



PROFESSIONAL AUDIO,  
VIDEO & LIGHTING SYSTEMS

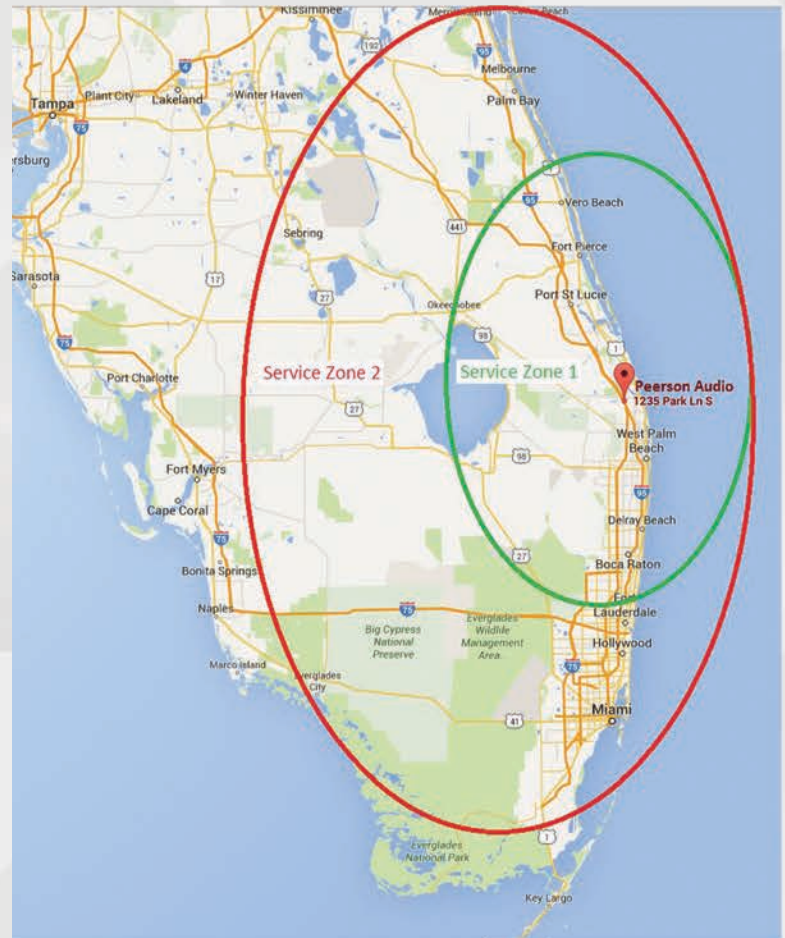
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## Non-Warranty Service / Business Hours (M-F 8am-4:30pm)

Non-Warranty Base Rate is **\$175** for onsite service calls within the **Service Zone 1** radius during normal business hours. **Service Zone 2** Base Rate is **\$300**. This includes all travel charges (up to two site visits if needed), offsite research, parts lookup & RMA setup, as well as the first 30 minutes onsite.

Non-Warranty hourly rate of **\$75** per hour will begin after the first half hour onsite should additional time be required. Parts, equipment, repairs and shipping are applicable as required to perform the requested service.

*Note: If overnight or rush shipping is requested this cost will be added at actual cost.*



## Non-Warranty Service / Emergency After Business Hours

Non-Warranty Base Rate is **\$250** for onsite service calls outside of normal business hours within the **Service Zone 1** radius. **Service Zone 2** Base Rate is **\$400**. This includes all travel charges (up to two site visits if needed), offsite research, parts lookup & RMA setup, as well as the first 30 minutes onsite.

Non-Warranty hourly rate of **\$110** per hour will begin after the first half hour onsite should additional time onsite be required. Parts, equipment, repairs and shipping are applicable as required to perform the requested service.

*Note: If overnight or rush shipping is requested this cost will be added at actual cost.*

## Warranty Service

If you believe your project is covered under our warranty program please let us know when placing the service request.



Office: 561.741.8720 ext. 302  
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