



See it. Hear it. Live it.

GRAMOPHONE CLIENT CARE





**DON'T
MISS A
BEAT.**

WELCOME to your favorite room. Control anything you want with just the touch of a button. A dependable array of quality equipment running behind the scenes makes it all possible. Keep all of your devices and your smart home online and optimized with one of our Remote Technology Management & Client Care Plans.

OUR STANDARD ISN'T STANDARD

Even with our standard warranty, you get the best service we have to offer. We've been in business for over 45 years due to our dedication to the industry as well as our customers. We promise this set of services to all of our clients, regardless of what they purchase.

LABOR WARRANTY

Covers all labor, programming, and workmanship for one year from date of substantial completion. After one year, standard labor rates apply.

MATERIAL WARRANTY

Covers concealed wiring, interconnect cables, connectors, wall-plates, and other miscellaneous installation material for one year from the date of substantial completion. After one year, standard material rates apply.

MANUFACTURER'S WARRANTY

Begins on the date of substantial completion. This program does not extend any manufacturers' warranties.

SERVICE SCHEDULING

Phone calls requesting service will be taken during regular business hours. Text messages, emails, and after hours voice-mail service requests will be returned during regular business hours.

Appointments will be scheduled in the next available time slot.

SERVICE RATES

Monday - Friday, during business hours \$230/hour



**WHY
GRAMOPHONE?**



ANNUAL PLANS

SIT BACK AND RELY ON US.

It's never been easier to depend on your network. Our annual plans let you rest assured that we'll take care of everything from network performance to timely maintenance without you having to lift a finger.

If uptime and performance of your connected home are important, choose an annual plan to maximize your technology experience.

NETWORK MANAGER

This plan is perfect if you want us to keep your devices and network performing at the most optimal levels, all the time. Our technicians get alerted if your monitored gear goes down. We diagnose and resolve most issues remotely, without inconveniencing you with a visit to your home.

INCLUDES:

- ISP Connection Monitoring
- ISP Speed Test
- Local Network Speed Test
- WiFi Monitoring
- Unlimited Remote Support
- Detailed Device Monitoring
- Secure Device Settings Access
- Remote Device Issue Resolution

RATES:

One-Time Equipment Investment: from \$500

Annual Investment: \$499
Includes most systems up to \$50,000*

Labor Rates:
Monday - Friday,
during business hours \$230/Hour

* Additional fees may apply on existing systems.





ELITE CARE

This is a comprehensive plan delivering all of the power of remote technology optimization and support in addition to higher touch, on-site services.

INCLUDES:

- ISP Connection Monitoring
- ISP Speed Test
- Local Network Speed Test
- WiFi Monitoring
- Unlimited Remote Support
- Detailed Device Monitoring
- Secure Device Settings Access
- Remote Device Issue Resolution
- Audio and Video Performance Verification
- Monthly System Report Card (Invoices, ISP Performance & Logged Service Time)
- Annual Cleaning, Inspection, & Firmware Updates
- Loaner Equipment
Available first come, first served for all members;
TVs & Projectors excluded.
- Priority Scheduling
- Average response time 1-2 business days

INCLUDES:

- Pre-Visit/Event Site Check
(2 Times per Year)
Extend the life and usefulness of your equipment and minimize service interruption with semi-annual system checkups.
- System Concierge Final Installation Walk-through

Reduced Rate Labor Billing

Labor Rates:
Mon - Fri, 8 AM - 5 PM \$98/Hour**

RATES:

One-Time Equipment Investment: from \$1,499 (computer & monitoring device)

Additional Annual Investment:
from \$1,999*
Includes most systems up to \$100,000*

* Additional fees may apply on existing systems.
Custom quote may be required for larger system.

** Discounted rate.

*** Additional remote monitoring hardware could be required.

PLATINUM+

Get prioritized with white-glove care and attention from Gramophone, including after hours emergency response, no labor billing and concierge contacts.

INCLUDES:

ISP Connection Monitoring
ISP Speed Test
Local Network Speed Test
WiFi Monitoring
Unlimited Remote Support
Detailed Device Monitoring
Secure Device Settings Access
Remote Device Issue Resolution
Audio and Video Performance Verification
Monthly System Report Card (Invoices, ISP Performance & Logged Service Time)
Annual Cleaning, Inspection, & Firmware Updates
Loaner Equipment
Available first come, first served for all members; TVs & Projectors excluded.
Next Business Day On-Site Response Time
Pre-Visit/Event Site Check
(2 Times per Year)
Extend the life and usefulness of your equipment and minimize service interruption with semiannual system checkups.

INCLUDES:

System Concierge Final Installation
Walk-through

✓ **After Hours Emergency Response:** Environmental Controls (Nights, Weekends & Holidays)
Emergencies are handled on a case by case basis, and usually attended to within 24 hours. See showrooms for complete details.

✓ **No Labor Billing During Business Hours**

✓ **Concierge Email & Phone Contacts**

RATES:

One-Time Equipment Investment:
\$1,499 (computer & monitoring device)

Annual Investment: Custom*
Custom annual investment depends on location and system size.

Labor Rates:
Mon - Fri, 8 AM - 5 PM \$0/Hour**
After-hours and weekends \$399/Hour

* Additional fees may apply on existing systems.

** Discounted rate.

*** Additional remote monitoring hardware could be required



PLAN COMPARISON CHART

FEATURES

NETWORK
MANAGER

ELITE CARE

PLATINUM+

ISP Connection Monitoring	●	●	●
ISP Speed Test	●	●	●
Local Network Speed Test	●	●	●
WiFi Monitoring	●	●	●
Unlimited Remote Support	●	●	●
Detailed Device Monitoring	●	●	●
Secure Device Settings Access	●	●	●
Remote Device Issue Resolution	●	●	●
Audio and Video Performance Verification		●	●
Annual Cleaning, Inspection, & Firmware Updates		●	●
Loaner Equipment First come, first served; TVs & Projectors excluded.		●	●
Estimated On-Site Response Time		1-2 Business Days	Next Business Day
Pre-Visit/Event Site Check (2 Times per Year) Extend the life and usefulness of your equipment and minimize service interruption with semiannual system checkups.		●	●
System Concierge Final Installation Walk-through		●	●
After Hours Emergency Response: Environmental Controls (Nights, Weekends & Holidays) Emergencies are handled on a case by case basis, and usually attended to within 24 hours. See store for complete details.			●
No Labor Billing			●

ONE-TIME EQUIPMENT INVESTMENT	from \$500	\$1,499	\$1,499
ANNUAL SUBSCRIPTION FEE	\$499	from \$1,999	Custom
REDUCED ON-SITE SERVICE FEE	\$230	\$98	\$0

ANNUAL PREVENTIVE SERVICE ITEMS

BATTERY CHECK

It's unfortunate and perfectly avoidable when big problems stem from small maintenance issues, such as a dead battery. We're thorough in our inspection of your equipment to make sure even the tiniest break in the chain is resolved.

EQUIPMENT INSPECTION & CLEANING

Delicate equipment requires a delicate touch and seasoned attention to detail. Our service department is outfitted with state-of-the-art test equipment and experienced service professionals to maintain your network devices, and to ensure that repairs are done right the first time. We'll also remove unwanted fingerprints, scuffs and smudges that your equipment has accrued throughout the year to leave your system looking as spotless as it did when it was first installed.

TECHNOLOGY UPGRADES, UPDATES, & REBOOTS

Technology is a moving target, but we at Gramophone are on top of it. We'll update and refresh your equipment when necessary, and inform you of the newest developed technologies and products and our recommendations for upgrades to ensure you have the best experience available to you.

SECURITY CHECKS AND ERROR SCANNING

As technology advances, so do its counterparts: hacking and data theft can be real threats in today's ever-changing world of tech. And, depending on the age and components of your system, errors can range from nonexistent to disruptive. Our service includes security updates, scans, error reporting and resolutions all for your convenience.

PROGRAM AND CONFIGURATION BACKUPS

We hope you'll never encounter the worst case scenario of losing configuration presets and data, but we're prepared for it regardless. We'll back up your data so you don't have to worry about recalibrating and resetting your favorite settings that make your house home.

CLEANLINESS & PROFESSIONALISM

We promise as renowned industry professionals to leave your home looking exactly as it did (if not better!) before we visited. Rest assured of white glove service and honest, professional advice concerning your network and systems. We're here for you until you're not just comfortable with your system and its operation, but completely thrilled and then some.

ZONE & DEVICE OPERATION TESTS

We ensure the best quality in our products and network setups, but anything from time to a shifted piece of equipment could potentially disrupt your system's communication. We'll test your devices, system favorites and presets, and zones of lighting, video and audio to make sure everything is working as smoothly as it did the day it was installed.

LIGHTING & SHADING OPERATION TESTS

Was a lighting scene gorgeous at first, but now too bright? Or is there a shade in the bathroom that's inexplicably stuck? We'll thoroughly inspect all of your lighting zones, lighting scenes, motorized shades, controls and keypads, and all applicable settings as part of our system checkup, and perform updates as necessary or desired.

AUDIO / VIDEO CALIBRATION & MAINTENANCE

Perhaps you've finally broken in your floor-standing speakers and they sound a tad different, or a light bulb in your projector is close to burning out. Simply moving furniture or adding decor can change sound profiles and require recalibration, while adjustments to a room can affect video quality. We'll recalibrate your system and maintain your equipment accordingly.

POWER OUTAGE TESTING

Surge suppression is an integral part of your system and its ability to run smoothly. A thorough analysis and test of functionality in the event of a power outage can save time and headaches. Gramophone additionally will cut power to all equipment to replicate and outage and ensure all equipment restores and saves needed settings to minimize your disruption.

WIFI MAINTENANCE

Wireless systems are as necessary to modern entertainment as maintenance is to your network. We'll run internet speed tests, verify wireless access points, conduct interference surveys, and ensure that your WiFi is ready and reliable for everyday use.

TEMPERATURE MONITORING & FAN INSPECTION

Too much heat can ruin your equipment. We'll gather temperature readings and inspect and clean cooling fans to ensure your equipment is in a safe, temperature-regulated atmosphere.

MAINTENANCE



OUR COMMITMENT

FREE IN-HOME CONSULTATION

Our customer advisors are happy to come to your home to help you choose the design solutions that are just right for you.

WHITE GLOVE DELIVERY & INSTALLATION

We'll transform your equipment into beautiful music and pictures with immaculate care and unparalleled attention to detail.

FIRST-CLASS REPAIRS & MAINTENANCE

Our dedicated, state-of-the-art service facility and highly skilled technicians to ensure that repairs are done right the first time.

SATISFACTION GUARANTEED

We don't like lemons any more than you do. If a product requires service 3 times during the first year, we'll replace it free of charge.

OVER 45 YEARS OF EXCELLENCE

Gramophone has been the Mid-Atlantic's most trusted resource for audio, video and control systems since 1976.

PROFESSIONAL ADVICE

Our advisors receive ongoing training and are all technology enthusiasts themselves, backed by a team of dedicated support professionals so they can resolve your most challenging questions and issues.

THE BRAND

Gramophone is a privately held, family-owned company with nearly 100 employees, many of whom have been with the company for over a decade. Founded in 1976, we've provided the **highest quality home audio and video equipment**, as well as expert design and custom installation services **for over 45 years**.

Gramophone offers **expert sales, design & installation** in both, new construction and existing residences. Our design team integrates the best audio & video components into an easy-to-use system that you will fall in love with.

We are of the **nation's most respected & preeminent installers of:**

- Home Theaters
- Media Rooms
- Custom Whole-House AV Systems
- Smart Home Automation & Control
- Telecommunication & Networking Systems
- Commercial Systems and Conference Rooms

AWARDS

- CE Pro: Home of the Year 2021: Best Home Gym
- CE Pro: Home of the Year 2020: Best Kitchen
- Best of Houzz 2020: Design
- Baltimore Magazine: 2019 Best of Baltimore winner Sound Systems
- CEDIA 2019 GOLD winner category "Best Home Theater Over \$100K"
- Best of Houzz 2019: Service
- Electronic House Home of the Year Awards 2016, 2017 & 2018
- CEPro Top 20 Custom Retailer
- AudioVideo International - Manufacturer's Elite Retailer Award
- AudioVideo International - Top 10 Retailer Award



ABOUT US

CONTACT

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COLUMBIA

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410.381.2100

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301.296.6202

KITCHEN DESIGN CENTER

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GRAMOPHONE
gramophone.com



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SEE IT.
HEAR IT.
LIVE IT.

AGREEMENT

I accept this proposal and hereby authorize Gramophone LTD to proceed with the continued support of the included systems at the customers residence as described in the totality of this document. I further authorize Gramophone LTD to be granted access that will be required to complete this service & support in a workmanlike and timely manner. Purchase of a "Client Care Plan" is not a warranty on equipment however is a continued support and service plan. Gramophone requires offsite access to networking features to effectively triage and troubleshoot your systems. Gramophone will keep system usernames and passwords in a secure portal and maintain best practices in concealing such with our limited client care staff. We assume no liability for attempted hacks or internet-based breaches by others and will ensure your networking is kept up to the highest levels of security updates to prevent such occurrences. System apps can be instrumental with the use of your system these are commonly purchased through iTunes, etc. and will need to be separately maintained at the customer's expense. Warranty periods begin at the first use or instruction period whichever occurs first. Content provider and ISP issues will not be covered under Gramophone LTD. Service plan. Customer understands that limited support exists on existing equipment, wiring, or parts purchased elsewhere. If the Customer adds equipment or wiring through a 3rd party, or self modifies an alters wiring and componentry – this will negatively impact our ability to properly service and support the residence. Customer acknowledges that "ACTS OF GOD" including but not limited to lightning, surge, fire, etc. are not covered – as this is not a warranty plan. Gramophone will make our best attempts to respond in a timely manner as outlined in the document per each program parameter, these however are suggested turn-around times only. Coverages are due immediately upon invoice, renewals will be offered at our yearly end follow-up appointment. Lapse in coverage or opting to renew will require an on-site inspection of gear and operation at the homeowner's expense. We thank you for choosing to keep your system operating at the highest levels of function and enjoyment – our team is ready to ensure years of happiness ensue.

Date:

Signature:

Print Name

WE ARE HERE