

Customer Support

AcousTech stands behind every system we install with complete training, service and support. If you ever have a problem, operational issue, or question about your systems please contact us at:

AcousTech
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Franktown, CO 80116-1008

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Service, Support and Warranty Details

I. Service Procedures

A properly designed and installed sound or video projection system utilizing components with proven long term reliability will be, to a great degree, trouble-free. Our systems' installation includes comprehensive documentation of system wiring as well as component layout and location drawings. These will allow us to direct the clients' technician or representative to any specific component or connection in the system for help in diagnosing a particular problem. In the event a problem arises, it will fall into one of the following four categories:

- 1. Most audio/video system problems are easy to diagnose and repair such as a bad cable, connector, etc. If the problem is of a simple nature it will be easy to remedy with a phone call and possibly a replacement cable, etc., which would be provided free of charge by AcousTech during the warranty period. After the warranty period such a problem would be handled in the same fashion except that the repair or replacement of a cable, etc. would be billed to the client. Phone consultation is always at no charge. Whether local or nationwide installations are generally serviced in this fashion for minor problems since the cost is always less when an on-site service call is not required.**
- 2. If a more complex problem develops where AcousTech determines a defective component is involved, AcousTech will send a replacement component via Overnight or 2nd Day Air express (or as dictated by the priority of the component from the client's perspective). Also included are instructions for proper removal of the defective component for return to AcousTech for repair and for proper installation and calibration (if necessary) of the replacement. After repair the component will, at AcousTech's discretion, be returned to the client who would then return the replacement or be kept as used/loaner stock by AcousTech. In the later case the replacement component becomes the property of the client. This service would be provided free of charge during the**

warranty period. After the manufacturer's warranty period the component would be repaired in the same fashion except the freight and repair charges would be billed to the client.

3. A serious component malfunction or a problem which cannot be diagnosed by phone or email will be handled in one of the two following fashions. After our one year system warranty period the problem would be corrected in the same fashion except all charges would be billed to the customer.

A) AcousTech will, at its expense, perform on-site service within 2 to 14 days of notification of the problem. The time-frame for the on site service will be determined by the urgency from the clients perspective.

-OR-

B) AcousTech will send an independent audio repair technician from the client's geographic area to service the system. This company would bill AcousTech directly for the work performed. AcousTech will provide the qualified technician or repair facility with complete system documentation as needed to diagnose and service the problem.

4. Operator error. It has been our experience that this is one of the most common "problems" with a sound or video system. No matter how experienced an operator may be, from time to time, something may be done incorrectly or from a wrong perspective. Our training sessions at the time of installation and during the 6-12 month checkup are geared to help avoid this type of problem but, even so, they may occur (see **III. Training and Follow-up** below). Operator errors will typically be diagnosed and corrected via phone or e-mail.

We always endeavor to be as helpful as possible and invite your personnel to contact us *any* time they may have an unusual application. In this way we can often avoid mistakes by directing operators/users to a proper solution *before* an error may occur.

II. Warranty

- A) All components carry each specified manufacturer's warranty, typically 1-6 years (*detailed in each design proposal*)
- B) All components are serviceable through AcousTech (*servicing as outlined Above*)
- C) The installation carries a one year guarantee against defects in workmanship and materials (*servicing as outlined above*)

III. Training and Follow-up

As stated in each system design document we provide two specific services which help minimize problems associated with operator error and possible component malfunction or calibration changes.

1. Comprehensive operational instruction/calibration including -

- a) Detailed overview of the systems design and installation
- b) Training in all console functions (analog or digital audio, video, and lighting consoles) and other "user" components
- c) Marking and calibration of all user controls based on specific applications. The consoles and other related equipment will actually become a marked template for operators to have quick, repeatable settings for any typical applications. This "template" serves as a starting point for all mix functions and helps tremendously in achieving consistent results.
- d) Session with all worship team members and various groups to set monitors and all console or system functions for optimum performance (this is when the marking and calibration under item "c" above takes place)

2. Most larger and/or out-of-state installations include a one to three day site visit to check the operation and calibration of all systems within six to twelve months after installation.

This service is included in the installation cost of most of our larger and/or out-of-state systems and is optional for *all* systems. Dates will be coordinated with the client to insure that the visit includes attendance of a worship service and/or a time for an operational review and re-calibration session with the sound, video, and lighting operators and musicians.