

For the ongoing smooth day to day running of your soundfield systems, it is important that a member of school staff is designated to provide first line support and internal training. We advise that this person is available and involved during the installation process to familiarise themselves with the equipment and experience how the system works.

Connevens offer free soundfield support training courses at our Surrey headquarters. On site training visits after installation, which are normally chargeable, can also be arranged.

### Installation

Installing a classroom soundfield system is a very simple process. Installing during holidays is preferable, with clear site access required from 8am to 6pm with power available. We are happy to install during term time but the rooms would not be available for teaching on that day. Connevens offer an installation service at £450 for two classrooms in England and Wales.

Please ask us to quote for installations in other areas.

Soundfield system demonstration and training is free during the installation. We ask to have your soundfield support person 'on site' during installation to allow any issues to be easily resolved and sign off the installation once complete.



### Telephone support

Connevens legendary telephone support is available free of charge during office hours to Connevens customers. If you would like help, please call our Customer Services team on 01737 247571 who will be very happy to help.



### Warranty & on site maintenance

Our experience is that the majority of issues are as a result of faulty accessories, such as leads and batteries, or simply 'operator error' which can usually be solved easily by the designated soundfield support person. There is a 'return to supplier' warranty for the soundfield system equipment – see page 92.

As the warranty is on a 'return to supplier' basis, site visits during this period are chargeable. In the event of a problem simply return the faulty item to Connevens for repair or replacement.

Annual on site maintenance is available at an extra charge – customers with a Soundfield Maintenance Contract receive a 50% discount on non routine service visits, see below.



### Two further maintenance approaches

If you have a good school audio visual service then we advise you extend their remit to include the soundfield systems. We at Connevens are happy to work with your local technicians and offer training courses for them. Integrating everything into one complete service has obvious advantages for you.

For those with no AV support, Connevens offer routine annual maintenance contracts, usually scheduled during holiday periods to allow easy access to rooms. Connevens are able to tailor contracts to the number of installed systems and specific customer requirements. As a price guide, contracts are based on a day rate including travel time, of £375 plus cost of parts, travel and subsistence.

No maintenance contract is a substitute for good self fault finding. It would be a great pity to pay for a service visit only to find the volume has been turned down or a battery is flat!

