaired.	No	No	Yes
Phone 24 hour	After hour phone support via mobile number	No	No	Yes
User error	Service call resulting from user error	No	No	Yes
Consumables	Connectors, batteries, globes, interconnect cables. To a value under \$100.00	No	No	Yes
Audit	Audit (1 per year) on all Audio Visual equipment. Serial numbers gathered.	No	No	Yes
Reports	Audit reports, service reports, asset register and life cycle evaluation reports	No	No	Yes
Training	User training due to - new staff, personnel changes, refresher required	No	No	Yes
Additions	Additional equipment purchased from ALL AV	No	No	Yes
Emergency call-warranty	Response required within 4 hours of call being placed. (Sydney metro)	No	No	Yes
Tamper-Theft	Damage to equipment caused by tampering or theft	No	No	No