

# Wireless services and support only from Sennheiser



## Performance Guarantee

- Each Sennheiser RF component and system includes a two year warranty. In addition to this warranty, we now offer a Performance Guarantee for new purchases. Sennheiser will retune or replace any system operating below 698 MHz that is made illegal to operate by an eligible licensee by any FCC rule changes that become effective within the warranty period. This new safeguard is exclusive to Sennheiser.

*A Sennheiser exclusive*



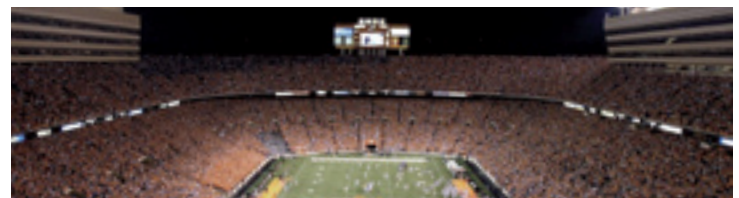
## No-Charge Help Desk

- For immediate support, contact your Sennheiser Area Manager or Sennheiser dealer.
- Fax the Wireless Inventory work sheet to your Area Manager or Dealer
- Or contact the Sennheiser Help Desk direct. (860) 434-9190, Option 3 for Technical Support, then Option 3 again for Wireless Support.



## Enhanced Assistance

- Enhanced Assistance service may be purchased with new system purchases up to 16 channels. Sennheiser will review specified equipment list, coordinate the frequencies for the system for a fixed location, and provide factory setup and testing before shipping. See Sennheiser Services Price Sheet, Item # S-EA.



## Large System Consultation

- This advanced service is for new system purchases greater than 16 channels. Sennheiser will perform a review of intended venue blueprints, system design, component list, frequency coordinate the system for a fixed location, and provide factory setup and testing before shipping. See Sennheiser Services Price Sheet, Item # S-LMC.

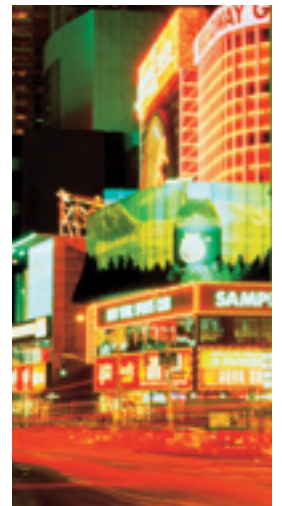
## Spectrum Sweep Consultation

- Large system design assistance that includes an on-site spectrum sweep, complete analysis, and a comprehensive written report. Based on this report Sennheiser will design the system, provide component list, frequency coordinate the system for a fixed location, and provide factory setup and testing of the new system before shipping. See Sennheiser Services Price Sheet, Item # S-SSC.



## Platinum Service

- For multi-venue campuses, properties, or major tours. Sennheiser will provide complete and continuing design assistance, annual on-site frequency sweep, new purchase coordination, annual wireless system maintenance, and free on-site service and repair for critical issues. A critical issue means that the system is down, production cannot be conducted, or the customer is experiencing continual failures as a result of the issue. Please contact your Sennheiser representative for quotation.



## Rack 'n' Roll

- Sennheiser now offers the service of installing Sennheiser RF wireless systems into rack cases, providing a turn-key solution shipped directly from the factory for an 8-system rack or a 16-system rack. Price includes the rack case, Enhanced Assistance service, and integration of the wireless systems into rack but not the cost of the wireless systems. See Sennheiser Services Price Sheet, Items # S-8SR and # S-16SR.

