



Chester Technical Services, Inc

Service Policy change notification as of January 2009

CTS's service policies have changed to best accommodate budgets and equipment repair. In the past analog labs using cassette recorders and hard wired consoles required a technician to be on site often times for a full eight-hour day. The new labs, for the most part, require less on site time; hence the change in the contracts for a set numbers of calls. To accommodate budgetary money to service the new labs for a year, we will recommend you set aside a dollar figure that is calculated by one of our technicians. As service is performed a bill will be sent to debit this "lab service account". This will generally allow more service calls per academic year.

Please review the following options and let our service representative work on a proposal that best fits your lab and budget.

CTS (on site) Service:

Service - Hourly calculations (per technician) \$150.00/hr on site charge for service of equipment sold and installed by CTS.

Travel - One way hourly charge originating from North Branford, \$100.00/hr (covers all technicians required for the service visit)

All Parts are billable.

A purchase order will be required before the service call is scheduled.

CTS Remote Access Service: WWW. CTSLABS.COM.

No charge for on-line technical support

Note: All above service is to be performed during normal working hours (8am to 5pm EST) Monday through Friday. CTS will respond to all service related calls/emails by the next business day (M-F, 8:00 am to 5pm EST), first by phone to determine if the problem is operational or requires a service visit. A service date will be scheduled to allow the service technician access to the labs without class interference and to allow the IT department time to set up "Admin" user accounts for CTS or to be available during the call. If this is a Sony digital lab and Admin user accounts have not been set up for the CTS tech, the travel time and a one hour service rate will be billed. The service for the lab will have to be rescheduled.

**Service Support - 1-800-342-5285 (Press 2 for Service),
or email at service@ctslabs.com**

WE HIGHLY RECOMMEND YOU CONSIDER THE SANS ANNUAL SOFTWARE UPGRADE PLAN (see attached)

Contact service@ctslabs.com for a quote

The following outlines the various billing procedures:

1. General service to existing Sony Analog labs, Symphony labs and Virtuoso labs: We recommend a list of problems be emailed (service@ctslabs.com) or faxed to (203)-315-5536. A service technician will get back to you with a budget of “not to exceed” for the items listed. We will require a purchase order be submitted.
2. If the lab is to be ghosted or an image cast from one PC to the remaining PC’s, a fee of \$150.00 to install Soloist on one machine, generate a new registration code, set up the PC and configure Soloist folders will be charged. A travel fee of \$100.00 per hour, one way, will also be charged. During this visit an IT person should be present to be informed of the final setup after the imaging process is complete. If CTS has to return to complete the set up on the remaining machines after the imaging is complete, there will be a charge of \$50.00 per client station plus travel at \$100.00 per hour, one way.
3. If ghosting or imaging a lab is not possible and CTS is required to install Soloist on each station with new registration codes for each station, individual PC set up and Soloist configuration folder setup, the charge is \$60.00 per client station plus travel at \$100.00 per hour, one way.
4. Depot service (in warranty): Equipment returned to CTS for repair during the warranty period will be repaired or replaced by CTS at no charge to the School.
5. Depot service (out of warranty): Equipment returned to CTS for repair will be repaired at a bench charge of \$80.00 per hour, plus parts and shipping.

Additional Services

AP Testing:

CTS is now offering support for AP testing. This service will be at the rate of \$650.00 per test. This charge will include travel, labor and expenses. This does not include an over night expense.

This fee will be waived for the warranty year. A technician will be present for the May 2009 Spanish language AP exam on a first come first serve basis.

Equipment and System Training:

\$150.00/hr plus travel and expenses

\$1000.00/day for groups up to 5 people. (2) 3 hour sessions per day, plus travel expenses

Installation Rates:

\$150.00/hr plus travel and expenses: Hourly calculations (per technician) on site.

Travel rates for installation: One way hourly charge originating from North Branford, CT, \$100.00 per hour (covers all technicians required for the visit).

General Conditions effecting Service and Warranty:

Warranty does not cover **misuse or vandalism**. (This service will be billed at the rate of \$150.00/hr and parts.

All Warranty and Service rates are during normal business days Monday through Friday, 8am - 5pm EST.

Customers are required to call and set a date for any of the service visits. Call 800-342-5285 and press 2.

A list of problems should be faxed (203-315-5536) or emailed (service@ctslabs.com) to CTS to prepare technicians accordingly.

CTS guarantees a Sony certified technical person to evaluate the problems and determine parts or service required.

CTS will schedule the required number of personnel to quickly get the system up and operational.

Labs requiring use of PC's, network and servers must have a person from the IT department available during a Service call with administrator access, or set CTS up with full administrator access to the local machine. Failure to provide this support requiring a return service visit will make this a billable call whether it is warranty or service.

Following would be the contact information for any service issues not resolved to the schools satisfaction:

Chester Technical Services Inc. (dealer)
Douglas F. Rice, President (800)-342-5285 drice@ctslabs.com