



## **Chester Technical Services, Inc**

### **Service Policy change notification as of October 2013**

To accommodate budgetary money to service the new labs for a year, we will recommend you set aside a budgetary figure that is calculated by one of our technicians. As service is performed a bill will be sent to debit this "lab service account". This will generally allow more service calls per academic year.

Please review the following options and let our service representatives work on a proposal that best fits your lab and budget.

#### **CTS (on site) Service and Installations:**

Service and Installation Charge- \$150.00/hr (per technician)

Travel- \$100.00/hr (A One way hourly charge originating from North Branford, Ct)

All Parts not covered under warranty are billable.

A purchase order will be required before the service call is scheduled.

#### **CTS Remote Access Support:**

A charge of \$75.00/hr for remote on-line technical support will be applicable\*.

\*The remote support charge will be determined by the technician you speak with.

#### **AP Testing:**

On-site support for AP testing is available. This service will be at a rate of \$650.00 per test. This fee includes travel, labor and expenses. This does not include an overnight expense.

#### **SANS VIRTUOSO LAB OPERATIONAL TRAINING BY A CERTIFIED CTS TRAINER:** \$675.00 for a 4-hour on-site training, includes travel from Connecticut!

- basic lab operation for start-up in September or February and AP training **PRIOR** to exams are a few examples.

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Note: All service is to be performed during normal working hours (8am to 5pm EST) Monday through Friday. CTS will respond to all service related calls/emails by the next business day (M-F, 8:00 am to 5pm EST), first by phone to determine if the problem is operational or requires a service visit. A service date will be scheduled to allow the service technician access to the labs without class interference. This will also allow the IT department time to set up an "Admin" user account for CTS, or for an IT representative to be available during the call.

#### **Important:**

**If this is a Sony digital lab and an Admin user account has not been set up for the CTS technician, the travel time and a one hour service rate will be billed to the school. The service for the lab will then have to be rescheduled.**

## **SANS Software Upgrade Plan**

We HIGHLY recommend you consider the SANS Software Upgrade Plan.

It will keep your SANS software current for updates with Microsoft, Antivirus software, etc.

If you do not have this plan in place and your school moves to Windows 7, your software will not operate.

There have been many changes, improvements and upgrades to the software that teachers and students alike will find. Exciting additions to the lab that will enhance the acquisition of languages.

Contact Rachel Welch for more information. [rrice@ctslabs.com](mailto:rrice@ctslabs.com)

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### **General Conditions affecting Service and Warranty:**

Warranty does not cover misuse or vandalism. Typical service rates apply.

All Warranty and Service rates are during normal business days Monday through Friday, 8am - 5pm EST.

Customers are required to call or send an email to establish an agreed upon date and time for service visits. Call 1-800-342-5285 and press 2.

A list of problems should be faxed (203-315-5536) or emailed [service@ctslabs.com](mailto:service@ctslabs.com) to CTS to prepare technicians accordingly.

CTS guarantees a Sony certified technical person to evaluate the problems and determine parts or service required.

CTS will schedule the required number of personnel to quickly get the system up and operational.

**\*IMPORTANT: PLEASE DO NOT CONTACT YOUR SALES REPRESENTATIVE FOR ANY INSTALLATION OR SERVICE RELATED ISSUES. THE CTS SERVICE HELP DESK LISTED BELOW WILL LOG YOUR CALL AND CONTACT A CTS SERVICE TECHNICIAN\***

**Service Support - 1-800-342-5285 (Press 2 for Service)**

**OR**

**Email: [service@ctslabs.com](mailto:service@ctslabs.com)**