



© Christopher Navin Photography

AmplifyService Plans

Annual Service Contracts

Red Thread's AmplifyService maintenance programs provide you with the support and coverage you need to protect your audiovisual and conferencing system investment, regardless of whether your equipment was purchased through Red Thread. Our service technicians are factory-trained and industry certified to service all integrated systems, large and small. We are dedicated to making sure your system is operational in a timely manner.

AmplifyService Desk

Our AmplifyService Desk is available between 8:30am and 5:00pm on weekdays, allowing us to guarantee prompt phone and onsite response. Our team logs your service questions, provides remote diagnostics, troubleshoots and schedules a technician to visit the site to resolve any issues. Our advanced service ticketing system keeps you up to date on the status of your service call with email notifications.



Contact our AV Service Desk:
800-562-0068
amplifyservice@red-thread.com

	Amplify RMM*	Amplify Basic	Amplify Silver	Amplify Gold	Amplify Platinum
Remote Monitoring & Management	✓				
Labor		✓	✓	✓	✓
Travel		✓	✓	✓	✓
Onsite Response		4 days	2 days	2 days	4 hours
Telephone / Phone Support	8:30-5:00	8:30-5:00	8:30-5:00	8:30-5:00	24x7
Preventative Maintenance			✓	✓	✓
Parts, Repair and Loaners				✓	✓

*Amplify Remote Monitoring & Management

Amplify Remote Management + Monitoring (RMM)

- **Monitor hardware** to identify and proactively address potential issues by our support team, responding to monitoring alerts within 30 mins.
- **Remote management of devices** to address issues as soon as they are identified.
- **Regularly scheduled firmware updates** through remote management.
- **Unlimited calls from 8:30 am to 5:00 pm EST**, Monday through Friday, excluding Red Thread holidays.
- **Guaranteed phone response within 1 hour.**
- **Monitor system performance** through available device reporting.

Amplify Basic SLA

- **Unlimited onsite service support**, including travel time, Monday through Friday, excluding Red Thread holidays.
- **Unlimited calls from 8:30 am to 5:00 pm EST**, Monday through Friday, excluding Red Thread holidays.
- **Guaranteed phone response within 4 hours.**
- **Prompt email notification** for open service tickets, service visits date and time and closed service tickets.
- **Guaranteed onsite response within 4 days** based on the issues affecting the overall operations of the system.

Amplify Silver SLA

- **Unlimited onsite service support**, including travel time, Monday through Friday, excluding Red Thread holidays.
- **Unlimited calls from 8:30 am to 5:00 pm EST**, Monday through Friday, excluding Red Thread holidays.
- **Guaranteed phone response within 2 hours.**
- **Prompt email notification** for open service tickets, service visits date and time and closed service tickets
- **Two scheduled preventive maintenance visits** annually. During your preventive maintenance visit, our service technician can provide a brief refresher on using your system.
- **Guaranteed onsite response within 2 days** based on the issues affecting the overall operations of the system.

Amplify Gold SLA

- **Unlimited onsite service support**, including travel time, Monday through Friday, excluding Red Thread holidays.
- **Unlimited calls from 8:30 am to 5:00 pm EST**, Monday through Friday, excluding Red Thread holidays.
- **Guaranteed phone response within 2 hours.**
- **Prompt email notification** for open service tickets, service visits date and time and closed service tickets
- **Two scheduled preventive maintenance visits** annually. During your preventive maintenance visit, our service technician can provide a brief refresher on using your system.
- **Parts and repair are all included** (except consumables). As required, **loaner products will be provided** during product repairs.
- **Guaranteed onsite response within 2 days** based on the issues affecting the overall operations of the system.

Amplify Platinum SLA

- **Unlimited onsite service support**, including travel time, Monday through Friday, excluding Red Thread holidays.
- **Telephone & onsite support 24 hrs a day, 7 days a week.** One hour phone response, 4 hour onsite response.
- **Prompt email notification** for open service tickets, service visits date and time and closed service tickets
- **Two scheduled preventive maintenance visits** annually. During your preventive maintenance visit, our service technician can provide a brief refresher on using your system.
- **Parts and repair are all included** (except consumables). As required, loaner products will be provided during product repairs.