



Preventative Maintenance Service for End Users

What is the Preventative Maintenance Service?

Equinox Maintenance Limited has designed the Preventative Maintenance Service for end-user customers wishing to keep their AV hardware in prime operating condition.

Why Should You Use This Service?

This service ensures your equipment is kept in premium working condition to reduce the chance of a fault developing and can in-turn prolong the life of all their AV equipment, including the lamp.

You can also be assured that all Equinox engineers are CRB vetted at the highest level.

What AV hardware is Included?

Hardware is classed into units for the purpose of the price structure detailed later in this document. Units consist of the following

- All interactive whiteboards with a ceiling mount or wall mounted projector.
- Visualisers

Service Summary

An Equinox field engineer will attend your customer's site to carry out a preventative maintenance procedure on their projector(s) at pre-agreed intervals throughout the year.

The service includes:

- De-install existing projector (maximum working height of 4m)
 - NB: security cage key must be available at time of visit
- Clean projector/visualiser of dust, remove top cover and flush out internals
 - Remove and clean filters
- Clean interactive whiteboard/visualiser
- Check the lamp usage and inform the client of the hours used
 - If necessary replace lamp, a charge may apply if the lamp is out of warranty
- Re-install unit back in-situ, check alignment is correct
- Check correct function of the interactive whiteboard and projector / Visualiser

Preventative Maintenance Service



Visit Plan

Equinox will attend your site on a pre-arranged schedule between Monday and Friday, 9AM-5:30PM – excluding public holidays. Equinox recommends the following service schedule:

Low usage client - 2 visits per annum

Typically for corporate customers where the equipment is installed in a meeting room or boardroom and used occasionally.

High usage client - 4 visits per annum

Typically the equipment is used daily or is installed in a heavily-used environment - e.g. in busy walkways, class rooms reception areas or in public houses.

Pricing

Pricing excludes VAT and is based on the equipment located on the same site.

Preventative Maintenance Service

1-2 Units per site	-	£90 Fixed Fee, per visit
3-4 Units per site	-	£120 Fixed Fee, per visit
5+ Units per site	-	£30 per unit, per visit

What Next?

Complete the following form with your details and signature and return it to Equinox and then let us do the rest!

Email - pm.contracts@equinox.co.uk

Fax - 01684 273352

Contact Details for Support

For all enquiries regarding the Preventative Maintenance Service, please contact Equinox Maintenance Ltd direct:

Email - pm.contracts@equinox.co.uk

Tel - 01684 290000 – ask for Preventative Maintenance Sales

Preventative Maintenance Service



Please complete this form and return it to Equinox Maintenance Ltd
Email – pm.contracts@equinox.co.uk Fax - 01684 273352

Customer Details

Company/site name

Full postal address

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Contact name

Contact telephone

Service Requirements

Number of 'Units' to be included in the service

Visits required per annum, per 'Unit'

Please provide your required service dates

Please provide dates of the Week Commencing x - we will contact you nearer the time to arrange an exact date, e.g. for 2 visits: W/C 1st March 2009 & W/C 1st August 2009.

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Are the projectors installed into security cages?

If so, cage key must be available on date of visit

Are all the projectors installed to a maximum height of 4M?

Signed (customer) Print

Position Date