

On-Site Audio Visual Service

Service for you or your clients on a local or national basis

Averaging over 18 years of experience in the audio visual industry, AV TechSource field service engineers can troubleshoot, diagnose and repair any integrated AV system quickly. We can minimize down time and save you money.

- We service any brand of audio, video, control and video conferencing equipment installed in your facility.
- Our AV service is on site: there's no need for you to remove faulty equipment or bring it to a service center.
- We offer preventive maintenance services to keep your AV system in optimal condition and minimize the chance of failure during all-important meetings.

Anywhere you have an integrated AV system, we can service and maintain it for you.



How we work with you

AV TechSource provides ongoing audio visual system support for a large number of clients across the nation.

If you're an AV, sound or videoconferencing contractor looking to outsource service, we can match our offerings to your requirements. The vast majority of our service work is done on a subcontractor basis.

If you're a technology or facilities manager looking for service on an older system, one of our innovative S.O.S. service agreements can provide you with peace of mind and a fixed maintenance cost.

Either way, you can be assured that a covered system will be maintained and repaired by the most experienced and highly trained field service engineers.



Service On-Site (S.O.S.) Agreements

A service agreement from AV TechSource can cover:

- Scheduled preventive maintenance
- Unlimited emergency on-site repairs
- Loaner equipment
- Telephone support
- Online monitoring of AV systems equipped with compatible control systems

Why would you need a service agreement?

We are often asked, “Why do I need a service contract? My LCD projector has a 2-year warranty.”

While this may be true, manufacturers’ warranties require you to send the projector or component

to them for repair. And often it’s not obvious which component is causing the problem.

A service agreement will take away delays and uncertainty and guarantee that your system will be up and running within a specified amount of time. It will also include preventative maintenance visits that allow us, most often, to identify and repair faulty components before they can cause a major problem.

Your installed AV system is a large and important investment. A service agreement will minimize downtime and allow you to get the maximum return.

Depending on your needs, our AV service contracts can cover your entire system, from the most expensive component down to cables and connectors (with the

exception of expendable items such as batteries and lamps). We will even provide the labor to install any replacement lamps and batteries for your equipment.

We also provide training to your key personnel during our preventive maintenance visits (when requested).

Just one phone call –to 847.557.8449– will put our professional audio visual services to work for you.