

The Sound Vision Service Plans

We pride ourselves on the execution and detail of our projects and strive to make sure you come out with the most robust system on the market! But we deal with technology that does not last forever (even in 2021) and sometimes things just need a tune-up or an upgrade.

So, The Sound Vision launched a program for Service Plans to help keep you on track to having a functional and updated system for years to come. Here we will go through some qualifying questions to see which one fits your needs.

We recommend everyone to at least be under the Remote Support Plan, this gives Remote Techs real time notifications on the status of your system and lets them be available to you within a 24hrs notice (OvrC is required to have this plan).

Questions:

- Do you have Whole House Audio?
- Do you have a basic Automation System?

If you answered yes to these then we recommend our Basic Service Plan, see back for details!

- Do you or a family member work from home?
- Could you go more then 48hrs with your network down?

If you work from home and cannot afford your network down that long then we recommend our Standard Service Plan, see back for details!

- Do you have Lighting?
- Do you have a Whole House Automation Package?

If these represent you then we recommend going with our Preferred Service Plan, see back for details!

Client Care Packages

Items	Remote	Basic	Standard	Preferred
Pricing	\$300/year	\$750/year	\$1500/year	See Pricing
Network Monitoring	Remote System Monitoring	Basic System Monitoring	Extended System Monitoring	Robust System Monitoring
Remote Reboot Capabilities	Remote Reboot Capabilities	Remote Reboot Capabilities	Remote Reboot Capabilities	Remote Reboot Capabilities
Upgrades	Remote Firmware Upgrades	Remote Firmware Upgrades	Annual Firmware Upgrades	Annual Firmware Upgrades
Labor Discount	Labor Discount \$125 → \$100	Labor Discount \$125 → \$85	Labor Discount \$125 → \$75	Labor Discount \$125 → \$60
Included Service Call	One 2-Hour Service Call annually	One 2-Hour Service Call annually	Two 2-Hour Service Call annually	Three 2-Hour Service Call annually
Extended Labor Warranty	X	120-Day Labor Warranty	150-Day Labor Warranty	180-Day Labor Warranty
Priority Service	X	72 hr Priority Service	48 hr Priority Service	Same Day / Weekends Priority Service
Annual Preventative Maintenance	X	1 Annual Visit	2 Annual Visits	3 Annual Visits
Limited Pre-paid Labor	X	X	2 Hours Service After 150-Day Period	4 Hours Service After 150-Day Period
Equipment Discounts	X	X	Equipment Upgrade Discount 3%	Equipment Upgrade Discount 5%
Annual Calibration	X	X	X	1 Annual Calibration
Telco/Cable Authorization	X	X	X	Telco/Cable Authorization
Pre-paid Programming Labor	X	X	X	10 hrs