

**ELECTROSONIC**  
AV Service Solutions

# Electrosonic Service Solutions

## Managing AV Technology

Taking constant care of your AV solutions does not only guarantee a fully operational system but also saves you money in the long run by protecting your investment and expanding its lifespan.

Electrosonic has been building and maintaining some of the most complex audio-visual systems in the world for over 45 years. The breadth of markets serviced ranges from corporate boardrooms and control rooms to retail displays and entertainment venues, such as theme parks and museums.

Over 400 US Service  
Contract Locations



Our service  
clients include:

AT&T  
Austin 911 Center  
CBS Sports  
The CELL Museum  
Delaware Park Racetrack  
Gettysburg Museum  
Muhammad Ali Center  
National Museum of  
the American Indian  
United Airlines

### The Service Solutions Team

In 1998, Electrosonic's service focus switched from providing support for our own AV installations to providing service and maintenance for third party sites. This new focus has doubled the size of the service business during this period. An industry leading 90% service contract renewal rate reflects the high standard of service and value provided.

#### Dedicated Staff and Regional Service Technicians

The service solutions team consists of operations managers, service administrators and a full-time staff of dedicated regional service technicians strategically placed throughout the United States and Canada.

#### Exceptional Service and AV Expertise

We require training seminars for all our service technicians to ensure they are up to date on the latest technology. We rely on written service procedures to ensure that each call is documented and handled professionally.

For even the most exceptional circumstances, the service team is prepared. As a member of the Electrosonic family, we have immediate access to a large number of highly skilled audio-visual engineers. Our strong relationships with AV product manufacturers further ensures your peace of mind.



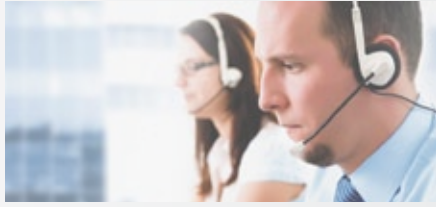
United Airlines at  
Chicago O'Hare Airport



Gettysburg National  
Military Park Museum



Muhammad Ali Center



# Service Offerings

Electrosonic provides an extensive list of support services to ensure that all your audio-visual goals are met.

- **Routine Preventative Maintenance Visits**
- **Exclusive Projector Lamp Replacement Program**
- **Technical Phone Support & Emergency Response**
- **On-Site Dedicated Technical Staff**
- **Priority Repair of Defective Product**  
Dedicated service center ensures priority turn-around
- **Critical Spares Equipment Program**  
Ensures mission critical equipment is in stock
- **System Programming Services**  
AMX, Crestron, Medialon, MediaMatrix and more
- **AMT Software**  
Asset Management Tracking software for customer equipment and inventory

"We have contracted Electrosonic each year since installation to perform preventative and emergency maintenance of our exhibit media. They have continued to do an exemplary job and as a result we have had very little down time. If we had not been 100% satisfied with Electrosonic's services, we would have initiated the steps to find another vendor."

Dwight Schmidt  
*IT Manager*  
National Museum of the  
American Indian



National Museum  
of the American Indian





# On-Site Services

With Electrosonic's on-site services, your individual AV service needs are immediately taken care of at your location. Besides ensuring that your systems are running as designed, our on-site team helps whenever assistance is needed from setting up video conferencing to preparing your systems for a new presentation.

On-site service frees you from AV worries and lets you concentrate on your core business. Electrosonic's on-site services include:

- Full-time Electrosonic service technicians to ensure quality of service
- On-site liaison for AV and control systems and a full-time service technician
- Start up & shut down services for audio-visual equipment
- Service activity reports and daily equipment functionality testing
- Routine preventative maintenance program such as projection alignment
- First line responder for emergency service calls
- Asset management tracking of AV systems such as lamp inventory, equipment rotation and projector maintenance

"Gettysburg has more than one million visitors annually. We rely on our Electrosonic on-site technician to ensure that all AV equipment is fully functional and maintained. We cannot afford to have our fee venues offline for any amount of time. Thanks to the diligent work of Electrosonic our track record has been exemplary."

Elliot H. Gruber  
*Vice President and Chief Operations Officer*  
Gettysburg Foundation

Gettysburg National Military Park Museum



# Lamp Replacement Program



Efforts to ensure that your projectors are up and running when you need them often fail because of a broken lamp. Electrosonic's Lamp Replacement Program makes certain that your projectors are always ready for operation and your regular lamp replacement process goes as smoothly as possible.

## Effortless Replacement and Timely Delivery

We make certain that your lamp is in stock and delivered promptly.

## High Quality Lamps

The majority of our lamps are OEM (original equipment manufacturer) supplied through our vast vendor network. We only use lamps that meet or exceed the OEM standards.

## Competitive Pricing

Our volume buying power ensures that cost savings are passed on to our customers. Our Lamp Replacement Program utilizes your existing lamp housing along with a new lamp. Reusing the lamp housing often costs substantially less than a replacement OEM lamp housing.

## Our Lamp Program is Green and Environmentally Friendly

As part of our Lamp Replacement Program and at no additional cost to our customers, lamps containing hazardous waste are recycled through a certified waste management company.

## Additional Services

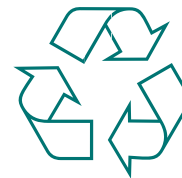
We also offer projector alignment, maintenance and lamp installation solutions.

Delaware Park Racetrack



"Delaware Park Racetrack enlisted Electrosonic's Lamp Program and the overall experience has been a great one. Our Electrosonic service technician has a great eye for detail and color, which comes in handy when he balances the lamps for our vision cubes."

Fran McLaughlin  
*Park Operations & Maintenance*  
Delaware Park Racetrack



## The Lamp Program is Green

Recycle your lamp in an environmentally friendly way and save money in the process.

We recycle the hazardous waste used lamp and replace it with a new lamp often reusing the lamp housing. Reusing the lamp housing is environmentally responsible and a renewed lamp often costs substantially less than a new OEM lamp.



Muhammad Ali Center

## Electrosonic Service Solutions

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United Airlines at Chicago O'Hare Airport

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