



Customer Care Plan

Projection, Audio, And Control Systems

Plan Choices And Cost Comparisons

Industry Leader For 30+ Years

RDI Customer Care Plan

As an industry leader for over 30 years, our business and reputation are built upon a foundation of trust. Our ability to deliver the highest quality solutions and services to our customers remains at the heart of our business' focus. We invite you to explore the following information about our customer care plan. Our customer care plan options are designed to help you save expenses and get the best possible customer experience; our goal is to empower you with a custom service plan that fits your specific needs.



Our Staff Is Ready To Provide You With Quality Service For The Life Of Your System!

- ✓ Certified Training from RDI Team Experts
- ✓ Project Planning
- ✓ Repair Service
- ✓ Technical Support
- ✓ Routine Maintenance
- ✓ Expert Help Desk Support

Benefits Of Our Customer Care Experience:

- ✓ Obtain optimum performance for the full life of your system.
- ✓ Save money with routine maintenance and avoid costly system failures.
- ✓ Get the most out of your system by properly training your staff.
- ✓ Accrue additional discounts for additional purchases and services.

You're In Good Hands!

RDI maintains trusted partnerships with industry-leading technology vendors, delivering you the best products for the best prices! We are certified dealers for over 100 of the industries' top manufacturers. Our team has trade and industry certifications including: CTS, Dante, EASE, Biamp, Iconyx, DMC, LVT, Smaart, Crestron, Yamaha, JBL, and many more. With RDI you can trust your technology selection, system engineering, and installation integration are always in good hands.



Designer Service Plans

Support Only

Designed for businesses who need complete flexibility and are unconstrained by budget.

- ✓ Most costs are not budgeted.
 - ✓ No desire for preventative maintenance or no budget for any repairs.
 - ✓ Can afford system replacement or large repair costs, should system ever fail.
 - ✓ Designed for businesses that are unconstrained by budget (not ideal for most customers).
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Partial Plan

Designed for churches, schools, universities, businesses, and government entities which need a budget for some expenses, but can absorb additional, random expenses should they arise.

- ✓ Some costs are budgeted.
 - ✓ Providing long-term preventative maintenance is an investment desire.
 - ✓ Budget accounts for some of the unforeseen costs.
 - ✓ Low-cost plan, but high risk.
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Standard Plan

Designed for churches, schools, universities, businesses and government entities which need a budget for most expenses and have little flexibility for surprise costs.

- ✓ Most costs are budgeted.
 - ✓ Providing long-term preventative maintenance is an investment desire.
 - ✓ Budget accounts for many of the unforeseen costs.
 - ✓ Combination plan of low risk and cost savings.
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Plus Plan

Designed for churches, schools, universities, businesses, and government entities which need a budget for most or all expenses.

- ✓ Nearly all costs are budgeted for, no surprise costs.
 - ✓ Budget accounts for nearly all expenses.
 - ✓ Complete package plan that includes training, preventative maintenance, service, software updates, parts, and equipment.
 - ✓ For customers that want everything planned and taken care of.
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Ala Carte Options

Add these options to any of the above standard plans, designed to get the right fit for your specific needs. (extra drive time and mileage is applicable)

- ✓ Fully secure data storage for all equipment serial numbers, programming, and engineering data – Starting at just \$200.00/year.
 - ✓ RF Spectrum analysis and FCC Registered frequency conflict determination – pricing determined upon request.
 - ✓ Call for additional Ala Carte options.
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Plan Features

Support Only	Preferred Customer Plans		
	Partial	Standard	Plus
✓	✓	✓	✓
		✓	✓✓
✓	✓	✓	✓
	✓	✓	✓✓
✓	✓	✓	✓
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✓ ¹	✓ ²	✓ ³	✓ ⁴
		✓	✓
		✓	✓
			✓
	✓	✓	✓
✓	✓	✓	✓

User Training & Information

Free RDI training webinar & seminar admissions, tech updates, and e-newsletters
 Labor/travel for RDI to perform scheduled on-site training for up to 2-hours

Preventative Maintenance

Automated email notification for equipment needing maintenance*
 Labor/Travel for RDI to perform scheduled on-site calibration, cleaning, maintenance, adjustments for up to 4-hours

Unscheduled Service

Issue Tracker Membership (exclusive online issue reporting system)
 Toll free phone technical support Monday-Friday 8-5
 Free use of loaner electronic parts while repairs are made**
 Labor to perform off-site remote diagnostics and troubleshooting*
 Labor to perform on-site diagnostics and troubleshooting
 Labor to perform on site repairs for field repairable problems
 Labor to repair RDI shop repairable items
 Labor & parts to repair all items by RDI or factory
 Automated email notification of system trouble*
 Automated email notification of system failure*
 Automated email notification of system abuse*
 Automated email notification of items stolen/unconnected*

Parts

Discounted purchases for main components, add on parts, and software upgrades
 Coverage for all incidental parts (not electronic/speaker/bulbs)
 Coverage of shipping/handling costs for units sent to factory for diagnosis/repair
 Coverage for all parts, equipment and associated labor (no bulbs).
 Unrepairable items will receive free replacement with comparable product

Other (call for special plan items & pricing)

Annual system review and detailed report.
 Discount for other training, preventative maintenance & service labor

For plan pricing or additional information please call us at (800) 659-3529, or email mikec@audioengineering.com.

Equipment Discount Legend: ✓¹ = 5%, ✓² = 7%, ✓³ = 7%, ✓⁴ = 10%, ✓✓ = double labor hours
 Minimum labor hours per issue, 1/2 remote, 1 on site. All time is billed against the plan hours including drive time.
 *All remote and email capabilities are limited to units and systems designed, implemented and specifically noted to utilize each features, internet required.
 **Limited to items available in the RDI Loaner Equipment Program.

No plan includes coverage for computer, software, firmware, consumables. Plans do not cover user abuse/error, stolen property, or acts of God as determined by RDI. RDI is closed on weekends and major holidays. Travel expenses not included unless stated otherwise. Contact RDI for full details/clarifications.

Referral & Discount Program

Our customers mean the world to us. We would like to invite you to check out our referral program below, as a way for our team to say thank you! By providing continued access to new opportunities, referral options, and discounts, our team can better serve your individual needs with pride and integrity.

Referral Procedures:

1. Recommend R & D Industries, Inc. for a project.
2. Call or email our office and register the referral.
3. If the referral purchases a system worth \$10,000 or more you will receive your choice of several valuable gifts based on size of the project.
4. You will be notified if you qualify and when you may begin enjoying your referral program benefits.

Referral Gifts Are, But Not Limited To:



We Know How To Say
Thank You!

Only the first person who calls and registers the referral is entitled to the reward. Rewards presented only after completion of the project/contract. Only RDI design build projects may qualify.