

ALPHA ASSURANCE SMA PROGRAM



SERVICE
MAINTENANCE
AGREEMENTS



KEEP YOUR VISION FOCUSED ON THE FUTURE

Alpha Video's SMA program offers the comprehensive support you need to focus on your success and not worry about ongoing technical challenges getting in the way. Just select the SMA package that's right for you.



Alpha Video has a dedicated Service & Support team ready to help online or on-site.

WHY YOU NEED A SERVICE AGREEMENT

“Why do I need a service agreement?
My new equipment has a 3-year warranty.”

Most manufacturers’ warranties require you to self-diagnose your issue and then send the equipment to them for repair. It’s not always obvious which component in your system is causing the problem. Service agreements remove these delays and uncertainty and get your system back up and running as soon as possible. Service agreements also include preventative maintenance visits that can identify and repair faulty equipment before they cause an issue.

Alpha Video offers comprehensive service agreements that include routine preventive maintenance and emergency support with guaranteed response times. Our Service plans are designed to be customized

to meet your specific service requirements and may include features such as 24/7 on-call support, spare parts provisioning and management, scheduled event support, and more.

Depending on your needs, our AV service agreements will cover your entire system, from the most expensive component down to cables and connectors. We deliver these services through Alpha Video’s managed resources in the U.S. and our PSNI Global Alliance partners worldwide.



ALPHA ASSURANCE - SMA PROGRAM PACKAGES

SERVICE	WARRANTY	SILVER	GOLD	PLATINUM
Help Desk Support	M-F / 8x5	M-F / 8x5	M-F / 8x5	24/7
Web Portal Support Access		✓	✓	✓
Telephone or Email Response (Initial Intake)	8-hour	4-Hour	2-Hour	2-Hour
Guaranteed On-site Response	–	Within 72 hrs.	Within 48 hrs.	Within 24 hrs.
Priority Scheduling	Standard	Yes	Yes	Yes
Manufacturer's Warranty RMA Management Labor	1 year	1 year	1 - 3 years	1 - 3 years
Shipping Services Covered	✓	✓	✓	✓
On-site Labor Support	1 yr. Workmanship and Manf. Warranty	1 year	1 - 3 years	1 - 3 years
Preventative Maintenance Visits per Year	\$	1	1	2
Discounts on Out of Warranty Service	–	5%	10%	20%
On-site Training Refresh	\$	\$	1 - 4-hour session	2 - 4-hour sessions
Remote Trainings	\$	\$	1 - 4-hour session	Unlimited
Discounts Programming Services	\$	\$	10%	20%
Annual Account Review	\$	✓	✓	✓
Remote Access and Support	\$	\$	✓	✓
Available Terms	1 year	1 year	1 - 3 years	1 - 3 years
License Renewal Management	\$	\$	✓	✓
Extended Warranty Renewal Management (Higher End devices, switchers, etc.)	\$	\$	✓	✓
Lifecycle Management	\$	\$	✓	✓

ALPHA ASSURANCE - OPTIONAL SERVICES

	After Hours On-site Support (Included with Platinum Package)	\$
	Additional Preventative Maintenance Visits	\$
	Dedicated On-site Support Staffing	\$
	Prepaid, Discounted Block Service Hours	\$
	Critical On-site Spares	\$
	Dedicated Event Support	\$
	Extended Manufacturer's Warranty Coverage (Per manufacturer agreements)	\$

PREVENTATIVE MAINTENANCE CHECKLIST (SEE COMPLETE LIST FOR MORE EXAMPLES)

<h3>Physical Checks & Housekeeping</h3> <ul style="list-style-type: none"> • Clean all displays. • Clean out ventilation ducts and fans, dust equipment. • Visual inspection of equipment status/error lights. • See complete checklist for more examples 		<h3>Network & PC Related Checks</h3> <ul style="list-style-type: none"> • Check that all devices are accessible on the network. • Check that software connects properly to devices. • Check for software or firmware updates. • See complete checklist for more examples 	
<h3>Audio System Checks</h3> <ul style="list-style-type: none"> • Check microphone(s) input level. • Check wireless mics for clear RF reception. • Check for proper audio signal level on all sources. • See complete checklist for more examples. 		<h3>Video System Checks</h3> <ul style="list-style-type: none"> • Check all video sources into system switcher/router. • Check signal at all destinations from switcher/router. • Check video walls for orientation and color balance. • See complete checklist for more examples. 	
<h3>Control System Checks</h3> <ul style="list-style-type: none"> • Check and calibrate all touch panels. • Check control system error logs and firmware updates. • Test full string of panel commands. • See complete checklist for more examples. 		<h3>Checklist Review</h3> <ul style="list-style-type: none"> • Take before photos, save on USB drive. • Take after photos, save on USB drive. • Client sign-off on work completed. • See complete checklist for more examples. 	

DESCRIPTIONS OF WARRANTY & SUPPORT SERVICES:

Help Desk Support

Access to our knowledgeable support desk staff and technicians that are available via phone or email.

Web Portal Access

User account access to Alpha Video support portal software, where you can create, update and track your support cases.

Telephone or Email Response (Initial Intake)

Time from when you submit a support ticket request to when you hear back from a technician or support assistant.

Guaranteed On-site Response

Time from when your ticket is opened and a tech is on-site. (Assuming your case could not be solved remotely.)

Priority Scheduling

If you have a higher-tier contract, you will have priority scheduling over those with a lower-tier contract.

Manufacturer Warranty Repair and RMA Labor

Administrative and on-site labor to assist you with troubleshooting and repairing/replacing equipment under the manufacturer's warranty. For example, if your amplifier no longer works and you need it repaired or replaced, we will cover the labor, including on-site labor to get this done.

On-site Labor Support

This is based on tier and/or terms. The first-year standard warranty covers our workmanship and manufacturer's warranty repair/replacement. Tier 1, 2, and 3 are based on agreed-upon terms. For example, a Tier 3 agreement gives you three years of on-site labor support.

Preventative Maintenance Visits per year

This is a scheduled on-site visit to do a health check of your systems. These services include, but are not limited to - firmware updates, software updates, cleaning of equipment, checking cooling fans, testing signal flow, and functionality of the equipment.

Discount on Equipment, Out of Warranty Repairs, and Loaner Gear from our Stock

This is a discount on equipment repair that is out of warranty, a discount on new equipment that is replacing equipment that has failed and will not be repaired, and loaner equipment, if available, that is put in place while your equipment is repaired.

DESCRIPTIONS OF WARRANTY & SUPPORT SERVICES:

On-site Training Refresh

This refers to training on your Alpha Video systems at your facility. It is most often needed when new employees are hired to manage the systems and were not present during the initial training and completion of the project.

Programming Services

This is a discount on our professional programming services that may be needed when you make changes to your system. For example, you may want to add a router card and need an engineer to help get it programmed into your system. Or, you want to change the programming of a Crestron control system to suit your workflow better.

Annual Account Review

An Alpha Video representative will discuss your support account with you. We will review how many service calls you had and the issues so we can better understand your needs moving forward. If you had a minimal number of service calls, we would look at where there was additional value in our support agreements.

Available Terms

This shows what the available terms are for each contract tier. Tier 1 is one year only. Tier 2 and 3 can be one to three-year support contracts.

Remote Access and Support

A small form factor PC or laptop is provided as part of your system. This PC will be connected to all of your Alpha Video devices that have network connectivity. Software for these devices is loaded onto the PC and remote access software (i.e., TeamViewer) is used to allow Alpha Video support to connect so they can monitor and troubleshoot your system issues remotely.

License and Warranty Renewal Management

Alpha Video support representatives will monitor the warranty and license status of your equipment and notify you 30 days before expiration. You will be asked if you want to renew, extend, or make changes to your current warranties and licenses.

Shipping

Alpha Video will provide pre-paid shipping labels for any equipment that needs to go in for service or for return/replacement. Alpha Video will email a PDF copy of the shipping labels so you can print the label and arrange for pick-up or drop-off at a nearby facility.



DEDICATED TO YOUR SUCCESS

Contact Alpha Video for pricing and more information on how our Alpha Assurance program will benefit your organization.

CONTACT US



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