2016 CUSTOMER CARE PACKAGES

SERVICE LEVEL AGREEMENTS

Annual system checkups, combined with service calls when the need arises, will keep your system performing at its best and ensure that you get the most out of its features.

At Wilshire Media Systems, we like to be proactive about system maintenance and training. Today's electronics often require software updates that improve performance, fix bugs, and enable new features. Different systems have different levels of complexity, and the end user requires different levels of training.

All electronic systems need some level of ongoing service and maintenance. The level of service you require is based on the type of system you have and the level of customer care you desire.

EQUIPMENT SERVICE PLANS

Extending the terms of your product's manufacturer's parts and labor warranty is a great way to protect your electronics from the unexpected.

In-home repair or replacement plans have no deductible and cover parts and labor. Custom home automation and home theater plans feature power surge protection, removal, reinstallation and remote reprogramming coverage from day one.

Protect your investment with 3-Year and 5-Year extended service plans. Please see your Sales Associate or System Designer for pricing and coverage options to add custom protection for your equipment.

WILSHIRE MEDIA SYSTEMS
Celebrating 60 Years 1954-2014

Visit our showroom ▪ Mon-Sat 10am-6pm or by appointment
805.497.1179 x279 ▪ 1412 N. Moorpark Road, Thousand Oaks, CA 91360 ▪ service@wilshirehe.com

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	STANDARD	BRONZE	SILVER	GOLD
	$149 per hour	**$199/yr** a $300 value	**$399/yr** a $525 value	**$599/yr** a $900 value
Annual Checkup	No	60-min	90-min	120-min
Annual Service Call(s)	No	60-min	90-min	90-min x 2
Phone Support during business hours	No	No	30 min/yr	60 min/yr
Preferred Rates	No	No	$95/hr	$95/hr
Remote Monitoring	No	No	No	Optional
Please indicate your choice:	☐	☐	☐	☐

*Out of area charges may apply.
*Additional charges for 2-Man service calls.
*Bronze, Silver, and Gold packages are for single-room A/V systems with basic control.
*Please discuss optional remote monitoring options with your sales consultant. Additional equipment purchase required.

Choosing to decline a customer care package disqualifies you from receiving support not covered by factory equipment warranties and/or limits you to regular service rates of $150/hr.

Signature: _____

Printed Name: _____

Date: _____

Contact Us for Service: (805) 497-1179 x279 | service@wilshirehe.com