



Schiller's Audio-Visual
 9240 Manchester Road
 St. Louis, MO 63144
av@schillers.com
 314-968-3650

Please fill in as much information as possible and email back to AV@schillers.com. Someone on our technical team will contact you.

Service Agreement Needs Analysis

YES	NO	√ Please place a check in the appropriate box
		I would like to include the removal and re-installation of defective manufacturer's equipment/parts.
		I would like extended warranties on my equipment.
		I would like Schiller's to process all warranty claims with the manufacturer for me.
		I would like Schiller's to provide on-site lamp replacement when needed. (Lamp must be purchased through Schiller's)
		I would like Schiller's to provide in-shop lamp replacement. (Lamp must be purchased through Schiller's)
		I would like Schiller's to provide, deliver and install a loaner projector or other equipment in the event a malfunction occurs with my system. (Projector throw distances may vary, and may be subject to availability)
		I would like Schiller's to perform a quarterly preventative maintenance visit.
		I would like Schiller's to perform a semi-annual preventative maintenance visit.
		I would like Schiller's to provide an annual preventative maintenance visit.
		I would like Schiller's to provide a projector for my use in the event mine goes in for repairs.(Available for Customer pick-up)
		I would like Schiller's to provide [] Emergency Service Visits. (0-Unlimited)
		I would like Schiller's to provide on-site Smart Board technical support. (Smart Technologies' warranty covers the hardware for 5 years, however they do not cover labor for on-site support. Purchaser must provide all labor to replace parts on Smart Board. This warranty Does not cover the white writing surface of the SMARTboard.)
		I would like Schiller's to provide priority service scheduling when I have a problem.
		I would like Schiller's to respond by phone within [] hours of my service request.
		I would like Schiller's to respond on-site within [] of my service request.
		I would like Schiller's to provide a discounted labor rate for emergency service visits.
		I would like Schiller's to provide standard shipping on all replacement parts.
		I would like Schiller's to provide all replacement parts at no charge to me
		I would like this agreement to run for [] months.
		I would like Schiller's to stock a spare projector lamp for my projector.
		I would like Schiller's to provide unlimited phone support when I have an issue.
		Is this a mission critical system? (Healthcare, Command Center, etc) If yes, Please explain:
		Is this system in multiple buildings? If so, how many?
		How many systems or rooms will be covered by this contract?
		Who installed your system?

List all equipment in system to be covered.

Quantity	Equipment Brand	Model Number	Serial Number	Room Number	Install Date

Customer Information

Company Name	
Company Address	
Contact Name	
Phone	
Email Address	