



EFFECTIVE
BUSINESS
COMMUNICATIONS

A photograph of a lighthouse with a red and white striped body and a red lantern room, situated on a rocky pier at night. The sky is dark blue, and the sea is visible in the background. Several white lines, representing cables or data paths, arc across the sky from the left side of the frame.

SERVICE & SUPPORT

GUARANTEE AND SERVICE AFTER INSTALLATION



GUARANTEE AND SERVICE AFTER INSTALLATION

Congratulations on acquiring your new audiovisual system! This brochure provides further information on the guarantee and service that you may expect of us after delivery. Information is also available on the extra assurance that a maintenance contract can offer you. After delivery, our modern in-house service organisation will provide the highest level of care for your audiovisual system.

Manufacturer's warranty and AVEX guarantee

Our Technical Service department naturally remains at your service to carry out repairs to audiovisual equipment that you have purchased from AVEX. Throughout the first year after purchase, our AVEX guarantee therefore assures you of additional service complementing the manufacturer's warranty on the components supplied. You can therefore rely on the resolution of any system malfunction that may occur within the manufacturer's warranty, while the labour costs of our technicians remain free of charge. The AVEX guarantee remains valid throughout the first year following installation of the product.

AVEX maintenance agreements

If you would also appreciate the added assurance of a guaranteed response time and troubleshooting in the case of a reported malfunction, however, then we offer you the option of including an additional maintenance contract for the level of service you require. The table contained in this brochure lists the various service levels available. A maintenance contract can be included from the date of purchase. Your account manager would be pleased to inform you of the options available and the charges applicable for this additional guarantee.

The important advantages of a maintenance contract:

- A guaranteed response to defect reports within 24 or even 4 hours (depending on contract type).
- Investigation of repairs and replacement equipment are included.
- Management report and advice as regards both corrective and preventive maintenance.
- Control over your management costs, providing transparency in budgeting and forecasting.

AVEX support agreements and support bundles

You have the additional option of subcontracting supplementary AV work to AVEX. For example, providing the content of your digital signage systems or the management of your roombooking system. Our Facility Support Desk is a professionally equipped control facility from which AVEX can arrange the remote control of your system content and audiovisual systems. The experts of AVEX are continuously available and offer direct support to the

users of your system. You can conclude specific support contracts with AVEX for these remote services. An example is the support bundle, with which you purchase support hours, varying from 10, 20 or 50 hours. Based on an exact time registration, AVEX will keep you up-to-date on how many hours of support are still available in the bundle. Your account manager will be happy to inform you about the possibilities and the costs of this extra support.



COMPARE THE SERVICE LEVEL

Costs components	Warranty (1st year after purchase)		Additional AVEX service agreements	
	Manufacturer's warranty	AVEX guarantee*	Full Service	Full Service Quick Response
Guaranteed response time			≤ 24 hrs	≤ 4 hrs
Parts ¹⁾	✓	✓		
Transport and shipping costs		✓	✓	✓
Investigation of repairs		✓	✓	✓
Call out charges for corrective maintenance		✓	✓	✓
Labour corrective maintenance		✓	✓	✓
Loan-equipment			✓	✓
Annual preventive maintenance			✓	✓
Reporting on maintenance			✓	✓

✓ = Included.

¹⁾ User items, like lamps and batteries, are not included.

* In addition to the manufacturer's warranty on components, we offer you the AVEX guarantee throughout the first year following purchase. This implies that, in the event of a malfunction, we charge on no labour costs whatsoever for our technicians' services.

Assurance, thanks to AVEX Technical Service

Our Technical Service staff remains at your disposal to provide technical support and address user queries. You can also report any malfunction that may occur to this department. AVEX will then provide online support or make an appointment with you for a visit by one of our service technicians.

A brief description of the malfunction handling procedure

If you report a malfunction to AVEX, then our service technician will call you by telephone to agree upon the subsequent steps to

be taken. This may comprise online support, in which case our technician rectifies the malfunction of your system remotely. Or we may make an appointment with you for a visit by one of our service technicians to rectify the fault. During office hours, our reception desk will receive your call to report a malfunction, and shall transfer it to the service technician on call.

Outside office hours, however, your call will be automatically redirected to our Call Center. They make sure that one of our service technicians will contact you within 30 minutes to make arrangements for a suitable follow up.

CONTACT DETAILS TECHNICAL SERVICE

			
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