

Prompter Systems Extended Warranty Support Agreement

Prompting is crucial for your production and with our Extended Warranty Service Agreement you have the backing of the Autocue and Autoscript Technical Team with competitive response times, whenever you need it. This Service Agreement extends the warranty coverage of your equipment for years two through to five, as an annually renewed contract.

As a trusted partner, we are committed to helping you be successful and with the Extended Warranty Service Agreement will provide you with priority technical support via telephone and e-mail for the working day, with direct response from a fully trained Prompter Service Engineer. You will also benefit from receiving one day of training per year of the agreement.

What you get:

- Access to Autocue and Autoscript Prompter Support Line 24/7.
- A fully trained Prompter Service Engineer will respond to you within 4 hours of the Case being accepted. Mon-Fri, within office hours of the regional Service Centre. Excluding regional public holidays.
- Whenever possible and appropriate, the Prompter Engineer will connect remotely to your system to carry out diagnostics and where possible perform upgrades and fixes. [This does require you providing us temporary access over a secure web link.]
- Software upgrades are included free of charge and will be carried out remotely where possible [specific site visits are chargeable].
- Priority service to items requiring workshop repair.
- All parts and labour for workshop repairs are included.
- Priority access to a Prompter Service Engineer if an on-site follow-up is required.
- Priority access to our fleet of loan and refurbished products should yours require repair.
- If an on-site visit is required to fix your equipment, travel time and expenses are chargeable, but on-site time is covered under this agreement.

Price:

- As each customer system and requirements are unique, we will confirm the price individually.
- Part number to order: PROMPT-EXTWARR

Options:

- To extend to 24-7 phone support, as well as parts and repair labour costs, the Extended Warranty can be coupled with the Remote Service Agreement.
- The EMEA Call Centre has the potential to provide its support in many different languages for an additional charge. Check with the UK Service Centre for more details.



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