



MISSION ELECTRONICS, INC.

SERVICE AS GOOD AS GOLD

EXTENDED SERVICE AND SUPPORT PROGRAM



Your Audio-Visual Facilities Management Team

An extremely valuable component of the products and services that Mission Electronics, Inc. offers is the MEI Extended Service and Support Program (ESSP). This program is every bit as important to your system as the design, integration and technical services. It provides semi-annual system checks and scheduled maintenance, servicing of failed equipment under warranty, priority placement for service calls and software updates. Think of us as your off-site audio/visual facilities management team.

Protect Your Investment

When you invest in an audio/visual system for your company, you want to insure that it will be maintained perfectly and any malfunction will be corrected. This reduces the risk of system down time or the untimely failure of equipment during a presentation. Using the latest technology, MEI is able to monitor, or help you monitor (whichever you prefer) the components of your system from our office and check for any malfunctions or problems, even going so far as to be able to tell you when the lamp in your rear-screen projector needs to be replaced! And then we'll come out and replace it for you.

Our Certified Technology Specialists

Our highly trained technicians can take the worry out of system maintenance for you. We are committed to providing excellent service for our clients and with the ESSP, our technical services team is a phone call away for any assistance you may need with your system. All of our technical staff members have passed CTS certification courses and testing with the International Communications Industries Association (ICIA), the premier trade association for the audio/visual community. We regularly send our staff to continuing education classes and many hold advanced level certifications.

What if You Didn't Buy from MEI in the First Place?

Whether MEI installed your system or not, we can still offer you the very best in troubleshooting and maintenance services. There are many audio/visual firms that install product, but few offer the kind of advanced level service program we do. And in many cases, we can help your system to work more efficiently, making system checks easier and less time-consuming.

SERVICES OFFERED

- SCHEDULED MAINTENANCE
- PERFORM FULL SYSTEM CHECK
- MAKE ALL NECESSARY ADJUSTMENTS
- CLEAN AND INSPECT ALL EQUIPMENT
- TELEPHONE TECHNICAL SUPPORT
- SERVICE CALLS
- SOFTWARE UPDATES
- SERVICING OF WARRANTEED EQUIPMENT

Level II Comprehensive Coverage

Provides all of the above services, plus repair of out-of-warranted equipment.

Equipment warranties vary in length and coverage. Extended warranties can be purchased separately from MEI.

TESTIMONIALS



“Coy Pendergraft has been providing me with top notch service. I deal with him almost on a weekly basis and he is always very dependable and courteous. He exhibits extraordinary knowledge and skill in the area of Audio Visual and Electronics and the service he provides helps me maintain one of the top conference centers in Kansas City. I am very pleased with the service that I get from both Coy and the rest of the Mission Electronics team.”

*- David Semro, Technology Specialist
The Kauffman Foundation, Kansas City, MO*

“As Director of Media Services for a major children’s hospital, I need to rely on my vendors for the highest quality service and support available. The personnel at Mission Electronics have provided Children’s Mercy Hospital with just that for many years. The professional and knowledgeable staff at Mission always comes through for us and is willing to go the extra mile to help us serve our clients. For quality, value and support and service after the sales, Mission Electronics is always my first choice when the hospital needs the latest in multimedia technology to support our demanding educational needs. Thanks!”

*- Kerry M. Kirk, Media Services
Children’s Mercy Hospital & Clinics, Kansas City, MO*



MISSION ELECTRONICS, INC.

YOUR COMPLETE AUDIO/VISUAL SOLUTION



MEI is proud to have been awarded the Gold Level as a Certified Solutions Provider.

For more information, call 913.894.8480 or visit www.missionelectronics.com
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