



© Christopher Navin Photography

AUDIOVISUAL SERVICE PLANS

Annual Service Contracts

Our Team and Certifications

Red Thread has over 500 employees, 60+ of whom are dedicated to our audiovisual team. Our team members possess extensive industry experience and have been working collaboratively together for a decade. Red Thread is an infoComm Diamond Level Solutions Provider with industry certifications in CTS, CTS-I, CTS-D, OSHA and LEED. Our manufacturing certifications include Crestron, Extron, Sound Web, Biamp, Tandberg/ Cisco, Polycom and more.

AV Service Plans

Red Thread's GroupCare™ maintenance programs provide you with the support and coverage you need to protect your audiovisual and conferencing system investment, regardless of whether your equipment was purchased through Red Thread. Our service technicians are factory-trained and industry certified to service all integrated systems, large and small. We are dedicated to making sure your system is operational in a timely manner.

AV Service Desk

Our AV Service Desk is available between 8:30am and 5:00pm on weekdays, allowing us to guarantee prompt phone and onsite response. Our team logs your service questions, provides remote diagnostics, troubleshoots and schedules a technician to visit the site to resolve any issues. Our advanced service ticketing system keeps you up to date on the status of your service call with email notifications.



Contact our AV Service Desk:
800-562-0068
groupcare@red-thread.com



Our team pictured at our AV Lab in Wilmington, MA



Our AV Service Desk is here to support you

Red Thread offers three levels of service to meet your needs and budget:

	BASIC	SILVER	GOLD	PLATINUM
Telephone Support				
Unlimited calls from 8:30 am to 5:00 pm EST, Mon. - Fri.*	■	■	■	
Phone response within 4 hrs	■			
Phone response within 2 hrs		■	■	
Unlimited calls 24/7*				■
Phone response within 1 hr				■
Onsite Support				
Unlimited onsite service support, Mon. - Fri.*	■	■	■	■
Within 4 business days	■			
Within 2-3 business days		■	■	
Within 4 hrs				■
Email Communication				
Prompt email notification for open service tickets, service visits date and closed tickets	■	■	■	■
Other Services				
Parts, repair, labor & travel are all included (except consumables)			■	■
Preventative maintenance		■	■	■
Refresher training		■	■	■
Product loaners			■	■

* except Red Thread holidays