

novum

SALES, INSTALLATION & MAINTENANCE



MAINTENANCE & SERVICING FOR CHURCHES

AUDIO VISUAL EQUIPMENT
PA, LIGHTING & PROJECTION

WHAT WE ARE OFFERING TO CHURCHES & CHRISTIAN VENUES?

PEACE OF MIND

Here at Novum we've worked closely with churches since the company was founded in 2005. We understand the importance of your audio visual (AV), projection or PA system, helping you to communicate the gospel effectively in the 21st century.

Our exclusive church maintenance packages are designed to extend the life expectancy of your church audio visual (AV) system by keeping everything in good working order and sorting any difficulties promptly - much like regular car servicing and repair.

WHAT'S INCLUDED?

ANNUAL SERVICING & REPORTS

We believe it's important for you to get your AV or PA system checked annually, but we also know that you need to be stewarding your resources wisely.

That's why the core of our service plans is an affordable annual servicing of your equipment by our trained and experienced technical staff. Our technicians will inspect and test each element of your AV system to ensure it's functioning correctly, and we'll also perform any minor repairs during the service visit.

After our visit we'll provide a report highlighting any equipment that may need further attention, giving early warning of symptoms that may lead to future problems. This will allow you to financially plan ahead for any upgrades and repairs.

TELEPHONE SUPPORT

Over 80% of technical issues reported to us are solved over the telephone.

Our service plans include full telephone support, giving you access to advice from our talented team who can talk you through most church AV requirements and issues over the phone. With fully staffed telephone support, you're never alone.

(Please note: support lines may not be open during public holidays, and availability will vary according to your support package.)

DISCOUNTED OR FREE PAT TESTING

Any electrical equipment must be maintained in a safe condition, and most churches include annual PAT (portable appliance testing) in their processes each year to ensure the law is complied with. In addition, over 73% of our service call outs last year related to PAT testing issues - quite often due to non-specialised PAT testers failing to connect equipment correctly (or even at all) after testing.

Audio Visual equipment is specialist electrical equipment, so to ensure you have no down-time following your PAT test, our technicians can test all of your AV and PA equipment at discounted rates (or for free*) during the service visit. We can also PAT test other electrical equipment not covered in the maintenance contract at the same time, at discounted rates.

**Free PAT testing available with our Platinum Plan*

CALL 01827 768189 TODAY FOR A QUOTE

DISCOUNTED TRAINING

If you have had a Novum AV installation you will have received our “system induction” training, which talks you through the operation of your system.

We also offer in-depth training tailored to your church or venue volunteers, which allows them to hone their skills and improve their knowledge of AV principles. In this way we can ensure you get the most out of your AV systems. These training sessions normally cost £350+VAT, but if you book a session with your service visit we will give you a 1/2 day training session for just £150+VAT.

WHAT IF SOMETHING GOES WRONG?

In the event something goes wrong with your AV or PA system, your first port of call is our telephone support line. From there we'll offer advice and may be able to solve the problem straight away.

If we can't solve it on the phone, we'll make a site visit. For Gold and Platinum customers, there's no extra charge for us to visit, diagnose and if possible fix the problem. For Silver customers there's a small call-out charge. But either way, we'll make sure the problem is solved.

If we have to wait for parts or replacements, Gold or Platinum customers will receive loan replacements so that you don't have to experience significant AV down-time – we'll put in a temporary replacement until parts arrive or equipment is fixed. For Silver level customers, we offer discounted rental rates for temporary replacement equipment.

PRICING

Every church AV system is different, so the price of your maintenance plan will vary depending on a number of factors.

If you have had an installation with us at Novum, we can give you a price for a maintenance service plan without coming out to visit.

If your system was installed by another company, there is a one-off AV assessment charge of £69+VAT for us to assess your system and offer a schedule of cover.

If you have had your system installed by us since 3rd January 2019, you automatically receive a years subscription to the Silver Plan free of charge.

WARRANTY




During our service visits we'll pay particular attention to equipment with warranties which expire in the near future. This will ensure that everything is fully functional before the manufacturer's warranty expires, maximising the life of your equipment.

For some service support arrangements, you'll benefit from an exclusive extended warranty offer as well.

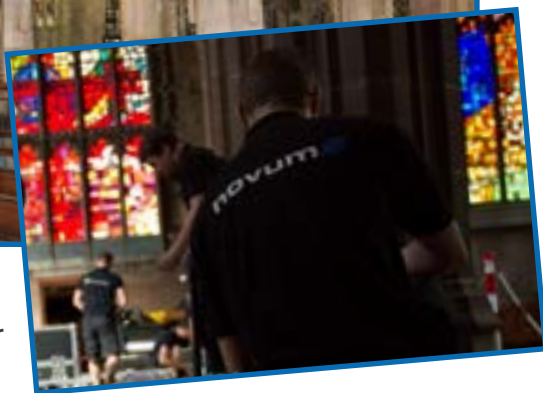
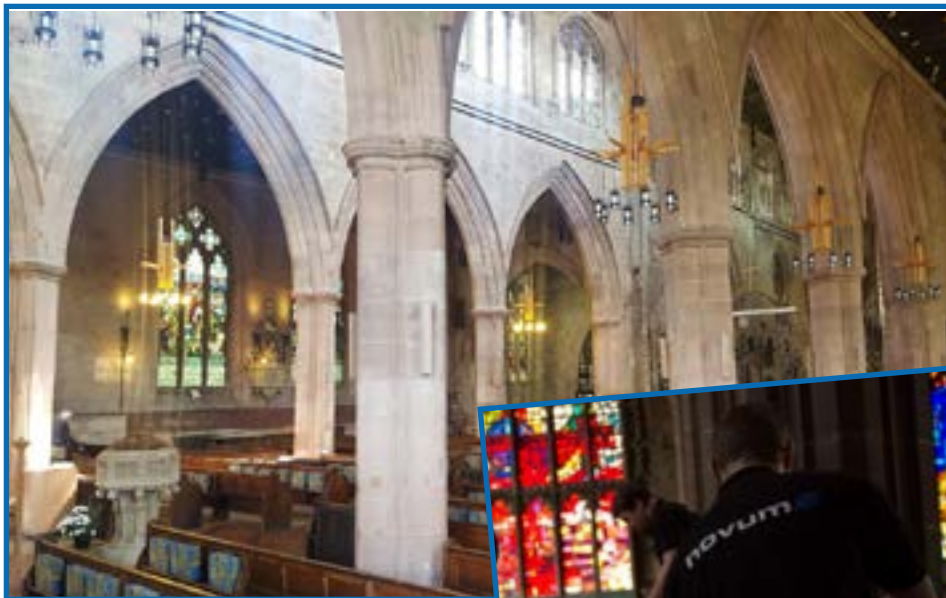
TERMS AND CONDITIONS

The servicing & maintenance plans are subject to our full service contract terms and conditions available on our website: www.novumAV.co.uk

Novum Audio Visual Limited, Unit 1, Plot 7F Claymore
Tame Valley Industrial Estate, Tamworth B77 5DQ

PACKAGE	 SILVER CARE PLAN	 GOLD CARE PLAN	 PLATINUM CARE PLAN
	Pricing		
Annual fee	From £200+VAT	From £350+VAT	From £500+VAT
Or monthly fee (12 month Contract)	From £19.42+VAT /month	From £33.98+VAT /month	From £48.54+VAT /month
3 year contract*	From £185+VAT /year*	From £323.75+VAT /year*	From £462.50+VAT /year*
3year contract paid monthly	From £18.87+VAT /month	From £33.02+VAT /month	From £47.17+VAT /month
5 year contract*	From £165+VAT /year*	From £288.75+VAT /year*	From £412.50+VAT /year*
5 year contract paid monthly	From £17.54+VAT /month	From £30.70+VAT /month	From £43.86+VAT /month
Service, Preventative Maintenance & Training			
Service Visits	Annual servicing Warranty check & minor repairs	Annual servicing Warranty check & minor repairs	6 Monthly servicing Warranty check & minor repairs
Reporting	Equipment and system health check Advice and recommendation reports	Equipment and system health check Advice and recommendation reports	Equipment and system health check Advice and recommendation reports
Telephone Support	9am - 5pm Mon - Fri	9am - 5pm Mon - Fri	8:30am - 7pm Mon - Fri 10am - 12am on Saturdays
PAT Testing (covered items)	£1.25/item	£0.95/item	Major components included
PAT Testing (not covered items)	£1.50/item	£1.50/item	£0.90/item
Extended Warranty	Standard manufacturer RTB warranty + 12 months warranty on installation	Standard manufacturer RTB warranty + 12 months warranty on installation	2 Year on-site warranty parts & installation
Training	£150 for 1/2 day training	£150 for 1/2 day training	£150 for 1/2 day training
Technical Support & Call Outs			
No. Call Outs included	n/a	1	2
Call out fee (inc first hour)	£65	£65 for subsequent call-outs	£65 for subsequent call-outs
Charge per hour thereafter	£45/hr	£40/hr	£35/hr
Response Time	Next available service slot (Usually 7 working days)	Guaranteed 3-5 working days	Guaranteed next working day
Cost Rates for Spare Parts	As charged	As charged	10% discount
Cost of Labour for Remedial Work	£30/hr (3hr min call)	£25/hr (3hr min call)	£25/hr (3hr min call) - First 4 hrs FoC
Replacement Loan Equipment Hire	40% Discount on equipment hire	Limited loan replacement	Limited loan replacement

*Price based on the full contract term being paid in advance.



FREQUENTLY ASKED QUESTIONS

1. What equipment do you cover in our maintenance service contract?

We supply a comprehensive schedule detailing all of the equipment covered by our service plan. If your system was installed by us, this is usually the equipment outlined on your quotation. If it was installed by another supplier, we will need to make an assessment of the AV system. Once this is complete, we'll provide you with the schedule and pricing.

2. Another company installed our AV system, can I still have you maintain it?

Absolutely. There is a one-off setup charge of £69+VAT to cover the costs of the initial assessment.

3. Do you check that the audio system is still balanced and performing correctly?

Yes, we will realign speakers and check sound, projection and lighting processing if required as part of the service visit.

4. Is the permanent wiring covered in the servicing?

Yes, we check all the connectors and connections as part of the servicing, which covers 95% of the issues associated with permanent wiring. Other issues such as breaks are normally caused by tampering or rodents and may not be covered by minor repair work.