



CCS

Priority Support

Protect Your Investment!

PROJECTOR SUPPORT

Projector Preventive Maintenance

Reduces the total cost of ownership by extending the life of the optical engine and lamp

On-site and depot service available

- Semi-annual Projector Tune Up to factory specifications includes:
 - Thorough internal cleaning
 - Full quality testing to verify overall system integrity
- Unlimited technical phone support (7AM-4PM)
- Includes projector/lamp usage report to help track asset utilization
- Loaner projector provided for up to 5 days - if required while unit is being maintained (\$1250 value)
- Additional charges may apply if projector requires repair
- 1 year, 2 year or 3 year plans available



Projector Full Service Preventive Maintenance

Provides additional on-site service calls for lamp changes (lamp cost additional) and repair issues

- On-site travel service to uninstall and reinstall projector for repairs or lamp changes (lamp cost additional)
- Annual, Semi-annual or Quarterly Projector Tune Up to factory specifications includes:
 - Thorough internal cleaning
 - Full quality testing to verify overall system integrity
- Unlimited technical phone support (7AM-4PM)
- Loaner projector provided - if available
- Additional charges may apply if projector requires repair
- 1 year, 2 year or 3 year plans available

INSTALLED SYSTEM SUPPORT

System Priority Protection

Ensures system integrity and provides the highest level of priority response and resolution



- Priority Response and Priority Resolution Status
- Annual, semi-annual or quarterly preventive maintenance & general system integrity service
- Unlimited telephone support with [2] business hour telephone response time (7AM-4PM)
- [8] business hour on-site response time for a major outage [See Agreement for details]
- 25% Discount on additional control system programming rate for covered system
- 25% Discount on additional end user training rate for covered system
- Facilitation of manufacturer's warranty
- 100% Repair of equipment as identified in Agreement [See Agreement for details]
- Loaner equipment - Depending on product availability [See Agreement for details]
- 1 year, 2 year, or 3 year plans available

Custom Service Agreement features are available upon request for an additional fee. Ask for details.

Scottsdale (480) 348-0100

CCS Presentation Systems

www.ccspresentationssystem.com

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