

BLUEWATER SERVICE AGREEMENTS

KEEP YOUR AV INVESTMENT PERFORMING LIKE A CHAMP.

Bluewater AV solutions are designed to transform ordinary spaces into extraordinary experiences. The experience doesn't end when installation is complete — we remain in your corner long after. A Bluewater Service Agreement offers trouble-free operation of your system and provides peace of mind and confidence that comes from dealing with people you trust. It's the smartest, safest, and simplest way to make sure your AV installation will always roll with the punches.

You can take care of your business while we protect your investment. No hassles, no long downtime, and no budget-killing service bills.

WITH BLUEWATER SERVICE PROGRAMS YOU WON'T BE DOWN FOR THE COUNT.

Bluewater's service offerings enhance the manufacturer's equipment warranty by providing access to remote and onsite technicians to service your technology. We'll also handle any warranty claims with the manufacturer and make the RMA process pain free. We are in the ring with you, supporting your business when you need us.

OUR HELP DESK KEEPS YOUR SYSTEM IN FIGHTING FORM.

Our Help Desk opens at 7:00 am ET and is ready to serve you throughout the day. Our skilled Help Desk Technicians can quickly create and facilitate a plan to get you back on your feet should the need arise. When you require onsite service, our expert technicians will be there. Our Premium option even guarantees next business day service to make sure you're "back in the ring" as soon as possible.

GET THE BEST VALUE FOR YOUR AV DOLLARS.

As a Bluewater Service Agreement holder, you know that you have a reliable partner with over 30 years of experience providing quality service to AV clients around the nation. Our packages offer a wide range of services, including benefits such as unlimited service visits and onsite conference monitoring. We provide the services you need, when you need them.



BLUEWATER

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BLUEWATER

BLUEWATER SERVICE

ALL OF OUR SERVICE PACKAGES ARE DESIGNED TO FIT YOUR NEEDS.

We offer three different options to serve the special needs of each client. All packages offer Help Desk support and UNLIMITED onsite visits for covered services, and allow you to choose a program that's most appropriate for your budget. We can even CUSTOMIZE a program just for you that includes services such as preventative maintenance, remote monitoring, and even service agreements for systems that aren't sold by Bluewater.

FIND OUT MORE ABOUT BLUEWATER SERVICE AGREEMENTS NOW BY CALLING 800.344.6575

One of our expert account executives will be in touch within 24 hours to explore how we can help you. Or, if you prefer, contact us by email at hello@bluewatertech.com.

LET US KNOW HOW WE CAN SUPPORT YOUR INVESTMENT.

	STANDARD	ENHANCED	PREMIUM
HELP DESK SUPPORT - SAME DAY RESPONSE	7:00 am - 4:00 pm ET	7:00 am - 5:00 pm ET	7:00 am - 7:00 pm ET
SERVICE CALL DISPATCH - UNLIMITED VISITS	4 Business Days	2 Business Days	Next Business Day
SHIPPING ON REPLACEMENT PARTS	Ground (4-5 days)	Priority (2-3 days)	Overnight
SOFTWARE/FIRMWARE UPDATES	Included as needed with Dispatch	Included as needed with Dispatch	Included as needed with Dispatch
DISCOUNTED SERVICE RATE*	20% Savings off Standard Labor Rate	20% Savings off Standard Labor Rate	20% Savings off Standard Labor Rate
FOLLOW-UP SYSTEM TRAINING	—	Annually	Biannually
PREVENTATIVE MAINTENANCE	—	Biannually	Quarterly
PROJECTOR OR DISPLAY LOANERS**	—	—	Included
CONFERENCE MONITORING	—	—	Included, up to 4 meetings annually

* Includes labor for additional services such as equipment not included in proposal, or to repair damage due to misuse or acts of god

** Based on availability

*** 'Standard' package pricing included in quote. 'Enhanced' and 'Premium' package pricing is in addition to the 'Standard' Service Agreement cost

CALL US AT 800.344.6575 OR EMAIL US AT HELLO@BLUEWATERTECH.COM AND WE WILL BE IN TOUCH WITH YOU SHORTLY.