

SERVICE AND MAINTENANCE PROGRAMS

2015-2016



SYSTEMS DESIGN

STARR



WE MAKE YOUR SYSTEM AND SATISFACTION OUR TOP PRIORITY

With a Starr Systems priority service agreement, you'll have complete peace of mind knowing a qualified Starr Systems service technician is just a call or a click away.

Priority services provides an annual service visit by a qualified technician who will perform a 20 point system inspection that includes checking device batteries, cleaning system components, upgrading device firmware as required, reviewing network logs for errors, checking equipment operating temperatures, verifying all major system functions, testing network and internet connection speeds, and reviewing any issues that have arisen since the previous annual inspection. Priority service clients will be given **preferred telephone and email access** for support and appointment scheduling, **no-charge loaner equipment** for devices removed for repair, and **discounted hourly service rates**.

STARR SYSTEMS STANDARD WARRANTY - INCLUDED WITH ALL PURCHASES

Labor Warranty: Covers all labor, programming, and workmanship for 1 year from date of substantial completion. After 1 year, standard labor rates apply.

Material Warranty: Covers concealed wiring, interconnect cables, connectors, wallplates, and other miscellaneous installation material for 1 year from the date of substantial completion. After 1 year, standard material rates apply.

Component Warranty: Manufacturer's warranty on supplied components begins on the date of substantial completion. This program does not extend any manufacturers warranties.

Annual Maintenance Visit: Not included

Loaner Equipment: Not included

Telephone Support: Not included

Service Scheduling: Phone calls requesting service will be taken during regular business hours (9AM - 5PM Monday - Friday). Text messages, emails, and after hours voicemail service requests will be returned during regular business hours. Appointments will be scheduled in the next available time slot.

INCLUDED WARRANTY

Every Starr Systems installation includes a one-year comprehensive warranty covering both Labor and Material. The manufacturer's warranties apply to the repair or replacement of components on a case by case basis.

No additional charge

Service Rates:

Monday - Friday 8AM - 5PM: \$150/hr.

Monday - Thursday 5PM - 8AM: \$225/hr.

Friday 5PM - Monday 8AM: \$300/hr.



STARR SYSTEMS PRIORITY SERVICE

Labor Warranty: Covers all labor, programming, and workmanship for 1 year from date of substantial completion. After 1 year, standard labor rates apply.

Material Warranty: Covers concealed wiring, interconnect cables, connectors, wallplates, and other miscellaneous installation material for 1 year from the date of substantial completion. After 1 year, standard material rates apply.

Component Warranty: Manufacturer's warranty on supplied components begins on the date of substantial completion. This program does not extend any manufacturers warranties.

Annual Maintenance Visit: One visit included

Loaner Equipment: Included

Telephone Support: 30 min. included

Service Scheduling: Priority service phone number will be provided. Text messages, emails, and after hours voicemail requests will be returned within 12 hours of receipt. Appointments will be scheduled in the next available Priority time slot.

Service Rates:

Requires \$399.00 Annual Subscription

Monday - Friday 8AM - 5PM: \$120/hr.

Monday - Thursday 5PM - 8AM: \$180/hr.

Friday 5PM - Monday 8AM: \$240/hr.



PRIORITY SERVICE

A Starr Systems Priority Service Agreement provides preferred telephone and email access to Starr Systems' technical staff, a no-charge annual system maintenance visit, and discounted hourly service rates, all for the cost of the maintenance visit alone.

\$399.00 annual investment

STARR SYSTEMS PRIORITY SERVICE PLUS

Labor Warranty: Covers all labor, programming, and workmanship for 1 year from date of substantial completion. After 1 year, standard labor rates apply.

Material Warranty: Covers concealed wiring, interconnect cables, connectors, wallplates, and other miscellaneous installation material for 1 year from the date of substantial completion. After 1 year, standard material rates apply.

Component Warranty: Manufacturer's warranty on supplied components begins on the date of substantial completion. This program does not extend any manufacturers warranties.

Annual Maintenance Visit: One visit included

Loaner Equipment: Included

Telephone Support: 30 min. included

Service Scheduling: Priority service phone number will be provided. Text messages, emails, and after hours voicemail requests will be returned within 12 hours of receipt. Appointments will be scheduled in the next available Priority time slot.

PRIORITY SERVICE PLUS

Our Priority Service Plan plus the advantages of system device monitoring and remote service capabilities. Service calls, software updates, and diagnostics can often be performed without a visit to the site.

One time hardware investment: \$975.00
\$899.00 annual investment

Service Rates:

Requires \$975.00 initial investment and \$899.00 Annual Subscription

Monday - Friday 8AM - 5PM: \$120/hr.

Monday - Thursday 5PM - 8AM: \$180/hr.

Friday 5PM - Monday 8AM: \$240/hr.



STARR SYSTEMS VIP COVERAGE

Labor Warranty: Covers all labor, programming, and workmanship for 1 year from end of standard warranty

Material Warranty: Covers concealed wiring, interconnect cables, connectors, wallplates, and other miscellaneous installation material for 1 year from the date of substantial completion. After 1 year, standard material rates apply.

Component Warranty: Manufacturer's warranty on supplied components begins on the date of substantial completion. This program does not extend any manufacturers warranties, but full component coverage is available upon request - please contact Starr Systems for details and program options.

Annual Maintenance Visit: One visit included

Loaner Equipment: Included

Telephone Support: Unlimited

Service Scheduling: Priority service phone number will be provided. Text messages, emails, and after hours voicemail requests will be returned within 12 hours of receipt. Appointments will be scheduled in the next available Priority time slot.

Service Rates:

Requires \$975.00 initial investment and \$3500.00 Annual Subscription

Monday - Friday 8AM - 5PM: No Charge

Monday - Thursday 5PM - 8AM: No Charge

Friday 5PM - Monday 8AM: No Charge



VIP SERVICE

Our most comprehensive coverage. Full system device monitoring, remote diagnostics and troubleshooting, remote software updates, priority scheduling and phone support, never an additional charge for service. Full equipment coverage is available for an additional fee.

One time hardware investment: \$975.00
\$3,500.00 annual investment



PROGRAM COMPARISONS



| BENEFITS | INCLUDED WARRANTY | PRIORITY SERVICE | PRIORITY SERVICE PLUS | VIP COVERAGE |
|-----------------------------------|-------------------------------|-------------------------|-------------------------|-----------------------------|
| Hourly Labor Discount | None | 20% | 20% | 100% - Included in coverage |
| Material Discounts | None | 10% | 10% | 20% |
| Component Warranty | Manufacturer's Warranty | Manufacturer's Warranty | Manufacturer's Warranty | Manufacturer's Warranty |
| Annual Maintenance Visit | \$450 | Included | Included | Included |
| Loaner Equipment | None | Included As Available | Included As Available | Included |
| Telephone Support | None | 30 Minutes Included | 30 Minutes Included | Unlimited |
| Priority Service Scheduling | No | Yes | Yes | Yes |
| Priority Service Phone Number | No | Yes | Yes | Yes |
| Priority Service Email Address | No | Yes | Yes | Yes |
| Remote System Monitoring | No | No | Yes | Yes |
| Remote Diagnostics | No | No | Yes | Yes |
| Remote Software Updates | No | No | Yes | Yes |
| Remote System Service | No | No | Yes | Yes |
| Plan Investment - One Time | \$0 | \$0 | \$975 | \$975 |
| Plan Investment - Annual | Included with Purchase | \$399 | \$899 | \$3,500 |

Annual Preventive Maintenance and Inspection Service Items:

- Check all batteries for remote controls, touchpanels, wireless devices, uninterruptible power supplies, and other connected devices.
- White glove cleaning of audio and video components (televisions, projectors, audio components, fan vents, speakers, etc.)
- Inspect all equipment for signs of wear including rust, dust, cracks, etc.
- Ensure all wiring is neatly installed and properly labeled
- Conduct firmware upgrades/updates as required
- Reboot any devices that are prone to lock up (cable boxes, satellite boxes, etc.)
- Review control and network system logs for security and errors
- Backup all programs and system configurations
- Check temperature of all equipment closets and cabinets
- Inspect fans for failures, jams, or dust build-up
- Verify operation of all speaker zones and control devices
- Validate all audio/video presets and favorites
- Test all lighting zones, scenes, and keypads
- Check all motorized shades, reset limits as required, and test controls
- Certify all connected alarm devices
- Calibrate audio and video components as required.
- Check bulb life on video projectors
- Check voltage at all surge suppression devices that provide voltage readings
- Verify power to all wireless access points
- Conduct a wireless (wifi) interference site survey
- Run internet speed tests
- Ensure jobsite is properly cleaned prior to departure
- Discuss any known issues or questions with the owner
- Explain priorities for next scheduled visit and review any required service call follow ups
- Review new technologies with owner if requested.

CONTACTS

Normal business hours are Monday through Friday from 8AM to 5PM.



Starr Systems Design - Headquarters

1421 Clarkview Road, Suite 122

Baltimore, MD 21209

PHONE: 410.494.4310

FAX: 410.494.4312

WEB: www.starrsystems.net

EMAIL: info@starrsystems.net

Starr Systems Design Center

1423 Clarkview Road, Suite 400

Baltimore, MD 21209

PHONE: 410.494.4310

FAX: 410.494.4312

WEB: www.starrsystems.net

EMAIL: info@starrsystems.net



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