

Your Guide to Service Contracts

NO VAT PRICE INCREASE!



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That's why we at B&H Syscom provide maintenance service cover.

Our contracts start with a basic option which includes a single call out day in case of trouble, designed to give you the peace of mind, year after year with the assurance that your system is working as originally intended.

An Introduction

In today's fast changing conference and events environment, it's vital that both the original selection of equipment and subsequent levels of service allow you to meet the crucial demands that will be placed on your audio-visual systems.

"We wouldn't know where we would be without the consistent service and support which we get from B&H"

Any inability to use the systems to their full potential will have immediate effect on the continuity of your event.

The available contracts extend to comprehensive contracts that provide annual service checks, all inclusive service replacement items and on-site swop outs.

Levels of Maintenance Cover

We offer the following levels of maintenance cover:

- Bronze:** The basic contractual cover with 1 day's call out included.
Silver: Added re-assurance with an Annual Service Check.
Gold: All of the above plus more call out's included and service replacements at cost.
Platinum: Sign-up and forget. Guaranteed service exactly when you need it.

At a glance	Cost £/week	Contracted support	Telephone help line	Loan equipment available for hire	Free call outs per year*	Yearly system check	Loan main equipment included	Service replacements of equipment available at cost	Service replacements included on all main items of equipment.
Bronze	£POA	•	•	•	1				
Silver	£POA	•	•	•	1	•			
Gold	£POA	•	•	•	3	•	•	•	
Platinum	£POA	•	•	•	As Reqd	•	•	•	•

Time and Material Basis

With a contract engineer time is charged at £35 for each hour. Travel costs are charged at £0.45 per mile plus expenses. (Outside of a contract the call-out fee is £100 plus VAT & the first hour is £70 plus VAT)

Annual system check

This includes our 50 point system check list and may be carried out in conjunction with a service call. You can see from this exactly what we have checked & tested.

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Benefits to Subscribers

Annual system check [Silver, Gold and Platinum] All systems covered by our service contract will benefit from an annual system check where our engineers will carry out a comprehensive 50-point check and diagnostic survey. This represents an investment in preventative maintenance and it is likely to reduce the number of faults you experience.

Priority Attention Subscribers will always be given priority in allocating our maintenance staff and resources.

Engineers on call A phone call to our office will summon a response from one of our engineers to attend to your service needs. Our service engineers are all capable of carrying out repairs to audio, video and lighting systems and understand the needs of church.

Fixed price contracts The maintenance contract rate will be fixed for a period of 5 years before it is subject to review, which then may be extended for a further period of up to 5 years

"b+h were there just when we needed it before our harvest service"

Service replacements [Platinum only]

The facility of service replacements represents a significant advantage in that we commit to loaning you a replacement (or near equivalent) item of equipment whilst yours is away for repair, or indeed if it cannot be repaired then, subject to fair wear and tear, we will simply replace your item with one from our service stock. This service is only included as standard on the Platinum contract.

Swap-out [Platinum only] In the case of key items such as projectors and LCD screens, we will provide onsite swap-out or a loan replacement as part of our quoted cover.

'Gold' level subscribers are able to purchase service replacements at cost. This benefit is not available to 'Bronze' or 'Silver' subscribers.

Frequently asked Q?

Q: When does a contract become viable?

A: In almost every case, it's less expensive to be covered by a maintenance contract than to pay for a call out. For example if a non subscriber calls out an engineer to a fault which takes an hour to get there, and four hours to repair, then the cost would be £280 labour, plus £24 travel, which is over £300 before components and Vat. Even the entry level Bronze cover at £5 per week proves less expensive.

Q: How much will it save me?

A: Clearly this will vary from church to church, but from our experience, all subscribers benefit from the preventative maintenance checks which are proven to lengthen the service life of equipment and reduce the number of breakdowns. If for example regular cleaning of projector air filters, increase the lamp life two fold, and prevent overheating, then a subscriber to a Gold service agreement could save at least £3000 over a lifetime of a system covered by a service agreement.

Q: Which contract would suit my church best?

A: If you have a small system with a low maintenance liability then a bronze cover will give you access to an engineer for a day; Silver would provide an annual system check and a service call, all for less than the normal labour and travel cost. ***Larger systems benefit from the greater cover provided by the enhanced contracts.***

Q: When does the maintenance start?

A: It commences as soon as the installation is complete, and all the provisions apply immediately, notwithstanding the fact that the first year's rate is discounted by 50% (only applies to new installations undertaken by B&H Syscom Ltd, and commencing upon completion of installation).

For more information do contact us on:

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