

Maintenance & Support Services

Award-winning services to support your Video Communications Environment

VideoCentric's award-winning Maintenance & Technical Support Services enable you to protect your investment in Video Communications and ensure optimal performance, minimal downtime & improved usage of your video conferencing environment.

Proud to support our customers directly, our three levels of support packages are managed by the UK's most experienced video conferencing support team to make sure you get the best from your video solution, now and into the future.

- 30 years' experience in design, installation, support and maintenance of video conferencing systems
- In-house dedicated and highly experienced technical team & service desk
- Bronze, Gold and Platinum XT levels of maintenance and support, tailored to your requirements
- Stock of spares and parts to ensure swap-outs are managed, from the UK, by a team you know & trust



Contact Sales
sales@videocentric.co.uk
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Contact Technical Support
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Summary of Service Levels

Bronze Level is the standard warranty supplied by the manufacturer for its own hardware. This warranty is “Return to Base” (RTB) for repair. At the end of a Bronze warranty period, no reminder is issued and once out of warranty, the item concerned is deemed unsupported.



Gold Level is the standard maintenance plan offered on individual items with added value from VideoCentric. Includes next business day advance replacement, and is supported by VideoCentric’s own in-house accredited support team. This service includes an on-site escalation to accredited engineers.

Platinum XT Level is a unique offering from VideoCentric that covers the entire installed solution from cable to end-point. Platinum XT offers all the services from our Gold with the added benefit of VideoCentric taking complete responsibility for restoration in the event of a problem, considering both aesthetics and technical performance. This service includes an on-site replacement by accredited engineers with access to project history.



	BRONZE	GOLD	PLATINUM XT
Items Covered	Specific Item	Specific Item	All Installed
Return/Replace	Faulty Repair	Faulty Replace	Any Replace
Packaging	Retain	Dispose	Dispose
Shipping Fee	Yes	Yes	Free
No Fault Found	2-Way Shipping Fee	No Extra Shipping Fee	No Shipping Fee
Downtime	Yes	Minimal - Next Bus Day	Next Business Day
Loan/Replace	No Replacement	Advance Replacement	On-Site Replacement
Transit Damage	Risk	Lower Risk	No Risk
Service Desk Wait	Queues Likely	Minimal Wait Time	No Wait Time
On-Site Cover Dual Display	No	Available	Yes (+Yearly Visit Option)
Match	No	No	Yes
Locations Covered	N/A	Dependant	Mainland GB
Renewable	No (Day 1 Only)	Yes	Yes
Accountability	Manufacturer	3rd Party	VideoCentric
Training	None	Yes	Yes

If you wish to find out more about each level of maintenance, further documentation is available.