

# CLEARVISTA SERVICE LEVEL AGREEMENTS

From standard warranty to elite Platinum support, ClearVista delivers the right level of protection and proactive care for your AV investment.

| SERVICE FEATURES                                 | STANDARD WARRANTY | EXTENDED WARRANTY | SILVER SLA | GOLD SLA | PLATINUM SLA |
|--------------------------------------------------|-------------------|-------------------|------------|----------|--------------|
| 90-Day Labor Support                             | ✓                 | ✓                 | ✓          | ✓        | ✓            |
| Standard Phone Support                           | ✓                 | ✓                 | ✓          | ✓        | ✓            |
| 180-Day Extended Support & Labor Coverage        |                   | ✓                 | ✓          | ✓        | ✓            |
| Cable & Connection Inspection                    |                   | ✓                 | ✓          | ✓        | ✓            |
| Basic Cleaning & Recalibration                   |                   | ✓                 | ✓          | ✓        | ✓            |
| Firmware Updates                                 |                   | ✓                 | ✓          | ✓        | ✓            |
| Reactive Maintenance Visits*                     |                   | ✓                 | ✓          | ✓        | ✓            |
| Proactive Maintenance Visits*                    |                   |                   |            | ✓        | ✓            |
| Discounted Emergency Visits                      |                   | ✓                 | ✓          | ✓        | ✓            |
| 1-Year Support & Labor Coverage                  |                   |                   | ✓          | ✓        | ✓            |
| Discounted Replacement Hardware                  |                   |                   |            | ✓        | ✓            |
| Cable Management                                 |                   |                   |            | ✓        | ✓            |
| 1 Business Day Response Time*                    |                   |                   |            |          | ✓            |
| Free Interconnect Replacements*                  |                   |                   |            | ✓        | ✓            |
| VIP / Supplemental Advanced Product Replacement* |                   |                   |            |          | ✓            |

\* **Reactive Maintenance Visits:** Max 2 per year, excludes incompatible hardware.

\* **Proactive Maintenance Visits:** Max 4 per year.

\* **1 Business Day Response Time:** Service visits scheduled on first available business day.

\* **Free Interconnect Replacements:** Damaged or defective cables, accessories, adapters, and mounting accessories (manager approval may be required).

\* **VIP / Supplemental Advanced Product Replacement** If hardware should fail, supplemental product replacement will be provided (of comparable performance), if needed, to keep you up and running!

\* **Expedited Service Response:** For premium customers needing faster service when standard scheduling is unavailable.

