



Premise Security MAINTENANCE PLANS FOR VIDEO SURVEILLANCE



Your location is now secure with a quality video security surveillance system — with one of our maintenance plans, guarantee that it is protected under any circumstance.

	 BRONZE	 SILVER	 GOLD
Response Time	72 hours	48 hours	24 hours
Standard Support Password and Configuration Assistance, Unlimited Telephone and Remote Technical Support	Included	Included	Included
Server Health Automated Reporting (if supported)	Included	Included	Included
Server Software Updates Installation*	—	Included	Included
Field-of-view Assessments and Remediation	—	Included	Included
Firmware Updates	—	Included (if required)	Included (if required)
Software Health Checks Configuration Backups	Annual	Annual	Semi-annual
Camera Cleaning	—	Add on	Included**
4-hour Emergency Response Service	N/A	N/A	Key camera, total outage coverage***
Replacement Parts	10% off purchase price	10% off purchase price	100% coverage
Repair Labor	10% off current rate	100% coverage	100% coverage

 Add-On to Any Plan

Automated Enhanced Notification

System Crash Kit

Forensic Video Review and Evidence Assistance

Assurance Media Provides a 100% Warranty, including onsite service and support against installation defects for a period of ninety (90) days. We guarantee our products are installed in a proper workmanship manner and at any point, during the first 90 days your product fails for any reason; Assurance Media will repair or replace the item at no charge. After 90 days, if your installed solution fails due to any direct installation defect caused by improper installation, Assurance Media will cover 100% of parts and labor for the period of 1 year. After 90 days, in cases where the manufacturer's product has failed, our warranty requires the owner to make a claim with the manufacturer for repair and/ or replacement.