

AVT

DIGITAL MEDIA SYSTEMS

Service & Support Programs 2009

AVT is please to offer *AVT Service Blocks*, our new and easy way to provide our customers with the kind of service, support and training that is required to stay up and running and get the most from your investment.

AVT customers can now buy “blocks of time” that can be applied to any request for help or assistance. You can apply your time towards troubleshooting, service and repair, maintenance, even training. If your system is relatively new (usually within the first year) individual manufacturers warranties, that are based on vendor depot service, will cover the cost of repair. However the *AVT Service Blocks* will also cover the cost of an AVT technician coming on site to troubleshoot and facilitate the repair process. If vendor service is required for equipment that is out of warranty, the only cost to you is for the actual repair, or a refused estimate charge. You are still covered for the any on site services to determine the problem and correct it.

In addition, one of the best ways to avoid problems is proper product and system training and periodic preventive maintenance. You can use your Service Blocks for both of these services, if provided by an AVT technician. **Valid Service Block coverage also includes unlimited phone & email support!**

The price per hour decreases, depending on the number of hours purchased, and any unused time rolls over and never expires. We will notify you when you have less than 5 hours left in your block, so you don't get caught short. Please review the offerings below and let us know the amount of protection that best fits your needs and budget.

AVT Service Blocks

Block #1 (15 hours) \$1,895

Block #2 (24 hours) \$3,000

Block #3 (40 hours) \$4,600

Block #4 (60 hours) \$6,300

Block #5 (80 hours) \$8,000



The Shops at Great Valley • 20 Liberty Blvd. - A14
Malvern, PA 19355
Ph: 610.407.0776 • Fx: 610.407.0775
www.appliedvideo.com