



EXTENDED WARRANTY SERVICE PROGRAM



SYSTEMS COVERED

Clients have told us that 'one call' for all their tech is one of the reasons they chose us in the first place. This extends to our service programs. If you bought from us, we cover it.

- Access Control
- Audio & Video Systems
- Lighting & Shades
- Networking
- Digital Signage
- Surveillance
- Climate Control
- Conference Room Technology
- Scheduling Systems

*Refer to Service Contract for system coverage details.

AGREEMENT PERIOD

Agreement for a period of **2 years** when taken before the end of the warranty.

PROGRAM

Today's electronic systems rely on a network of computer processors built into almost every device. These processors need attention from time to time to keep them working optimally and protected from growing security risks. Updates from the manufacturer ensure this. In addition, there are hundreds of components, cables and connections, even in small systems, that create many variables that can make service costly.

Our Extended Warranty Service Program is designed to keep your system operating flawlessly. It's our hope that our service and response time result in a very satisfied client.

COVERED

Manufacturer Defect/Issue

Regardless of the manufacturer's issue, Bri-Tech will repair or replace equipment not functioning as specified. Bri-Tech reserves the right to replace it with parts of equal functionality. If products reach the end of their life cycle, the client will be offered an upgrade at a discount.

Firmware Upgrades

Many systems require firmware upgrades for security and to ensure communication with the latest technology.

Installation/Workmanship

Includes all connections and cable installations.

Full System Test

Annual Preventive Maintenance and System Test

NOT COVERED

Damage by others

Damage by misuse, or by other service provider

Acts of nature

Damage by lightning, water, wind, or other natural event



RESPONSE TIME

Customer Service

Bri-Tech has a dedicated customer service team and maintains an off-hour call service to receive calls 24/7. Upon receipt of the call the client will be asked if this is an emergency or if service can be done during normal business hours. If it is an emergency, clients enrolled in the Extended Warranty Service will receive priority scheduling.

Tech Support

Many issues can be resolved over the phone. Normal business hours for the tech support department are 7:00 am - 4:00 pm. Calls can be scheduled off-hours in advance, when necessary.

Service Call

Clients with Extended Warranty Service will receive priority scheduling; calls will be handled on a priority basis and then on a first come, first served basis. Emergency service will be available 24/7 for safety and lighting systems.