




Professional Services

À la carte services

24/7/365 service desk support | Support from the people who know your equipment best

Part number	What's included?	We thought of everything	QR code
<ul style="list-style-type: none"> • 007-000002-01 	<ul style="list-style-type: none"> • 24/7/365 availability • We offer dedicated one-on-one support to identify, diagnose, and resolve complex system issues 	<ul style="list-style-type: none"> • We offer a seamless single point of contact for all technical support and service requests • We thoroughly document all calls so we can identify and analyze recurring issues 	



Preventative maintenance | Optimize system performance and prolong your equipment life

Part number	What's included?	We thought of everything	QR code
<ul style="list-style-type: none"> • 007-000319-01 (includes local travel) • 007-000321-01 (includes non-local travel) 	<ul style="list-style-type: none"> • We proactively inspect, detect, and correct any potential issues • We clean, test, and optimize your systems • We take care of software/firmware upgrades • We replace consumables¹ to prolong the life of your systems and improve reliability 	<ul style="list-style-type: none"> • We efficiently schedule visits based on your availability and preference • We thoroughly document all the work we perform and parts we use 	



¹ Our parts coordination team will procure and separately invoice all consumables required to fulfill service obligations.

À la carte services (continued)



Emergency service | We're always by your side to get your system back up and running in no time

<p>Part number</p> <ul style="list-style-type: none"> • 007-000004-01 (Hourly 24-hour response) • 007-000320-01 (Per day NBD response) • 007-000322-01 (Per event) 	<p>What's included?</p> <ul style="list-style-type: none"> • Rapid onsite response, inspection, and repair brings your failed equipment back online • Recalibration and rigorous testing return your systems to factory-specified guidelines • Parts replacement and repair prolongs the life of your systems and improves reliability 	<p>We thought of everything</p> <ul style="list-style-type: none"> • We thoroughly document all the work we perform and parts we use 	<p>QR code</p> 
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Critical inventory management | Provides the service parts you need, right when you need them

<p>Part number</p> <ul style="list-style-type: none"> • Contact your Christie sales representative 	<p>What's included?</p> <ul style="list-style-type: none"> • You get increased access to critical spare parts from our forward-stocking locations: <ul style="list-style-type: none"> • Monday-Friday 8:00am PST (UTC-7) • Saturday 8:00am - 1:00pm PST (UTC-7) • Expedited spare parts fulfillment <ul style="list-style-type: none"> • Next business day or Saturday delivery² • Same-day access - Will call • Same-day access - Special delivery³ 	<p>We thought of everything</p> <ul style="list-style-type: none"> • Your mission-critical spare parts ship immediately without RMA delay • Local access and extended hours to spare parts accelerates your onsite case resolution 	<p>QR code</p> 
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Remote monitoring with Cinergy | For proactive and data-driven support



<p>Part number</p> <ul style="list-style-type: none"> • Contact your Christie sales representative 	<p>What's included?</p> <ul style="list-style-type: none"> • Proactive around-the-clock monitoring, error detection, and resolution ensures systems are run at peak performance • Device configuration, preventative maintenance, and asset reporting 	<p>We thought of everything</p> <ul style="list-style-type: none"> • Predictive analytics spot potential issues before your operations are affected 	<p>QR code</p> 
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² This is available if you place your order by 8:30am PST (UTC-7) Monday-Friday. If you place an order by Saturday at 10:00am PST (UTC-7) you'll receive your order on Monday.

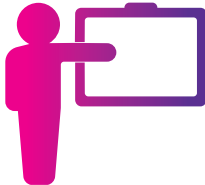
³ This is available on a case-by-case basis and we invoice customers for the delivery fee.

À la carte services (continued)

ChristieCare | Secure tomorrow, today, with each moment worry free

Part number	What's included?	We thought of everything	QR code
<ul style="list-style-type: none"> Contact your Christie sales representative 	<ul style="list-style-type: none"> We offer concierge-level support and complete system protection for both Christie and third-party parts⁴ beyond the standard warranty period with options to include critical inventory management, onsite services, and Cinergy remote monitoring. 	<ul style="list-style-type: none"> You receive continued coverage for out-of-warranty parts, which prolongs your equipment life With a multiple year extended warranty contract, you can lock in our current rates and cancel when you are ready to upgrade to a new Christie equipment 	

Onsite training | In-depth, hands-on training that precisely aligns to your AV system

Part number	What's included?	We thought of everything	QR code
<ul style="list-style-type: none"> Contact your Christie sales representative 	<ul style="list-style-type: none"> Catered to your individual needs, our trained experts lead your employees from start-up to power-down and everything in-between, to increase user comprehension and reduce pain points 	<ul style="list-style-type: none"> We provide valuable troubleshooting skills to resolve your locations' specific challenges We aim to create satisfied and confident users to reduce systems issues and maximize uptime 	

⁴ Depends on support from a third-party manufacturer.

CHRISTIE®

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Let's get started.**



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