

Service Contracts

Level 1

Level 1 comes free with every sound and video system purchased from Alectro Systems.

It includes:

- 1) unlimited e-mail and telephone support during normal business hours (**this is always free**)
- 2) repairs for equipment still under manufacturer's warranty, both parts and labour (some items can be shipped to Alectro Systems for repair, onsite service will be provided if required)
- 3) free onsite repairs for system wiring and interconnections, both parts and labour for up to 2 years after date of installation.
- 4) loan of replacement equipment if required during warranty repair

NOTES:

- 1) Only equipment purchased from Alectro Systems is covered.
- 2) Does not include consumable parts such as lamps and batteries
- 3) Does not include damage caused by accident or negligence
- 4) Does not include problems caused by disaster such as water, fire or lightning or changes made to the system without specific authorization by Alectro Systems.
- 5) You must supply and erect scaffold or ladder if required (eg .for ceiling mounted projector)

Cost: No Charge

Level 2 - 1 Year Term

Level 2 includes 1 visit to the Church to:

- 1) check and repair cables and connectors
- 2) check and adjust mixer and other electronics
- 3) check tape deck and CD recorder / player and clean transports
- 4) check all microphones
- 5) check and adjust system tuning (EQ)
- 6) check projector operation and clean filters (you must supply, erect and remove scaffold or ladder if required)

It also includes:

- 1) unlimited e-mail and telephone support during normal business hours (this is always free)
- 2) free labour for any service calls and onsite repairs (parts and offsite repairs are charged extra)
- 3) loan of replacement equipment if required during repair of original equipment

NOTES:

- 1) Only equipment purchased from Alectro Systems is covered.
- 2) Contract includes labour for on site repairs only.
- 3) Does not include parts, shipping or bench work. (See level 3 below)
- 4) Does not include damage caused by accident or negligence
- 5) Does not include problems caused by disaster such as water, fire or lightning or changes made to the system without specific authorization by Alectro Systems.
- 6) Equipment more than 10 years old will only be covered if approved by Alectro Systems.

Level 2 Cost: \$ 400 + 2% of total original system cost before tax

- for example a Level 2 contract for a \$10,000 system would cost \$ 600 per year

Level 3 - 1 Year Term

Level 3 is the same as level 2 except it adds parts and offsite labour.

Level 3 includes everything in Level 2 plus - it also includes:

1) parts and labour for all audio & video equipment except video projectors older than 5 years

NOTES:

- 1) Only equipment purchased from Alectro Systems is covered.
- 2) Does not include consumable parts such as lamps and batteries
- 3) Does not include damage caused by accident or negligence
- 4) Does not include problems caused by disaster such as water, fire or lightning or changes made to the system without specific authorization by Alectro Systems.
- 5) You must supply and erect scaffold or ladder if required (eg .for ceiling mounted projector)
- 6) Equipment more than 10 years old will only be covered if approved by Alectro Systems
- 7) Alectro Systems will repair or replace equipment at their discretion.

Level 3 Cost: \$ 400 + 5% of total original system cost before tax

for example a Level 3 contract for a \$10,000 system would cost \$ 900 per year

Service Contract Agreement

Church Name: _____

Church Address:

Service Contract Selected: _____ Level 2 or _____ Level 3 (choose 1)

Annual Contract fee: \$ _____ (Contact Alectro Systems at 905-278-2616 for fee)

Start Date of contract: _____

Authorized Customer's Signature _____

Name: _____ (please print name)



905-829-1117 (in GTA)
1-866-308-2716 (toll free Canada)

Please complete this form and mail it with your cheque to:

Alectro Systems Inc.

2861 Sherwood Hts. Dr. Unit 24

Oakville, ON. L6J 7K1