

Majik House - Support Plans



CEDIA[®]
MEMBER



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MAJIK HOUSE

Majik House have designed, installed and integrated Smart Home Systems for over 18 years. Once we have completed your project, we want you to continue to have hassle free enjoyment of your systems for many years to come.

To that end, we offer a fully managed service that will ensure your systems continually perform as well as the day they were installed.

Why take out a Majik Support Plan with us?

Majik House take every care to ensure your installation is designed and installed to be as reliable and simple to operate as possible. However, as with any installation, made up of many items of complex and largely computerised electronics, from time to time there will be glitches and individual product failures.

We understand that when issues arise they need to be dealt with promptly, and by a skilled engineer familiar with your system. Having invested in a system to make your home more convenient and entertaining it is important to protect that investment to guarantee it continues to serve you and your family.

Majik Support Plan

Peace of mind. A reliable, flexible and affordable support plan, that suits the needs of individuals and their systems.

- Free Technical Guidance and Support to ensure that you can make the most of your equipment and systems.
- Priority response from highly skilled, experienced, proactive engineers who understand your system and how to get you back up and running in the shortest time possible.
- Includes support for third party systems such as Sky and Broadband Services.
- An excellent service at a fraction of the cost of individual call out charges.
- All our engineers have a minimum of 10 years experience behind them as well as full training for the equipment we install.

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Choosing the right Majik Support Plan

We have a Majik Support Plan available to suit a wide range of systems and service requirements, ranging from our Standard plan to our fully inclusive Platinum Plan with Active Monitoring and Response. Prices start from only £40+vat per month.

	Majik Support Plan Standard	Majik Support Plan Premium	Majik Support Plan Premium+	Majik Support Plan Platinum
Unlimited Telephone Support	Mon-Fri 9am-5pm (exc bank hols)	Mon-Sun 9am-5pm (exc bank hols)	365 days 9am-9pm	365 days/24hrs per day
Unlimited Remote Diagnostic Support (subject to installation)	Mon-Fri 9am-5pm (exc bank hols)	Mon-Sun 9am-5pm (exc bank hols)	365 days 9am-9pm	365 days/24hrs per day
Complimentary phone support on third party systems such as Sky, Broadband etc	Mon-Fri 9am-5pm (exc bank hols)	Mon-Fri 9am-5pm (exc bank hols)	365 days 9am-9pm	365 days/24hrs per day
On-site Call Outs included, per contract year.	1	2	5	Unlimited
Call Out Response Time	3-5 days	2 days	2 days	12 hours
Annual System Service / Software Update (On-Site)	-	Included	Included	Included
Annual System Licence Subscription e.g. Control4 4Sight included in agreement.	-	-	Included	Included
Active Monitoring / Healing of Installed Systems (requires BakPak® Cloud Management System)	-	-	Included (see below)	Included (see below)
Preferential Call Out Rate (10% less than standard rates)				Included
Annual Cost	£480+vat	£1,200+vat	£2,000+vat	£3,500+vat

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Clients not on Support Plans

	Telephone/Remote Support	First Hour On-Site	Subsequent Half Hours On-Site
Charges	£30+vat / call		£30+vat
Availability	Mon-Fri 9am-5pm (exc bank hols)		
Site Response Time	We always endeavour to respond as soon as possible to all service requests, however Majik Support Plan clients take priority and during busy periods non-support plan clients may have to wait up to 2 weeks for a service technician to be dispatched.		

Warranties / Terms and Conditions

Coverage – All equipment and systems supplied and installed by Majik House.

First Year Complimentary Support Plan - All new installations by Majik House come with 1 year complimentary all inclusive coverage. During this period all clients will enjoy Premium+ level support as indicated above but with no restrictions on the number of Call Outs.

Equipment Warranties – All equipment supplied by Majik House carries a manufacturers warranty which runs from the time your system is commissioned (minimum 2 years). Whilst the cost of repair / replacement will be covered by the manufacturer in this period, Call Outs relating to items under warranty will still be subject to the terms of this agreement once the initial 1 Year inclusive Support Plan is over.

Inclusive Call Outs – All Call Outs to site by an engineer, will be deducted from your annual included Call Outs. Should a Call Out require more than one visit then each visit will use one of your allocated allowance. Any additional Call Outs to site over the allowance will be charged at our Preferential Call Out Rate shown above. Un-used Call Outs cannot be carried over to the following year.

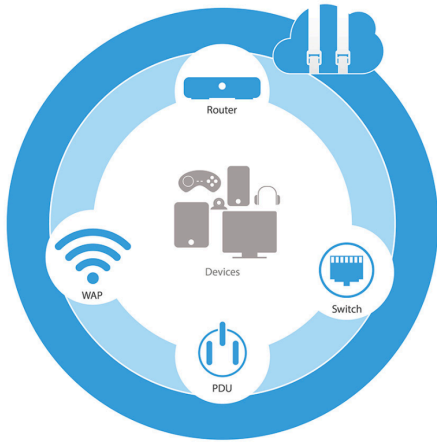
Call Out Response Time – The Response Times listed above are our maximum advised response times. In most circumstances we will out-perform these times. For less urgent Call Outs we may from time to time request additional time to respond in order to give us the flexibility to respond quicker to urgent Call Outs. This benefits all Support Plan clients.

Annual System Service / Software Update (On-Site) – This includes a full clean of your main Equipment Rack, Complete System Check and Software updates. The Software Updates will be administered to your system depending on the type and specification of your system. Where we are unable to update your system, alternative upgrade options may be quoted.

Third Party Services / Equipment - Whilst we will help and support remotely with issues related to third party equipment, Call Outs requested due to problems with third party equipment such as Sky or your ISP are covered by the normal terms of your support plan and will therefore use up your Call Out allowance unless you have the Platinum Plan, in which case, call outs due to third party equipment or services are limited to two call outs per year.

Equipment Repairs – Equipment supplied by Majik House which is out of its manufacturers warranty period and cannot be repaired on site by ourselves will be returned to the manufacturer or its approved service agent for repair. All repair, shipping and packaging costs will be chargeable.

Active Monitoring and Response - BakPak® Cloud Management System



For installations featuring our **BakPak®** Active Monitoring Solution, Premium+ and Platinum Plan clients will benefit from our Active Monitoring and Response service.

These systems are remotely monitored on a daily basis by Majik House and system errors/problems are managed and rectified where possible on line without you being aware there is a problem. If we do need to attend site, you will receive a call from one of our team alerting you to the issue. Each week you will receive an email indicating what errors, if any, your system has encountered and had rectified during that week.

Note : Systems which do not support **BakPak®** can be optionally upgraded, please ask your project manager for details.

How does it work?



Monitor

Network devices across VLANs, including those connected to Control4 and Crestron controllers, are continuously scanned for proper operation and uptime.



Alert

Device faults are detected, analyzed and interpreted by the onboard Artificial Intelligence engine. Technicians are automatically notified through email, SMS or the BakPak app.



Assign

Permissions are manually set in advance or in real time, to designate and authorize technicians to respond. Access can be customized for each technician, and be limited to specific networks, devices, and ports.



Repair

Automated diagnostics and self-healing algorithms attempt to self-restore device and network operation. Advanced diagnostics tools, including Triplex, facilitate any manual troubleshooting.



Manage

A single dashboard provides secure access to specific device portals for advanced device configuration and management. Network management activities, including firmware and configuration restores is performed through BakPak dashboard.



Report

View current and historical system logs, unit history, and status of devices and network. Define, schedule and send reports to users.