

Service Plans Overview

Gold

Electronic Parts Coverage

- Exchange parts available for same day shipment
- Access to Technical hotline for assistance
- Repair, replacement, or exchange of electronic modules or components included

Customer Responsibilities: All routine operation, routine maintenance, and preventative maintenance functions, plus any on-site labor.

Gold Plus

Electronic Parts Coverage Plus Back-up On-site Labor

- Exchange parts available for same-day shipment
- Access to Technical Hotline for assistance
- Repair, replacement, or exchange of electronic modules or components included
- Labor covered for any situations beyond the scope of Customer's Staff Technician

Customer Responsibilities: All routine operation, routine maintenance, and preventative maintenance functions. Customer's staff technician must have a degree or certificate in electronic or electrical technology.

Platinum

Electronic Parts Coverage Plus On-site Labor

- Exchange parts available for same-day shipment
- Access to Technical Hotline for assistance
- Repair, replacement, or exchange of electronic modules or components included
- Includes on-site labor to repair or replace any failed electronic parts

Customer Responsibilities: All routine operation, routine maintenance, and preventative maintenance functions.

Platinum Plus

Electronic Parts Coverage, On-site Labor, plus Routine Maintenance

- Exchange parts available for same-day shipment
- Access to Technical Hotline for assistance
- Repair, replacement, or exchange of electronic modules or components included
- Includes on-site labor
- Includes routine maintenance (i.e. scheduled replacement of failed pixels)
- Includes preventative maintenance (including filters)

Customer Responsibilities: All routine operator functions

Platinum Elite

Electronic Parts Coverage, On-site Labor, plus Event Support

- Exchange parts available for same-day shipment
- Access to Technical Hotline for assistance
- Repair, replacement, or exchange of electronic modules or components included
- Includes on-site labor
- Includes routine maintenance (i.e. scheduled replacement of failed pixels)
- Includes preventative maintenance (including filters)
- Includes an on-site technician for a specified number of events

Customer Responsibilities: All routine operator functions

Custom Coverage

Custom coverage may be defined on the face of the agreement or consist in adding services to one of the standard coverage types.