



Intro

Thank you for your interest in engaging DWL audio-visual to provide ongoing service to care for your church's AV system investments. While the needs of each church are different, a typical service contract would contain the following components.

Goal

Our goal is simple. We hope to walk with you to ensure the following:

1. You have the best performance from your system by having properly trained volunteers, imparting best practices and ensuring the retention of knowledge as volunteers change over time.
2. Your investments are well cared for to provide the greatest value possible as you strive to carry out your ministry in your community.
3. You have the most reliable tools for your ministry.
4. You are able to make the best possible decisions regarding budgeting/forecasting, never having to make surprise/urgent decisions because you know your equipment is well cared for.

Three Main Components

Ongoing service contracts are comprised of 3 main components.

1. Carry out an annual audit of the A/V equipment assets of your church
 - Test and document all audio and video cable runs for continuity
 - Measure and document loudspeaker performance using Smaart 7.0 measurement tools
 - Check and document bulb life/hours on projectors and clean filters
 - Provide summary report outlining deficiencies and making recommendations for maintenance of existing equipment or investment in new equipment
2. Facilitate an annual volunteer training for new and existing volunteers on-site at your church. This is typically a one day (Saturday) workshop comprised of 3 components
 - Stage set up and microphone technique
 - Sound board operation and signal flow
 - Mixing contemporary music for worship
3. Up to 16 hours of on-site service work at your church throughout the year
 - We are committed to response time within one week, service calls placed on Monday will receive a visit before the next Sunday
 - Service calls are billed with a 4 hour minimum, inclusive of travel time and mileage (typically up to 4 service calls).
 - Basic hardware (solder, nuts and bolts, and cable hardware components needed for repairs) are included.
 - Beyond the 16 hours, our service calls would be billed at \$50/hour – a reduced rate from our standard \$75/hour.



Pricing/Terms

In the context of the service contract, 12 monthly payments of \$110 +HST would be billed for an annual cost of \$1320 +HST.

Payments are set up as automatic monthly payments, debited from your checking account.

The value of the service contract is broken down below with a total value of \$2400

- Annual audit of system – 8 hours @ \$75 - \$600
- Annual training workshop – 8 hours @ \$75 - \$600
- On site service calls – 16 hours @ \$75 - \$1200

Most of the work is carried out early in the year while the payments are spread out over the course of the year. You are welcome to cancel your contract at any time throughout the year if you feel that we are not providing value to your ministry. In this way, we are incentivized to deliver timely, high quality service.

As the year draws to a close and next year roles around we will contact you to coordinate another audit and training workshop at the beginning of the next year.

Conclusion

It is our hope that we can help you have the most reliable, best performing tools for your ministry. We hope to help you do this in the most stewardly way possible, making responsible use of the resources you are entrusted with.

We believe that churches make the best decisions about AV system investment when they are well informed and make these decisions without surprise or urgency. We are confident that we are able to help you do this.

Thank you again for your consideration, I hope that you will be in touch and we can develop a plan that meets the needs of your particular church's ministry.

A handwritten signature in black ink, appearing to read "Justin Colyn".

Justin Colyn

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