



SERVICE PLANS

## PAGE

## CONTENTS

- 3 ABOUT SERVICE PLANS
- 4 MONTHLY LEVELS 1-4
- 5 MONTHLY LEVELS 5-7
- 6 QUARTERLY LEVELS
- 7 THE DETAILS



WE STARTED THE  
AV REVOLUTION!

# ABOUT SERVICE PLANS

To ensure your home's system is best maintained and operating at full capacity, we offer various levels of subscription packages that contain both services and benefits.

**WHY THE NEED?** One of the keys to a system running in optimal health and at maximum speed is consistent service. Instead of waiting for the "heart attack" to happen, we address and correct operations quickly preventing the issues that can come from a system being ignored. Driving your car without changing the oil only lasts so long. There are a myriad of benefits to this service, however the core benefits are where the real value lies.

## CORE BENEFITS:

- ✓ Components constantly updated to latest firmware and OS (*New updates released every month or so*)
- ✓ System testing to identify issues, ensuring when it's time, the system works as expected
- ✓ Security maintenance and checks to be sure your safety is always in order
- ✓ Batteries automatically replaced when levels are low
- ✓ Priority when scheduling service calls
- ✓ Exclusive benefits and discounts





The ability for us to be on site every month is an invaluable asset

## MONTHLY PLANS

	GOOD (M1)	BETTER (M2)	BEST (M3)	ULTIMATE (M4)
	\$175	\$350	\$550	\$750
	SERVICES	SERVICES	SERVICES	SERVICES
TECHS	<ul style="list-style-type: none"> <li>Lead Tech EST-2 or greater</li> <li>2 hours of service credit</li> </ul>	<ul style="list-style-type: none"> <li>Lead Tech EST-3 or greater</li> <li>4 hours of service credit</li> </ul>	<ul style="list-style-type: none"> <li>Lead Tech EST-3 or greater</li> <li>6 hours of service credit</li> </ul>	<ul style="list-style-type: none"> <li>Lead Tech Director level</li> <li>8 hours of service credit</li> </ul>
CONTROL 4	<ul style="list-style-type: none"> <li>Update critical gear to latest firmware, drivers and settings + test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Update <b>all gear</b> to latest firmware, drivers, and settings + test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, drivers, and settings + test functionality</li> <li><b>Replace any device batteries when low</b></li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, drivers, and settings + test functionality</li> <li>Replace any device batteries when low</li> </ul>
NETWORK	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>
AUDIO	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>
THEATER	—	<ul style="list-style-type: none"> <li><b>Update all gear to latest firmware, settings &amp; test</b></li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> <li><b>Adjust projector / screen calibration</b></li> </ul>
TVS	—	<ul style="list-style-type: none"> <li><b>Update all gear to latest firmware, settings &amp; test</b></li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>Update all gear to latest firmware, settings &amp; test</li> </ul>
SHADE	<ul style="list-style-type: none"> <li>Test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> <li><b>Replace shade batteries when low</b></li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> <li>Replace shade batteries when low</li> </ul>
SECURITY	<ul style="list-style-type: none"> <li>Test functionality</li> <li>Set off and test alarm call out</li> <li>1/year full 5-check system check</li> <li>Replace any device batteries when low</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> <li>Set off and test alarm call out</li> <li>1/year full 5-check system check</li> <li>Replace any device batteries when low</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> <li>Set off and test alarm call out</li> <li>1/year full 5-check system check</li> <li>Replace any device batteries when low</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> <li>Set off and test alarm call out</li> <li>1/year full 5-check system check</li> <li>Replace any device batteries when low</li> </ul>
CCTV	<ul style="list-style-type: none"> <li>Test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> </ul>	<ul style="list-style-type: none"> <li>Test functionality</li> <li><b>Check, recalibrate &amp; re-aim cameras</b></li> </ul>
	BENEFITS	BENEFITS	BENEFITS	BENEFITS
	<ul style="list-style-type: none"> <li>First priority vs non-service plan clients for booking and scheduling</li> </ul>	<ul style="list-style-type: none"> <li><b>All the previous, plus</b></li> <li>Free yearly 4Site subscription</li> <li>Trip charge waived for any additional service calls above credit limit</li> </ul>	<ul style="list-style-type: none"> <li><b>All the previous, plus</b></li> <li>20% off new replacement gear either to upgrade or failed outside warranty <sup>1</sup></li> <li>Free battery driver installed to monitor &amp; maintain the devices battery levels</li> </ul>	<ul style="list-style-type: none"> <li><b>All the previous, plus</b></li> <li>Free installation of small additions to system (ie adding a streaming box) <sup>2</sup></li> <li>Free simple programming changes <sup>3</sup></li> <li>Free updated key cap engraving changes and programming</li> </ul>

# MONTHLY PLANS



	REFERENCE (M5)	FLAGSHIP (M6)	PINNACLE (M7)
	\$1,050	\$1,400	\$3,000
	SERVICES	SERVICES	
TECHS	<ul style="list-style-type: none"> <li>· Lead Tech Director level</li> <li>· <b>12 hours</b> of service credit</li> </ul>	<ul style="list-style-type: none"> <li>· Lead Tech Director level</li> <li>· <b>16 hours</b> of service credit</li> </ul>	<ul style="list-style-type: none"> <li>· Lead Tech CEO level + Director</li> <li>· <b>Dustin personally at service</b></li> <li>· 16 hours of service credit</li> </ul>
CONTROL 4	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, drivers, and settings + test functionality</li> <li>· Replace any device batteries when low</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, drivers, and settings + test functionality</li> <li>· Replace any device batteries when low</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, drivers, and settings + test functionality</li> <li>· Replace any device batteries when low</li> </ul>
NETWORK	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· <b>1/year full re-calibration of wireless</b></li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· 1/year full re-calibration of wireless</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· 1/year full re-calibration of wireless</li> </ul>
AUDIO	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· <b>1/year re-calibration of DA speakers</b></li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· 1/year re-calibration of DA speakers</li> </ul>
THEATER	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· Adjust projector / screen calibration</li> <li>· <b>1/year run full sound re-calibration</b></li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· Adjust projector / screen calibration</li> <li>· 1/year run full sound re-calibration</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> <li>· Adjust projector / screen calibration</li> <li>· 1/year run full sound re-calibration</li> </ul>
TVS	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> </ul>	<ul style="list-style-type: none"> <li>· Update all gear to latest firmware, settings &amp; test</li> </ul>
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CCTV	<ul style="list-style-type: none"> <li>· Test functionality</li> <li>· Check, recalibrate &amp; re-aim cameras</li> </ul>	<ul style="list-style-type: none"> <li>· Test functionality</li> <li>· Check, recalibrate &amp; re-aim cameras</li> </ul>	<ul style="list-style-type: none"> <li>· Test functionality</li> <li>· Check, recalibrate &amp; re-aim cameras</li> </ul>
	BENEFITS	BENEFITS	
	<ul style="list-style-type: none"> <li>· <b>All the previous, plus</b></li> <li>· A Redfli Dedicated Mac Mini will be provided for free <sup>4</sup></li> <li>· Free additional <b>1 hour</b> of remote service credit included if needed</li> </ul>	<ul style="list-style-type: none"> <li>· <b>All the previous, plus</b></li> <li>· Free projector bulb replacement when bad</li> <li>· Free upgrades to streaming devices purchased from Redfli (2 devices / year) OR (2) smart lighting devices</li> </ul>	<ul style="list-style-type: none"> <li>· <b>All the benefits previously listed.</b></li> </ul>





These options allow us get hands on the system throughout the year

## QUARTERLY PLANS

	GOOD (Q1)	BETTER (Q2)	BEST (Q3)	ULTIMATE (Q4)
	\$500	\$700	\$1,000	\$1,500
	SERVICES	SERVICES	SERVICES	
TECHS	<ul style="list-style-type: none"> <li>Lead Tech EST-2 or greater</li> <li>4 hours of service credit</li> </ul>	<ul style="list-style-type: none"> <li>Lead Tech EST-3 or greater</li> <li>6 hours of service credit</li> </ul>	<ul style="list-style-type: none"> <li>Lead Tech Director level</li> <li>8 hours of service credit</li> </ul>	<ul style="list-style-type: none"> <li>Lead Tech Director level</li> <li>12 hours of service credit</li> </ul>
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	BENEFITS	BENEFITS	BENEFITS	BENEFITS
	<ul style="list-style-type: none"> <li>First priority vs non-service plan clients for booking and scheduling</li> <li>Free yearly 4Site subscription</li> </ul>	<ul style="list-style-type: none"> <li><b>All the previous, plus</b></li> <li>Trip charge waived for any additional service calls above credit limit</li> </ul>	<ul style="list-style-type: none"> <li><b>All the previous, plus</b></li> <li>20% off new replacement gear either to upgrade or failed outside warranty <sup>1</sup></li> <li>Free battery driver installed to monitor &amp; maintain the devices battery levels</li> </ul>	<ul style="list-style-type: none"> <li><b>All the previous, plus</b></li> <li>Free installation of small additions to system (ie adding a streaming box) <sup>2</sup></li> <li>Free simple programming changes <sup>3</sup></li> <li>Free updated key cap engraving changes and programming</li> </ul>

## THE DETAILS

We try to keep the fine print to a minimum, none the less there are some details we need to clarify.



### ➤ SPECIAL OFFER

Each plan requires a minimum of a 1 year commitment. However, if you commit to 3 years of a service level at the time of the initial new installation, we will provide you the first year of your service plan level for free in lieu of the 1 year workmanship warranty. (Contract codes are marked next to the subsequent name ie "M3" indicates Monthly Best option. 3 year special offers will be denoted with "-3Y" added; example "M3-3Y".)

### ➤ CREDITS

Every level comes with a certain amount of service credit hours. Some months we will use less than the allotted amount, some months more. Service credits are billed as 1 credit for 1 hour per man. Travel time is deducted from the allotment as well. The cumulative amount for a year span is the bucket we will pull from before any additional hours of service are needed. In the unlikely event that there are unused credits at the end of a year commitment, they will carry over **IF** a new service commitment is signed.

### ➤ PRIORITY

Priority in reserving service dates is as follows: **1st** monthly commitments, **2nd** quarterly commitments, **3rd** non service contract customers will be offered remaining non-reserved dates to choose from for their service needs. Furthermore, the higher level of service commitment within each group will be given priority over a level below (ie monthly "Reference" will have priority over monthly "Best").

### ➤ PAYMENT

We will automatically bill your credit card before your next scheduled service visit.

## THE FINE PRINT

<sup>1</sup> The 20% discount supersedes all other discounts and only applies to upgrading or replacing *existing* products. It does NOT apply to replacement TVs or new additional products. Redfli will keep old products being replaced.

<sup>2</sup> This is limited to extra time available within service hour credits. It is secondary in all cases to our ability to maintain the core functions of the system as defined in the "services" and will only be provided when able.

<sup>3</sup> Again this is limited to extra time available as in <sup>2</sup> above and is intended to be used for programming changes to things originally setup and programmed during initial installation.

<sup>4</sup> The free Redfli Dedicated Mac Mini will be a model comparable to the "Better" selection options.



*Servicing & updating your system on a regular basis is at the core of a reliable and consistent operating installation.*



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