

Integrated Data Needs Ltd

Service Overview:- Projector and Interactive Whiteboard Servicing

Key Highlights

- From as little as £30 per classroom
- Fully manufacturer trained and accredited expert engineers with years of experience
- Discounted Rates on new Audio Visual Hardware
- Smart and Promethean Authorised Installers
- Full Technical Helpdesk access
- Hassle free resolution
- Available Monday to Friday, 7.30am to 5.30pm
- NICEIC Registered company
- ISO9001 Company

IDN are pleased to announce an extension to our current service offering to our Education clients.

We have had many schools ask about maintenance/service contracts on their projectors/Interactive Whiteboard as they are time consuming or never get carried out. There is also a health and safety concern for the schools staff as to carry out an effective service to projectors needs to be demounted.

Many customers have taken out this service agreement and have found it very successful

Projector and Interactive Whiteboard maintenance is essential to every Audio Visual Infrastructure and if carried out regularly and professionally the industry believes that it can add 25% enhanced life to the equipment.

What's Included?

- An annual service of Projector and Interactive Whiteboard
 - Service projector - Clean Filters & Lamps, Reset timers, Re-align & tighten projector mount.
 - Service IWB - Clean, Re-calibrate and Keystone.
- Telephone diagnoses of faults and attend site if unable to rectify via helpline-contact warranty provider on behalf of school
- Fit replacement lamps/hardware if required (hardware itself not covered)
- Attend site to disconnect and pack board ready for collection by Projector and Interactive Whiteboard Manufacturers, re-attend and fit Hardware upon return
- Provide discounted rates on new projector purchases
- Discounted rates on all accessories

What's Not covered?

- Any replacement parts
- Fitting of new projectors/boards

FAQ

Customers who have previously taken out this service include:-

- Trull CofE Primary School
- St Andrews Primary School
- Stoberry Park Primary School
- Preston CofE Primary School
- Beechfield Primary School
- Greenfyld Primary School
- Selworthy Special School
- Woolavington Primary School

How much does it cost?

Prices start from £30 per classroom.

How many services will I get a year?

It is recommended that projectors and whiteboards are serviced every 12 months. We shall schedule a visit immediately if the projectors haven't been serviced before.

If we have a problem with a projector will you fix it?

Yes, we shall take ownership of the fault until it is fixed. This includes dealing with the manufacturer during the warranty period.

We only include the labour and not materials. We offer discounted pricing for bulbs and filters to our maintenance customers.

If the units are outside of manufacturer warranty period we can provide a repair cost to include labour and material or a discounted replacement unit.

Can you include materials?

Yes, we can include materials but generally the projectors come with a 3 year warranty so is not the most cost effective option.

We have a hall projector, Can you cover this?

Yes, we can cover this as part of your maintenance as typically to service these items high level access equipment is required.

Does this service offer a return on investment?

Yes we believe so, although not a direct monetary return but by servicing annually and fitting replacement filters/bulbs correctly it should extend the life of the hardware.

How do I get a quote?

It's very simple. Just give us a call on 08449 80 80 08 or email us at sales@idnonline.co.uk to request a survey.