



DELIVERING EXCELLENCE **GLOBALLY**

CAREFREE USE WITH AVEX CARE

AVEX

EFFECTIV
BUSINESS
COMMUN

OUR WARRANTY AND SERVICE AFTER DELIVERY

Congratulations on your new audiovisual system! Of course, also after delivery, we are ready to support you in a carefree use. In this compact brochure, you will find more information about our service levels.

The **AVEX Care** programme offers a choice of 2 service packages, which are simple and scalable. Choose the service level that best suits your requirements and wishes. For every application area, we offer the certainty that is needed. Both for critical and less critical systems. With flexibility in combining service packages. This way you have short lines to help from our service team.



AVEX service agreements

When determining the right service level, we mainly look at how critical a system is for your daily work processes. For non-critical systems, you choose our '**Crucial Care**' service package. For systems that are critical and require maximum availability, choose our '**Critical Care**' service package.

Service well organised

In the table, in this brochure, you can compare the service packages. Your account manager will be happy to inform you further, so that we can set up the extra certainty for you from day one. For all delivered systems you have a manufacturer's warranty on parts during the first year. For a smooth start, from the moment your system is delivered, a 3-months 'start-up period' will commence during which we offer service based on **Crucial Care**. This service is free of charge for the first 3 months.

If you decide not to make use of a service contract, the service level will fall back to Factory Warranty after this period. We will then provide any support based on the applicable ad hoc service rates, where no guaranteed response times can be offered.

Service Delivery Management

In the Critical Care service package, we work together on continuous process improvement using reports and analysis. A Service Level Agreement (SLA) review will also take place.

The advantages of AVEX CARE at a glance:

- A guaranteed follow-up of incidents, within 48 hours or within 24 hours if desired.
- Research on repairs and labour costs are included. 'Critical Care' also includes loan equipment.
- Management reporting and advice at Critical Care.
- Control over your management costs, making budgeting and forecasting transparent.

Optional | AVEX Support Bundles

If you would like **extra support** in addition to the maintenance service, the flexible AVEX Support bundle (10, 20 or 50 hours) is a solution. Expert employees from AVEX are continuously available and offer direct support to users such as content creation services for your digital signage systems, or managing your room-booking system. Our Service Desk operates from a professionally equipped control room. This way we can offer fast support remotely. Your account manager will be happy to inform you about the possibilities and the costs for this extra support.



COMPARE THE SERVICE LEVEL

	Guarantee	AVEX Service Package	
	Factory Warranty	Crucial Care	Critical Care
Guaranteed response time		< 2 business days	< next business day
Parts 1)	●		
Transport and shipping costs		●	●
Research on repairs		●	●
Call-out costs corrective maintenance		●	●
Labour wage corrective maintenance		●	●
Loan equipment			●
Annual preventive maintenance			●
Management reporting and advice			●
Remote service where possible		●	●

● = Included
 1) = Consumables such as lamps and batteries are not included

Carefree use

Our Service Desk staff help with technical support and user questions. You can report an unexpected incidents via our online incident report form or call the Service Desk. AVEX then offers fast remote support or schedules an appointment with you for an on-site technician.



The reporting procedure in brief

After your incident report, our service technician will coordinate a follow-up action with you over the phone. This may consist of remote support with which we make your system operational again remotely. Or an appointment is scheduled for a service visit on-site.

During office hours, your fault report is accepted by our reception desk and passed on to the Service Desk.

Outside office hours, you will be automatically transferred to our Call Center. They will ensure that one of our service technicians on duty will contact you within 30 minutes to arrange appropriate follow-up action.



CONTACT DETAILS AVEX SERVICE DESK

			
AVEX Netherlands	+31(0)346 259 259	service@avex.nl	www.avex-int.com/nl/nl/customer-service
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