

**Welcome** to Spinitar's Select Support Services program. At Spinitar, we believe in the importance of proper system maintenance and feel it is crucial to ensuring optimum equipment performance and longevity. Designed as a true professional services package, our Select Support Services program contains the most comprehensive set of service elements to protect your investment and maximize its potential.



**Benefits of Select Support Services** As a Select Support Services customer, Spinitar is pleased to provide you with the following benefits as part of your agreement:

- Preferred telephone technical support
- One (1) hour telephone response time to all service requests
- Preferred on-site support/labor visits throughout the year for system diagnostics and repairs as needed within 24 hours
- Two (2) proactive scheduled on-site support/labor visits per year for preventative maintenance
- Preferred status for all on-site service visits and requests
- Preferred status for all service performed at Spinitar's maintenance depot
- Email support available during business hours
- Proactive firmware/software updates
- Complete parts repair and/or replacement of system components\*
- Preferred discounted purchase on replacement projector lamps
- Optional training on system operation and procedures

\*See Exclusions page for additional information

For additional sites, rooms, and/or equipment that are not covered under a Spinitar maintenance agreement, a minimum fee of \$295 will apply. This fee includes two (2) hours of labor and one (1) hour of travel time to and from the site where service will be performed. Each additional hour thereafter will be charged at a rate of \$125.

If you would like to discuss Spinitar's Select Support Services program or schedule a service request, please feel free to contact our service team at the toll-free number listed on the reverse side. We'd be pleased to hear from you!

**PREFERRED TELEPHONE TECHNICAL SUPPORT** - Preferred technical support over the telephone Monday – Friday, 8:00 am - 5:00 pm PST, or during PPM\* hours.

**ONE (1) HOUR TELEPHONE RESPONSE TIME** - If for any reason a message has to be left for the Spinitar service department, a call-back will be made within one hour.

**PREFERRED ON-SITE SUPPORT/LABOR VISITS** - Where the customer has requested assistance at their facility by Spinitar personnel. The customer will receive preferred scheduling for on-site support/labor visits over all Time & Materials, Standard Program and non-agreement customers. This assistance can be as simple as additional training, actual equipment repairs and everything in between. If a reported issue cannot be resolved via technical telephone support, then a technician will be dispatched to perform on-site service within 24 hours. On-site time is limited to Monday – Friday, between the hours of 8:00 am and 5:00 pm PST (PPM) and may flow into the next business day. Any repairs to equipment that cannot be performed in the field, or are not covered by the contract, will be completed as a depot repair either by Spinitar or the manufacturer at no additional cost.

**TWO (2) PREVENTATIVE MAINTENANCE VISITS** - A Spinitar technician will conduct a scheduled visit to the equipment location(s) to verify proper operation. Covered equipment will be cleaned, tested, adjusted, and aligned for optimum system operation.

**PREFERRED SERVICE STATUS** - Preferred scheduling for on-site support/labor visits over Standard Support services program, Time & Materials, and non-agreement customers.

**PREFERRED DEPOT SUPPORT** - Where audiovisual equipment is brought into our facility, whether by the customer or Spinitar personnel, for repair by the Spinitar depot team of professionals. Repairs will be prioritized to minimize downtime.

**EMAIL SUPPORT** - Customer can utilize email support during the business hours of 8:00 am - 5:00pm PST (PPM). Optional 24-hour email support available. Please contact us for more information.

**PROACTIVE FIRMWARE/SOFTWARE EQUIPMENT UPDATES** - Manufacturer updates released to optimize equipment performance are installed and updated during either a support visit or regularly scheduled preventative maintenance visit.

**COMPLETE PARTS REPAIR AND/OR REPLACEMENT** - All materials and parts for components beyond repair will be replaced as warranted with a like or equivalent product. See Exclusions page for items that are not covered.

**PREFERRED DISCOUNTED PURCHASE ON REPLACEMENT PROJECTOR LAMPS** - Customer may have the opportunity to purchase replacement projector lamps at a discounted price. Please contact the Support Services department for additional details.

**OPTIONAL USER SYSTEM TRAINING** - (Biannually, One (1) hour session) Opportunity to retrain core users, or educate new users on basic system operation.

\*PPM (Principle Period of Maintenance): Our Principal Period of Maintenance is defined as Monday - Friday, 8:00 am – 5:00 pm PST. Evenings, Weekends, & Holidays are considered Non-PPM. Please refer to the terms of your service agreement regarding items that are covered.