



**SIM SOUND &  
VIDEO INC**

# PRIORITY SERVICE PLAN

The Sim Sound Priority Service Plan is included, free of charge, with all systems, for one full year from the official date of installation

## WHAT IS INCLUDED IN THE PRIORITY SERVICE PLAN?

- \*Priority Service Calls
- \*Phone Support at No Charge
- \*No Charge for rental/loaner equipment related to the system installed by Sim Sound
- \*All service calls during this year are free of charge (unless necessitated because equipment was used in a way that deviates from the project scope of the original design)
- \*Up to 3 EXTRA Trainings, free of charge, during the first year (in addition to original training)
- \*Equipment Replacement of any malfunctioning equipment at No Charge (unless necessitated because equipment was used in a way that deviates from the project scope of the original design)

*\*Terms and Conditions May Apply\**  
Please reach out to the Sim Sound Business office with any questions

## WHAT HAPPENS WHEN OUR YEAR IS UP?

The support Sim Sound offers doesn't stop because your Service Plan expires. It simply means that service calls and "extra" trainings are no longer complimentary after one year. For those customers who feel like they would like the extra support of the Priority Service Plan it can be extended, one year at a time, for a cost based on the size and complexity of the system installed by Sim Sound.

## IF WE RENEW OUR PSP WHAT ELSE IS INCLUDED?

In addition to the original PSP a renewed PSP, on a subscription basis, includes:

- \*Testing ALL input and output circuits in "covered" systems.
- \*Annual Audio System Tuning and Configuration
- \*One-time yearly Maintenance Inspection
- \*On site preventative maintenance as needed
- \*Annual Training as Requested