

SIGMA Managed Service Agreement

Reliable options. Clear commitments.

Media technology is businesscritical – and operational reliability builds trust. With our Managed Service Agreement, we make sure your systems run reliably, faults are resolved promptly and transparently, and your investment is protected for the long term – backed by a clearly defined Service Level Agreement (SLA).

	No service contract	Service contract
Handling in our ticketing system	🕒 As available	🕒 Priority
Phone support from our AV and media technology specialists	🕒 As available up to 1 week	🕒 Max. 4 hours
Onsite arrival of the service technician	🕒 As available up to 4 weeks	🕒 Max. 3 working days
Service handling	🕒 As available	🕒 Priority
Spare parts procurement	🕒 As available	🕒 Priority
Annual maintenance	✗ Not included	✓ Included
Software upgrades and patches	✗ Not included	✓ Included

TICKET-BASED HANDLING

Every service issue, whichever channel it reaches us through, is logged, documented and handled centrally and transparently in our ticket system.

HOW TO REACH US

Our service team is available via our hotline (weekdays, 8:00 am – 5:00 pm), by email or through the **service form** on our website.

REACTION TIME

Precisely defined response times in our Service Level Agreements (SLA) give you planning certainty.

ON-SITE SERVICE

If an onsite visit is necessary, a technician will be with you within three working days – Monday to Friday, 8:00 am – 5:00 pm. Shorter response times can be agreed if needed.

MEDIA INSTALLATION MAINTENANCE

Reliable operation needs regular maintenance. Our technicians inspect, clean and calibrate your systems on site.

OUR MANAGED SERVICE COVERS

- visual and functional inspection of all media systems
- cleaning of LED screens, displays, optics, filters, fans and ventilation grilles
- mechanical alignment of LED screens, displays,
- projectors, cameras, loudspeakers, microphones
- electrical calibration of LED screens, displays,
- projectors, cameras, loudspeakers, microphones
- software upgrades and patches
- functional testing
- maintenance documentation

Already received an offer from us?

**Talk to us about adding the
Managed Service Agreement:**

+49 211 5377 123 | service@sigma-av.com

All service agreements run for a term of one year and renew automatically unless terminated one month before the end of the term. Services apply to the media technology installed by SIGMA at the agreed location. Extensions or changes to the installed technology, as well as additional work, consumables and spare parts, are invoiced separately. Any side agreements must be made in writing. For further information, please refer to our **General Terms and Conditions**.