SECURITY AND AUDIOVISUAL
SERVICE AND MAINTENANCE AGREEMENTS

ncs

With our comprehensive maintenance agreements, NCS can offer the expertise and support to ensure your systems perform optimally and reliably, providing you with peace of mind and uninterrupted protection.

PREVENTATIVE MAINTENANCE

We schedule quarterly inspections to keep your system performing to its fullest. Preventative Maintenance visits include:

- Exterior cleaning of dust and dirt from system components including projector lenses, camera lenses and domes.
- Interior cleaning of system components as needed.
- Cleaning of all dust filters in system components.
- Testing for normal function of all system components.
- Repair or replacement of any system components necessary to restore normal system function.
- Software and firmware updates to equipment.
- A written summary of maintenance performed, and any necessary or recommended action required to ensure the system's continued service and operation.

RESTORE SYSTEM FUNCTIONALITY

We schedule service calls to restore your system to normal operation. Covered Service Calls include:

- Repair or replacement of system components as needed to restore normal system function.
  - When an installed system component is non-repairable, and a new replacement is not available, NCS will provide an equivalent make or model to replace the defective component.
  - When an installed system component is replaced with a different make or model, NCS will provide any required programming to restore the system to normal function.
- All labor necessary to return your system to normal operation.

NCS CUSTOMER PORTAL:
SUPPORTING THE EVER-CHANGING WORLD OF TECHNOLOGY

STEP 1: CREATE AN ACCOUNT

NCS makes it easy to schedule an appointment on your system with our Customer Portal. Once you have signed in, you can create or view existing tickets.

STEP 2: MONITOR TICKETS

Easily monitor ticket progress without having to pick up the phone. The tickets are updated in real-time and include notes about the progress and stage of the ticket.

STEP 3: RECEIVE UPDATES

You will receive status update notification emails as we process your tickets. Communicate with our team by replying directly to these emails.

Investing in a maintenance plan can significantly extend the lifespan of your audiovisual and security systems. All NCS service level agreements (SLAs) offer flexible, customized preventative maintenance and technical support to keep your equipment functioning effectively and within budget.

24/7 SERVICE SUPPORT

UNLIMITED ONSITE TECHNICAL SUPPORT

NCS will respond onsite within twenty-four hours of receiving an initial service request. Our team will assess the issue and determine the necessary actions to resolve it. This priority response applies to clients with a service agreement, ensuring faster assistance than non-agreement customers.

DISCOUNTS ON REPLACEMENT PARTS AND TECHNICIAN LABOR

NCS is equipped to identify, diagnose, and repair system issues. Our skilled service technicians can effectively track down problems and address any audiovisual or security concerns you may have.

ANNUAL SYSTEM TESTING & CALIBRATION

Prevent downtime of your systems or components through regular endpoint monitoring, scheduled maintenance, and training for your team.

OUR CLIENTS

Children's Health	Ineos	NASA
Christus Health	Kinder Morgan	United Airlines
Kelsey-Seybold	Frito-Lay	Tesla
MD Anderson	BASF	Kroger
UTMB	Covestro	Insperity
Lubrizol	Texas A&M	Deer Creek ISD
Shell	San Jacinto Collge	Richardson ISD
Chevron	Lone Star College	Clear Creek ISD

NCS has provided Lubrizol with quality network infrastructure support for over 20 years. NCS is one of the most safety-conscious and customer service oriented companies Lubrizol has worked with to date.

-PAUL QUERE, LUBRIZOL

Structured Cabling | Audio Visual | Security | PoE Lighting | DAS

sales@ncs-tx.com 800.876.2524 www.ncs-tx.com