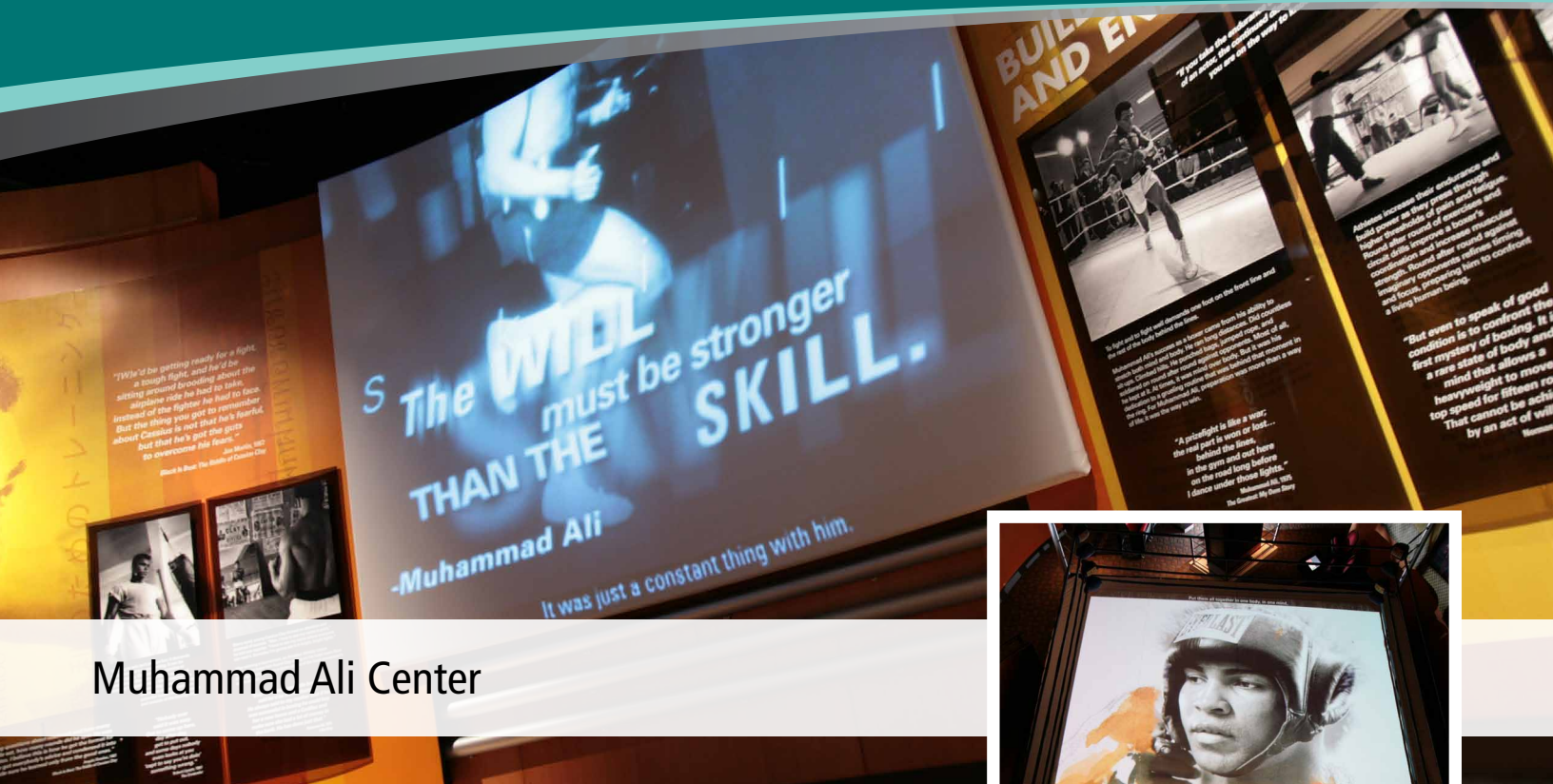


# SERVICE PROFILE



## Muhammad Ali Center

### Electrosonic Service Solutions at the Muhammad Ali Center

Since installing and supplying the audio-visual hardware and control systems employed throughout the Muhammad Ali Center, Electrosonic's Service Solutions team has provided daily on-site service, projector lamp replacement and recycling, repairs and preventative maintenance checks at the predominantly interactive center.

"Our on-site technician is Connie Clark, and it's been going well. Well enough that we renew our service contract agreements each year with Electrosonic. The Muhammad Ali Center has a lot of interactive exhibits and Electrosonic has been maintaining its service since the build," said Anthony Henderson, Vice President of Operations at the Muhammad Ali Center.

Electrosonic's Service Solutions provides the center with the following services:

#### Dedicated On-Site Technical Staff

- On-site Electrosonic AV technician
- Special event support
- Daily / Monthly reports on all service activity

#### Projector Lamp Replacement Program

- New spare and replacement lamps stocked on-site
- Lamp inventory management
- 100% spent lamp recycling

#### Service & Maintenance Contract

- Back-up emergency call out technicians
- Help desk and technical phone support
- Two preventative maintenance visits annually
- Priority repair of defective products
- All shipping to and from the location

