



Service and Support

Expert support when you need it.

MultiTek Solutions has always been committed to outstanding customer service and support. We have ensured that our staff are knowledgeable, experienced and well trained so that we can provide the very best in support to our clients.

As we continue to grow into one of Victoria's leading Audiovisual and Theatrical Integration companies, so does the need to ensure we can support our clients in their times of need, so the continued growth of our service and support department has been crucial.

So if you are after a once-off service call, or a fully managed preventative maintenance and support contract, MultiTek Solutions are always on hand ready to help.

Contact our Service and Support team today and let us take care of your audiovisual systems.

SERVICE AND MAINTENANCE

We offer one-off system servicing and maintenance of your audiovisual, lighting and audio equipment to ensure these vital systems continue to run at optimum performance.

MultiTek Solutions services most areas of Victoria, based on three servicing zones. If your system is not working as it should, is showing visible signs of deterioration, or if you need peace of mind before an important event please contact our support department to discuss your technology and your service and maintenance requirements and we can provide you with a personalised quote.

TECHNICAL SUPPORT

Your audiovisual and theatrical technology is a major investment and crucial for the day-to-day running of your organisation.

At MultiTek Solutions, we understand this reality, so we offer prompt and outstanding technical support services that give our clients peace of mind.

Whether it's immediate phone support or on-site technical attendance, we offer cost effective assistance in order to safeguard our clients' AV systems and limit downtime.

Preventative Maintenance Packages

Many of our clients choose ongoing preventative maintenance and support packages to ensure their AV systems are always fully functional and performing at their optimum level.

This is also a great way to ensure that we can attend your organisation as timely as possible without the need for quotes and purchase orders to make their way through different departments.

BASIC

Priority response to all support calls

Unlimited access to phone and online support

1x Preventative Maintenance visit per year

Comprehensive system report following Preventative Maintenance visit

2x included on-site support calls per year

36-hour maximum guaranteed on-site response time

STANDARD

Priority response to all support calls

Unlimited access to phone and online support

2x Preventative Maintenance visits per year

Comprehensive system report following Preventative Maintenance visit

6x included on-site support calls per year

Workshop inspection and test of faulty equipment included

Facilitation of equipment repairs*

24-hour maximum guaranteed on-site response time

PLATINUM

First priority response to all support calls

Unlimited access to phone and online support

4x Preventative Maintenance visits per year

Comprehensive system report following Preventative Maintenance visit

Unlimited included on-site support calls per year

Workshop inspection and test of faulty equipment included

Facilitation of all warranty repairs including freight costs

Facilitation of all other equipment repairs*

12-hour maximum guaranteed on-site response time

* Additional costs e.g. freight and repair costs not included

WHAT IS INCLUDED IN A PREVENTATIVE MAINTENANCE SERVICE?

- » Review system status and discuss any issues with client
- » Check all system components for correct operation
- » Check projector lamp and filter hours if applicable
- » Clean projector filters
- » Clean out amplifiers and other rack equipment that has dust ingress
- » Visually inspect, test and tidy cabling, equipment and rack
- » Identify and fix minor faults, inc. minor replacement parts[^]
- » Any major faults will be reported in detail and a quote provided for repair or replacement
- » Provide detailed report following the service

[^] Minor replacement parts include standard AV connectors, wall plates, fly leads, rack cabling, batteries, common power supplies and in situ repairs

In addition to these base packages, we can also tailor an annual package to suit your specific requirements, which can include additional services such as:

- » Negotiated extended warranties
- » Extended on-site support for important events
- » Additional allowance for equipment repair and replacement
- » Inclusion of additional costs relating to warranty repairs
- » Hot-swap equipment — maintain stock of critical parts to ensure rapid turnaround and limited downtime
- » Permanent on-site AV support staff within your organisation

HOW CAN WE SUPPORT YOU?

Contact MultiTek Solutions now to arrange a site visit to audit your organisation's technology systems and tailor one of these packages to your specific needs.

MultiTek Solutions

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