



GRAMOPHONE

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 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 40 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 1 year from date of substantial completion. After 1 year, standard labor rates apply.

MATERIAL WARRANTY

Covers concealed wiring, interconnect cables, connectors, wallplates, and other miscellaneous installation material for 1 year from the date of substantial completion. After 1 year, standard material rates apply.

MANUFACTURERS 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 (10 AM - 7 PM Monday - Friday, 10 AM - 5 PM Saturday). Text messages, emails, and after hours voicemail service requests will be returned during regular business hours. Appointments will be scheduled in the next available time slot.

SERVICE RATES

Monday - Friday, 8 AM - 5 PM: \$148/hour

*Does not include Annual Maintenance Visit, Loaner Equipment, or Telephone Support.

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.

40 YEARS

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.

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 the issue 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: \$899

Annual Investment: \$899
Includes systems up to \$100,000.

Labor Rates:
Monday - Friday, 8 AM - 5 PM : \$148/Hour





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 Calibration (SPL Meter)
- Video Calibration (Video Essentials)
- 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.
- 2-4 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.
- System Concierge Final Installation Walkthrough

RATES:

One-Time Equipment Investment: Custom

Annual Investment: Custom

Labor Rates:

Monday - Friday, 8 AM - 5 PM : \$98/Hour*

Custom annual investment depends on location and system size.

*Discounted rate.

PLATINUM +

Get prioritized, 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 Calibration (SPL Meter)

Video Calibration (Video Essentials)

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.

System Concierge Final Installation Walkthrough

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

Concierge Email & Phone Contacts

RATES:

One-Time Equipment Investment: Custom

Annual Investment: Custom

Labor Rates:

Monday - Friday, 8 AM - 5 PM : \$0/Hour*

Custom annual investment depends on location and system size.

*Discounted rate.



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 Calibration (SPL Meter)		●	●
Video Calibration (Video Essentials)		●	●
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.		●	●
On-Site Response Time		2 - 4 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 Walkthrough		●	●
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			●
Concierge Email & Phone Contacts			●
ONE-TIME EQUIPMENT INVESTMENT	\$899	Custom	Custom
ANNUAL SUBSCRIPTION Includes systems up to \$100,000. Custom pricing based upon location and system size.	\$899	Custom	Custom

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 of your network is resolved.

EQUIPMENT INSPECTION & CLEANING

Delicate equipment requires a delicate touch and seasoned attention to detail. Our repair 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 upgrade, update and refresh your equipment when necessary, and inform you of the newest developed technologies and products and our recommendations to ensure you have the best network 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.

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.

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's 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 floorstanding 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.

VOLTAGE READINGS

Surge suppression is an integral part of your network and its ability to run smoothly. A thorough analysis and reading of existent voltage and surge suppression devices guarantees your system's safety.

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.

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. We're here for you until you're not just comfortable with your system and its operation, but completely thrilled and then some.

MAINTENANCE

CONTACT

info@gramophone.com

4 W Aylesbury Road
Timonium, MD 21093
410.308.1650

8880 McGaw Road
Columbia, MD 21045
410.381.2100

8513 Grovemont Circle
Gaithersburg, MD 20877

HOURS OF OPERATION

Monday - Friday: 10 AM - 7 PM
Saturday: 10 AM - 5 PM
Sunday: Closed

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