



PROTECT PROFESSIONAL

Twice-yearly maintenance with specialist lighting-programmer support.

TWO PLANNED CARE VISITS
plus specialist technical support

from £99 + VAT
per month | 12-month agreement

Planned care. Faster answers. Expert help when your lighting does not behave.

Protect Professional combines regular preventative maintenance with access to an experienced Intasound lighting programmer. It helps protect your equipment investment and gives your team somewhere reliable to turn when an operational or software issue arises.

Two preventative-maintenance visits each year

- Visits scheduled approximately six months apart.
- Cleaning of accessible fixtures, vents, cooling areas and removable lenses where appropriate.
- Visual inspection of fixtures, cabling and mounting points, followed by operational testing.
- A service report after each visit, highlighting faults, deterioration and recommended action.
- Show-file backup following a visit where the system is compatible and access is available.

Maintenance backed by real technical support

Programmer support Up to four hours of remote troubleshooting and minor programming support per contract year, recorded in 30-minute increments.	Defined response An initial telephone response within two working days during Intasound's normal business hours.
Discounted call-outs £100 + VAT, including the first hour's labour. Mileage, parts and additional labour are charged separately.	Priority and continuity Priority booking, service records and technical notes retained to support quicker future diagnosis.

Support is subject to fair-use limits and technical access. Additional labour, programming, parts, travel and specialist access are chargeable.

JOINING INTASOUND PROTECT PROFESSIONAL

Flexible enough for different venues

NEW INTASOUND INSTALLATION	EXISTING INTASOUND CUSTOMER	SYSTEM FITTED BY ANOTHER COMPANY
Add the first 12 months to your installation quotation. Protect starts at completion and handover.	We review the installation and confirm that it remains suitable. Any remedial work is quoted separately.	We assess the system, condition and access first. An initial survey may be chargeable.

Built for larger systems - valuable for smaller venues too

Professional is designed for larger or more complex lighting systems, but it also suits smaller venues that depend heavily on their lighting and want more regular care, faster answers and remote software support.

- One venue and one agreed lighting system.
- Two planned visits, each including one engineer for up to one standard working day.
- Safe access using the venue's agreed access arrangements.
- Additional engineer capacity agreed where the system cannot be serviced safely by one person.

Your service capacity is agreed upfront

The standard £99 + VAT monthly price includes two single-engineer visits. Each additional planned engineer-day adds £35 + VAT per month. Travel and access requirements are assessed and incorporated into the agreed venue price where appropriate.

How the remote-support allowance works

- Up to four hours per contract year, recorded in 30-minute increments.
- Covers user-error diagnosis, supported software troubleshooting and minor corrections to existing programming.
- Remote connection is used only where it is technically available, authorised and safe to do so.
- Unused time does not carry forward. Additional programmer time is charged at £450 + VAT per day or an agreed shorter-session rate.

Clear boundaries

Replacement parts, major repairs, new show programming, system redesign, equipment additions, powered access and emergency or out-of-hours attendance are not included unless separately agreed. Protect Professional is a maintenance and support service, not equipment insurance or a warranty extension. Ask us to include it in your installation quotation or assess your existing system:
www.intasound-music.co.uk