



Service Contract Overview

SERVICES

Sound, lighting and video systems require regular preventative maintenance and repair to assure efficiency and dependability. The design, complexity and demand of these systems dictate the frequency and depth of these services. You also need knowledgeable staff and volunteers to operate this equipment. Zygo Sound provides routine preventative maintenance, repair and training services that include, but are not limited to the following:

- Clean air filters and vents on amps, dimmers, computers and projectors
- Troubleshoot and locate problematic equipment, wires, or otherwise and resolve the issue
- Reconfigure current system to be more efficient, user friendly/ergonomic, and effective while keeping volunteers in the loop
- Provide phone and e-mail support on any situation that may arise
- Support is available 24 hours a day, 7 days a week
- On-site emergency response within 24 hour period with highest priority
- Consult, sell, and install necessary new equipment to better serve your ministry
- Provide training on equipment operation
- Support live events, productions, etc. with our experience in the field
- Keep you informed and operating with latest upgrades, updates and the like for all software and digital equipment
- Replace lamps in lighting fixtures and projectors
- Audit service operations and offer resolutions in being efficient in media support
- Offer standardization of techniques, procedures, and methods to better support your staff of volunteers and paid workers (Training on professional knowledge is not included in service contracts)
- Repair of broken down equipment
- Cleaning of lenses on projectors and intelligent lighting systems
- Label cables and equipment to better organize the system

SCHEDULING OF SERVICES

Our service contracts are offered in increments of 3 hours at \$100/3 hours. We will help you determine the appropriate length of time needed per month. If there are any unused hours at the end of the month, we will rollover up to 6 hours to the next month for future use (only whole hours are rolled over).

Any scheduling for services will be conducted by you on a regular or as-needed basis. We will be flexible and sensitive to your needs and time frames. Our goal is for you to have a professional, efficient and quality multimedia system with the staff and volunteer support needing to operate it.