

## **KONTEK Support Plans** *Protecting Your A/V Investment*

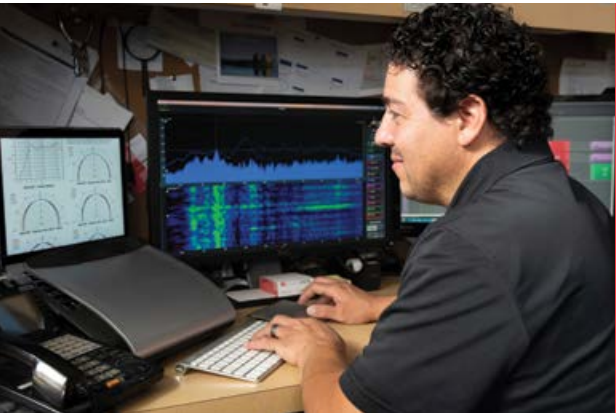
Keeping your A/V system running at peak performance is the mission of KONTEK’s Support Team. We do it with 5-star technical expertise, quick response, and friendly, personable technicians. Regardless of whether your system was installed by us or another integrator, KONTEK support is the best way to reduce downtime and ensure your equipment lives a full and happy life. KONTEK support plans provide continuous monitoring, planned maintenance, and fast response when problems occur—all at a reasonable, predictable monthly cost.

“KONTEK has a knack for making you feel that you’re their only client. They are truly our partners in our mission to produce some of the best nurses in the country. They are truly amazing!”

— **Ramon C. Sotelo**

*Duke University School of Nursing*

	<b>Tier2</b>	<b>ProTEK LITE</b>	<b>ProTEK</b>	<b>ProTEK PLUS</b>
<b>Service Hours (phone or email)</b>	8 a.m. - 5 p.m. business days	8 a.m. - 5 p.m. business days	8 a.m. - 5 p.m. business days	24/7
<ul style="list-style-type: none"> <li>Guaranteed 2-hour Phone Response</li> </ul>	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>Onsite Response Time</li> </ul>		3 business days	2 business days	24 hours
<b>ProACTIVE System Monitoring</b>	✓	✓	✓	✓
<b>Preventative Maintenance Visits</b>		2x/year	2x/year	2x/year
<b>Unlimited On-Site Technician Support</b>		✓	✓	✓
<b>Unlimited User Training</b>		✓	✓	✓
<b>Control System Software Maintenance</b>		✓	✓	✓
<b>Equipment Firmware Updates</b>		✓	✓	✓
<b>Equipment Repair/Replacement Costs Covered</b>			✓	✓
<b>Shipping Charges Covered</b>			✓	✓
<b>Loaner Equipment During Repairs</b>			✓	✓
<b>Expendables (Lamps, Batteries, etc.) Included</b>				✓
<b>Dedicated Spares for Critical Equipment</b>				✓
<b>No-Charge Programming Enhancements</b>				✓



KONTEK's new **ProACTIVE Remote Monitoring** provides a continuous real-time view into your A/V system for our support technicians. Configured in consultation with your network administrator, ProACTIVE allows us to anticipate failures before they occur and to remotely diagnose and correct many issues without physically visiting the site. It dramatically reduces downtime and accelerates repairs when they are needed. For existing A/V systems, ProACTIVE may require some component upgrades and implementation fees. Contact us for more details!

### **ProTEK Plan**

Our most popular plan, ProTEK keeps A/V systems running at top performance and protects clients from unexpected repair costs. ProACTIVE remote monitoring, phone support, biannual preventive maintenance checkups, unlimited technician service calls, and most equipment repair costs are included in the monthly fee.

### **ProTEK Plus Plan**

Our highest level plan, designed for clients with mission-critical systems who need maximum uptime and want a 100% all-inclusive plan. ProTEK Plus builds on our proven ProTEK plan with 24/7 support, dedicated hot spares, no-fee control system programming changes, and all expendables such as batteries and projector lamps. ProTEK Plus clients cover all their A/V support expenses in a single guaranteed monthly fee—no surprises.

### **ProTEK Lite Plan**

An economical plan that includes the core elements of ProTEK—preventive maintenance, remote monitoring, and phone and on-site technician support—for clients who prefer to be billed separately for equipment repair, replacements, shipping costs, loaners and expendables.

### **Tier2 Plan**

For larger organizations who have their own in-house A/V staff but need quick access to KONTEK's technicians, programmers and system engineers for escalated second tier phone support. Tier2 includes our ProACTIVE remote monitoring system and unlimited phone access to all levels of KONTEK's technical staff. On-site services are not included.



*Contact us to discuss your A/V support needs!*

(919) 683-2321 | [support@kontek.com](mailto:support@kontek.com) | [www.kontek.com/support](http://www.kontek.com/support)