

## SERVICES

# THE COMPLETE CARE PROGRAM

The Complete Care Technology Service Program with iSpace Environments provides full protection of your technology investment by including priority scheduling for repair & maintenance, system training for your technology leaders and staff, and phone troubleshooting support for all of your technology equipment.

## SERVICE YOU CAN RELY ON

### PHONE SUPPORT

Service Hub, Engineering, Training, and Customer Service personnel will be available to receive your call and answer your questions during the most business heavy times of the day.

### PRIORITY SCHEDULING

Your system will be evaluated at your site via remote remedial diagnostics within one business day. If required, technical service personnel will be scheduled with priority.

### EQUIPMENT COVERAGE

If required, replacement parts will be coordinated for arrival with our service technician. All qualified costs associated with performance of the contract including the cost of equipment, materials and labor will be paid by iSpace Environments.



## SYSTEM SOFTWARE ARCHIVAL

iSpace Environments will maintain and make available as requested all control system programs and source codes related directly to the installed system for historical reference.

## VIDEO CODEC CONFERENCING EQUIPMENT

We provide a replacement unit while yours is being replaced or repaired. iSpace will also provide remote software updates/upgrades per related manufacturer's program.

## PREVENTATIVE MAINTENANCE

iSpace Environments will schedule (1) annual preventative maintenance to include system diagnostics, cleaning and firmware updates as needed.

## TRAINING & TRAINING MATERIALS

Up to two (1) hour training sessions will be provided upon completion of installation along with applicable training material.

## VIDEO REFRESHER TRAININGS

Upon renewing an existing contract, iSpace Environments will conduct (2) 30-minute trainings.

## VIDEO TEST SYSTEMS

Unlimited usage of the iSpace Environments Video Test Systems; end users may dial into these video conferencing systems for testing and diagnostic purposes.



**HOURS: MONDAY - FRIDAY, 8AM - 4PM**

**PHONE: 612.238.3277**

**VIDEO CALL: [SH@iSpaceEnvironments.com](mailto:SH@iSpaceEnvironments.com)**

**[www.iSpaceEnvironments.com](http://www.iSpaceEnvironments.com)**

