

A V PROFESSIONALS . CO . UK



PROFESSIONALS

24/7

SUPPORT COVERAGE

2025

PEACE OF MIND FOR YOUR HOME TECHNOLOGY

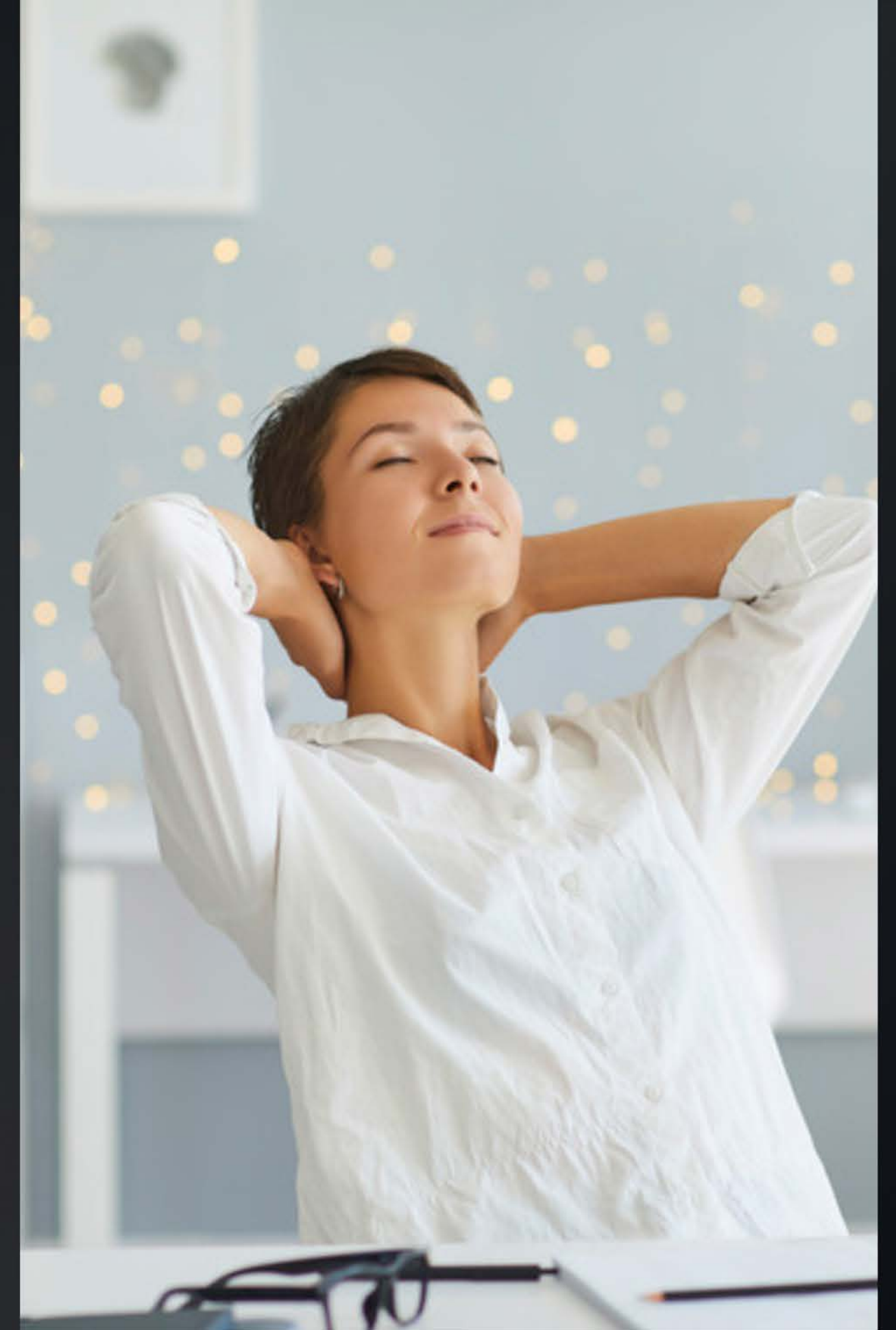


ABOUT US

Always step forward
and make a difference
for better services &
peace of mind

At AV Professionals, we take a proactive approach to remote system support, minimising disruption to your home technology. We offer three levels of remote support packages to suit different needs, with bespoke agreements available upon request. These options are designed to reduce system downtime caused by minor issues and can significantly lower the cost and frequency of engineer call-outs.

All three of our monitored support packages include real-time alerts, notifying us instantly if critical devices go offline, ensuring fast response times and peace of mind.





Remote Access

When possible this saves the cost of engineering time on site



Device Monitoring

We react to critical devices going offline within the hour



Tech Support

First-line technical support 24/7 via phone, email, or chat



OUR PRICING

PER MONTH + VAT

NON CONTRACT

£0

Our No Cost plan is our pay-as-you-go program that doesn't include after-hours support.

Remote services are £120/hour,
On-site service is £160 for the first hour and £120 every hour thereafter.

SILVER

£50

Setup Fee: £400+

24/7 Email, Text and Chat Support
We're available to communicate with you in whichever manner that best fits your lifestyle.

5% Discount off Control4 repairs, replacements & upgrade equipment.

GOLD

£70

Setup Fee: £400+

24/7 Phone Support
Experience the convenience of a live answer by one of our knowledgeable technicians.

10% Discount off Control4 repairs, replacements & upgrade equipment

PLATINUM

Our Best Support

£110

Setup Fee: £400+

24/7 Phone Support
Experience the convenience of a live answer by one of our knowledgeable technicians.

15% Discount off Control4 repairs, replacements & upgrade equipment

1-day engineer site response time

These packages provide sufficient features for you

SUPPORT PACKAGES

F

S

G

P

First line remote support is 24/7 all year round, with a fault finding success rate of 75%
Phone, email or online chat

-



24/7 Phone Support Experience the convenience of a live answer by one
of our knowledgeable technicians.

-

-



Real-time system monitoring with crucial device fault notifications after one hour

-



Escalated remote support is 9 am-7 pm weekdays, 10 am-3 pm weekends
(excludes bank holidays)

-

1-2
Days

1 Day

1 Day

Engineer site response - Major issue (weekdays only)

3-4
Days

2-3
Days

1-2
Days

1 Day

Discounts off Control4 repairs, replacements & upgrade equipment

-

5%

10%

15%

Remote annual system health check with system and driver upgrades & tune up

-

-

-



Support packaged billed monthly by Direct Debit only (Prices shown are ex VAT)

-

£50

£70

£110

SYSTEM TAKEOVER & RECOVERY

Process

If you've lost contact with your original installer or your current system is no longer performing as it should, or if you need us to complete a partially installed system, we can assist in most cases.

To get started, please send us a summary of the equipment you have, a description of the issues you're experiencing, and clear photos of the main rack and hub locations. Once reviewed, we'll advise if any additional hardware is required to bring your system under support.

REMOTE
ASSESSMENT

1

Provide us with your system details, issue summary, and photos of the main rack and hubs. We'll assess whether a system takeover is viable and highlight any immediate concerns

ENGINEER SITE
VISIT & AUDIT

2

An engineer will attend your property to perform a comprehensive system health check and site audit. Where possible, minor faults will be resolved during this visit. (Included in the £895 + VAT setup fee)

REMOTE
CONFIGURATION
&
OPTIMISATION

3

Our support team will set up secure remote access, configure monitoring for both critical and non-critical devices, and carry out any necessary system adjustments

ONGOING
SUPPORT VIA
GOLD
SUBSCRIPTION

4

You'll be onboarded onto our Gold remote support plan (£70 + VAT/month), ensuring your system is monitored, maintained, and supported moving forward.

OUR PARTNERS

A partnership is a formal arrangement by two or more parties.

Technology systems occasionally experience disruptions. We want to keep things simple and provide support if your systems experience any of these disruptions.

From proactively monitoring and fixing your system remotely to enable you to reset your own system easily - we have you covered.



PARASOL



CONTROL4



OVRC

A combination of knowledge and skills in various fields can enhance performance.

FAQ

Why do I need a support contract now when I've not had one in the past?

We recognise that Smart homes do require ongoing maintenance, and sometimes things don't work as expected and may need to be reset or require a software patch. Typically, these things generally happen when you need them most, so having a robust support solution available 24 hours a day, 365 days a year, has been a priority service to offer to our clients. To implement this service, we have invested in new team members, software and partner services.

What are the benefits of having proactive remote monitoring?

Proactively monitoring devices helps us deal with a potential fault before it becomes an issue, and we get notifications if a device is unavailable for a prolonged period of time. Therefore, we can typically fix issues before you even know there's an issue, especially late at night or on weekends, while you aren't using the system. Also, from time to time, vendors will release software updates for their equipment to resolve security or functionality issues. These updates need to be managed so that they don't impact equipment from other vendors. As part of the maintenance, we can do this remotely during your health check service.

What do you monitor and what don't you monitor?

We use a system called OvrC, which is integrated into your network. This lets us see if devices are online or not, the health of AV devices and light switches. Internet state and average speeds. We don't monitor the quality of audio/video services, only if the devices are on and connected. We don't monitor 3rd party APPs like Netflix or music streaming services. We also don't monitor home appliances, fridges, washing machines, security alarms and sources such as Sky or media appliances.

How do I get in contact with the service desk?

Clients subscribing to a support contract will be issued with a dedicated priority telephone number and email address to log support tickets. These tickets will be tracked to ensure they are being handled correctly and escalated efficiently when required. Non-contracted clients can only email help@avprofessionals.co.uk and will be contacted as per the response times detailed in the support overview document.

If I don't have a service contract, how do I get support?

Clients who don't wish to benefit from 24/7/365 priority support can only email help@avprofessionals.co.uk. We will respond within the timescales indicated on the support overview document and during business hours 9am – 4pm Monday to Friday.

FAQ

What payment options are available for the support contract?

Clients who subscribe to a monthly service plan can pay monthly via direct debit. Clients who wish to pay for a year in advance will benefit from a 5% discount.

What are the benefits of having proactive remote monitoring?

Clients with a support contract, along with priority support and annual system health checks, a discounted labour rate, those with Standard and Premium support will benefit from discounts on hardware upgrades (as specified in the T&Cs).

Is it really 24/7/365 support, will we wake up an engineer if we call at 3am?

No, we use a dedicated 24/7 support partner (Parasol) who are experts with smart home technology who cover the calls 24 hours a day, so you will always be able to get through to an expert technician.

Will I be kept on hold or expect a call back a few hours or even days later?

Calls are answered immediately by an expert engineer. If in the rare occasion, the call diverts to voicemail, then you will be called back promptly so we can deal with the issue immediately.

What pre-requisites do we need to have to qualify for a support contract?

The remote management platform requires a product called OvrC, which is already installed on many systems, like Control4. In the case where OvrC isn't available then a dedicated appliance will be required so add on to the network.

Who is Parasol and why are they providing first line support?

Parasol is our technical partner who provides first-line support for AV and Smart Home products. They specialise in the technical aspects of the equipment we install. They won't know the specific layout of your home; they only know about the technology being used, and we provide them documentation of your setup.

What happens if the issue can't be fixed over the phone?

Calls are escalated if the first line response doesn't resolve the issue. Escalations are handled by our in-house team of technicians, and should an on-site visit be required, then we will schedule this with you.



PROFESSIONALS

THANK YOU
