



Contracted Maintenance Service.

This is the third stage of Crystal Clear Audio's installation process and part of our customer care. After equipment guarantees have expired, we can provide you the customer with peace of mind. Crystal Clear Audio will look after you and your systems. If you want advice or have a system problem we are here to help.

The Crystal Clear Audio maintenance service includes "Fast Track support", "Annual System check", "Electrical Safety tests" and "Equipment Repair service".

The Standard service is designed for organisations that want a "within" 48-hour call out service with a small call out fee. All rates are defined and agreed on the contract. The service includes use of the fast track support number, the annual system check and unlimited telephone support and consultancy.

Our maintenance service is aimed to give our customers peace of mind. You can rely on Crystal Clear Audio to provide you with the highest level of service and commitment.

The maintenance contract is subject to an inspection and approval of the installed system.

Fast Track support :

The support call is made to a mobile telephone carried by the proprietor or a senior engineer providing you will the quickest possible response. It may be necessary to leave a message as we might be working on another customer's problem. In any event, we will either help you right away or get back to you as soon as it is possible within the allotted time period and begin to address your problem. Refer to the call out process on page 5.

The fast track support number is only for customers with faults and problems. If you need technical advice or have a general enquiry, call our staff at the office on 0845 330 1578 who will give you the assistance and support you need.

Annual System check :

The annual full system check ensures all connections and cables are in good working order. These checks pick up problems before they effect your system. Testing an entire sound system, for example, involves listening to all the microphones, inspecting all microphone sockets and all speakers. This is done using both test equipment and a special test CD containing a selection of music and speech tracks. Please note, during these tests the system will be unavailable.

If your system is not giving you the performance you would like, we can address the situation during the annual system check. The most common faults we encounter include: faulty leads, damaged loudspeakers, poor sounding cassette decks, misbehaving radio microphones, crackly mixer controls, wrongly set graphic equalisers and defective microphones.

A report will be written after each visit, summarising the work done, problems found and recommendations for the future. We take a pro-active view of your system.

Electrical safety testing :

All equipment under contract (see note below) and its associated electrical cabling will be tested for electrical safety. This will include the following:

- Visual inspection of all cables, for breaks, cuts or twists
- Checking the inside of all plugs (excluding moulded type), ensuring cables are correctly connected and tightening all terminals
- Electrical safety testing of cable/device with Seaward PAC500H tester
- All tests will be logged and equipment and (electrical) cables labelled with a serialised sticker and a Pass/Fail indicator
- A recommended frequency of inspections and tests according to the type of equipment and its environment.

Note – it might not always be possible or practical to test all equipment housed in cabinets. In this case, visual inspections will be carried out and a basic earth continuity test. Equipment in this situation will be summarised within the Special circumstances/Exclusions section.

Equipment Repair service :

Equipment built to professional standards will usually give years of uninterrupted service. However, due to accidents or wear and tear, faults can develop - often due to dirt, moisture or mechanical stress.

We provide a cost effective repair service direct with the manufacturer (or approved service agent) keeping you updated with progress and likely costs.

There will be no charge for the installation, testing and commissioning of repaired equipment.

Inclusions :

Use of the Fast Track support number
Annual System check
Unlimited telephone support and consultancy.

Exclusions :

The cost of carriage for equipment to or from repair or new replacement. This will be charged at the going rate.

The cost of replacement of component(s). This includes electronic and mechanical spares as well as whole units (e.g. amplifiers, speakers, mixers, etc.).

The cost of hire of equipment supplied to you whilst your equipment is being repaired.

The cost of sending equipment away to a third party specialist repairer.

The annual maintenance charge does not include the holding of duplicate or spare equipment in our warehouse.

Crystal Clear Audio cannot be responsible for equipment and facilities not listed in the maintenance contract. If such equipment should fail, our engineers will try to give good advice and if appropriate make best efforts to provide a solution.

Special circumstances / Exclusions :

These sections are added to the contract and are site and installation specific. They allow both customer and service provider to take note and acknowledge any special circumstances or requirements not already defined.

Take-on Process :

The maintenance contract is subject to an inspection of the system and the compilation of a list of equipment. The inspection will normally be subject to a charge, which will be off set against the annual maintenance cost. After the survey we will write a report stating what was found summarising the general state of the equipment. A copy will be attached to the contract.

Note – it is not a foregone conclusion that Crystal Clear Audio will take on the maintenance of a system.

Following a satisfactory survey, a contract start date will be agreed and the annual maintenance charge paid. This will normally be due on the first day of the contract.

Penalty :

If for whatever reason, the engineer fails to arrive onsite within the contracted period, Crystal Clear Audio will cancel the call out charge.

Crystal Clear Audio will remain as committed as before to resolving the Customer's technical problem.

The engineer will ensure that the Customer is kept aware of the expected arrival time and any extenuating circumstances.

Call out process :

- Define the symptoms of the problem.
Customer to determine as much information about the problem as possible.
- Call the Crystal Clear Audio fast track support telephone number.
Provide contact name, organisation, telephone number and a brief summary of the fault.

Note – if the on call engineer cannot take the call directly, he/she has a contracted time to return the call. When leaving contact telephone numbers, it is important that there will be someone available who is aware of the situation and able to begin the fault diagnosis process with the engineer.

- Engineer calls back.
Provide the engineer with as much information regarding the problem as possible and most importantly any time pressures.
The next course of action will depend on the problem.
- Arrange a time for the engineer to visit.
Arrange a time for the engineer to arrive ensuring they have access to the building at the appointed time and the equipment at fault. If it is not convenient for the engineer to visit at the time specified then an alternative time must be agreed. The deferred time period cannot be seen as part of the contracted response period.

It is not always necessary for engineers to visit for all faults. Some can be rectified over the phone.

Refer to the Penalty clause for arrival after the contracted period.

- Engineer arrives.
He/she will rectify the problem, onsite, if at all possible. Our engineers have considerable experience in both live and broadcast environments and are very good at solving many types of problem.

The engineer will work to fix the problem within the standard period. Additional hours on site will be charged at the contracted hourly rate. If our engineer cannot fix the problem there and then, we will provide a working solution to your problem within a further 48 hours.

Terms and definitions :

- 48 hour call out service
This is defined as an on site presence by one of our engineers within 48 hours of a call-out being received on our messaging service *between* the hours of 0900 hours Monday and 1700 hours Friday. Calls received between 1700 hours Friday and 0900 hours Monday will be dealt with by 0900 hours on the following Wednesday. If the customer is unable to accommodate our suggested arrival time, the arrival of an engineer after the 48-hour period has expired shall not be deemed a breach of the contract.
- Standard period
This is the number of hours included in the call-out fee. The standard period *starts* when the engineer arrives on site. If the engineer is prevented from carrying out his/her work for any reason, the time period whilst he/she is waiting to continue will be deemed part of the standard period. If the engineer is still working after the standard period has expired, the contracted rate will apply, charged on an hourly basis.