
Service Level
Agreement
Options

Terms & Conditions 2016/17

Sensory Guru Services

Our Promise

Sensory Guru is committed to providing the best customer service experience possible for all clients. Whilst every effort is made to rectify issues as swiftly as possible, we are aware that on some occasions it is not possible for us to respond in as timely a fashion as a customer may desire.

Upgraded support plans help ensure that you receive the level of service you require for your Sensory Guru product when you need it.

Plans and Upgrades

Our support plans are intended to provide customers with peace of mind and help ensure that the products they have purchased from Sensory Guru continue to be looked after for years ahead.

Standard 12 Months Support on all Systems

Our Standard Service Package is included on all systems and Sensory Room Installations for the first 12 months. This is detailed in Section A of this document.

To order a SLA (Service Level Agreement)

If you would like to order one of the SLA plans detailed in this document please contact us and we will send you a quotation for your system / environment. If you are then happy to proceed with an order please Email or FAX us with your purchase order number.

Please visit www.sensoryguru.com for further information about all our products and services.

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CHOOSE A PLAN

Features	PACKAGE STD	PACKAGE PLUS	PACKAGE PRO
Scheduled remote support	✓	✓	✓
Scheduled telephone support	✓	✓	✓
24/7 access to online resources	✓	✓	✓
Back to base + bench time & repair	✓	✓	✓
Software download centre	✓	✓	✓
Fault reporting & component handling	✓	✓	✓
Scheduled remote training	✓	✓	✓
Software updates	✓	✓	✓
Yearly onsite system health check	✗	✓	✓
Anytime remote support*	✗	✓	✓
Anytime telephone support*	✗	✓	✓
Attend training courses**	✗	✓	✓
Attend study day events***	✗	✗	✓
Onsite refresher training session	✗	✗	✓
Swap out components****	✗	✗	✓
App content upgrades	✗	✗	✓
	Price £695	From\$ £995	From\$ £1495

*Anytime Remote and Telephone support is available 09:30 - 17:00 GMT Mon-Fri

**Courses runs every 3 months @ Sensory Guru Head Office - call for list of dates

***Study days are professional training events - held regionally throughout the UK and Sensory Guru's Head Office

****Please see swap out parts schedule on page 7 for details of the included components

[Please contact us for a bespoke quotation based on your Sensory Guru products](#)

Section A: Standard Service Description

1. Standard Service - Service Features

Sensory Guru's Standard Service* plan supplements your statutory rights and incorporates the following standard support services:

- i. Comprehensive Online Support
- ii. Telephone Technical Support
- iii. Remote Repair Service

i. Comprehensive Online Support

Sensory Guru offers comprehensive free online assistance at <http://sensoryguru.com/support> This includes email support. Most support questions can be answered with Sensory Guru's on-line issue guides and information resources, such as:

- Access to much of the same reference material used by Sensory Guru's Technicians
- Troubleshooting information and frequently asked questions (FAQs)
- Software, utilities and updates
- Ticketing system to log support issues with Sensory Guru's technical professionals.

ii. Telephone Technical Support

If you have a problem with your Sensory Guru product and cannot resolve it using our on-line support you should contact Sensory Guru's Technical Support for problem diagnosis. This telephone support is a fast and efficient way for Sensory Guru to assess a problem your system may have and determine with each customer the best and fastest way to resolve the problem. Apart from the telephone charges, this support will be provided free of charge for any issues related to your statutory rights as a consumer. Calls to Sensory Guru's telephone Technical Support line will be charged at local rates (rates will differ if you call using a mobile, please refer to your provider's charges tariff).

Telephone support and service is provided Monday-Friday, 09.30 – 17.00 hours, excluding weekends and public/national holidays. Please note that Standard Service Telephone Support needs to be scheduled. Contact us to arrange a suitable date and time and we will call you back.

ii. Remote Repair Service

Sensory Guru's Remote Repair Service** will repair (subject to parts availability) the customer's system within 14 business days of the fault being reported, logged*** and the completion of a telephone based troubleshooting session with one of our Technicians.

(*As standard with purchases of the Magic Carpet, Magic Carpet Mobile, Magic Mirror, Lightswitch and LED Colour Wash systems for the first year, from date of installation)

(**Availability of service and response-time estimates may vary according to the remoteness or accessibility of the product's location)

(*** Calls must be logged before 14.00 hrs, local time, for the unit to be collected during the next working day. For more information, please check with Sensory Guru).

(****Tobii products deemed faulty by Sensory Guru / Tobii Technology may need to be shipped back to Tobii's repair centre in Stockholm. Customer will be responsible for transportation charges for such Product units sent to Tobii's facilities)

2. Standard Service - Delivery Methods

The Standard Service plan has two delivery methods:

Engineer Replaceable Parts

Sensory Guru will repair the unit consistent with the terms of this Service Description. The customer is required to disable all password prompts on the Operating System and Bios. Sensory Guru will contact the customer if there is any delay with the repair. The unit will be returned on completion of the repair.

Customer Replaceable Parts

Sensory Guru may opt to send a system part, which can easily be replaced by the customer, directly to the customer in exchange for the defective part.

These items will be defined by the Sensory Guru Technician during the diagnostics process but will generally include PC components and peripherals,

Section A: Standard Service Description

3. General Information – Steps Required for Problem Resolution

Sensory Guru will send parts or provide an engineer service only if it has been established that the problem cannot be solved by recommended troubleshooting procedures (as outlined below) and a Sensory Guru representative agrees that a service call would resolve the issue. An exception to this will be made if a customer has special needs or disabilities and makes this known to the Sensory Guru Technician.

4. What information each customer should have when calling Sensory Guru

Each system shipped by Sensory Guru is individually built to order, and the details of that configuration are recorded on Sensory Guru's contact-management system. To assist the Sensory Guru Technician the customer needs to have the following information available:

- The service tag / serial number and the model number of the faulty system.
- To complete the diagnostics the customer must have convenient access to the faulty system when calling technical support and ensure that the PC is connected to the internet so that technical support can remotely access the system.
- The technical support telephone number the customer should call is 01892 771381.

5. Troubleshooting – Fault Diagnosis

For each call, the Sensory Guru Technician has been trained to undertake a process to ensure the fastest possible resolution. To do this the Technician will request the customer's assistance to help "troubleshoot" the problem in order for the Technician to diagnose the fault.

The diagnostic process will enable the Sensory Guru Technician to identify the system part that has failed, if any, so that a replacement part can be provided, where applicable.

Examples of what can be included in the scope of the hardware fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported.
- Installation of service packs, components, supplements, updates firmware and BIOS.
- Installation and default configuration of Sensory Guru factory-installed operating systems, application software and drivers.
- Testing a factory-installed Graphics Card by checking driver software.

The Sensory Guru Technician will work together with you to ensure that you are properly instructed on how to proceed.

Opening the System

Accurate problem diagnosis may not be possible without opening the system. Normal troubleshooting procedures may also include opening a system to reseat parts. The Sensory Guru Technician will inform you if this is necessary and work with you to do so. Opening the system avoids delays in resolution but must be done only with the guidance of the Technician who will advise of all necessary safety precautions.

As a last resort, the troubleshooting process may require the restoration of the original operating system, software applications, hardware drivers and settings to the original default configuration as shipped from the factory (factory settings). Software support is limited to the basic operating system installation only when required by Sensory Guru as part of hardware fault diagnosis and fix, thereby installing the operating system to factory condition. The service includes installation of Sensory Guru software, device drivers and the basic installation and configuration for factory installed OS Service pack, utilities and BIOS issues.

6. Exclusions

Without limitation, the scope of Sensory Guru's fault diagnostics does not include support for the following:

- General usage and "how to" questions with Sensory Guru factory-installed software.
- Configuration and diagnosis of the Sensory Guru factory installed operating system or factory installed applications for use with customer installed applications and hardware, unless these are Sensory Guru branded applications.

Section A: Standard Service Description

- Configuration, installation and validation of non Sensory Guru supplied operating systems, software, applications or drivers/fixes.
- Commercial upgrades whether purchased from Sensory Guru or not (e.g Windows 7 upgrade).
- Configuration of all communication software, unless required for troubleshooting.
- All non Sensory Guru supplied hardware and peripherals, their installation and compatibility with Sensory Guru configured hardware. The original manufacturer of the product provides support. Sensory Guru supplied software and peripherals, unless otherwise specified*.
- BIOS/Firmware upgrades for non Sensory Guru branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Backing up and restoring customer's data**.
- Customer applications and data.
- Unnecessary work in Sensory Guru's assessment.
- Consumables and wear and tear to items such as plastics and diskettes.
- Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
- Games and add-on packages from date of purchase (e.g. educational packs).
- Preventative maintenance.
- Repair of system after virus infection other than installation of software to the default Sensory Guru factory settings*.

(*Sensory Guru has a broad range of services available. Information about how these could help you is available at www.sensoryguru.com).

(** Customer Data - Sensory Guru recommends regular backup of data. In cases where a hard drive failure is detected, the hard drive will be replaced. Customer data stored on the defective hard drive will be lost if the hard drive is replaced. The service engineer will configure the operating system to the original factory settings only if the customer makes the original software image or operating system installation media available. The customer should contact Sensory Guru Technical Support for assistance in re-installing any additional software provided on the original factory image).

(**Data Loss - The customer is responsible for the security, backup and re-installation of their data at all times. Sensory Guru accepts no liability for loss of software and data).

7. Damage Exclusions

In addition to those items specified in Sensory Guru's Standard Terms and Conditions of Sale, Sensory Guru Service does NOT cover damage caused by:

- Use of components or software not supplied by Sensory Guru
- Relocation or transportation
- Servicing not authorised by Sensory Guru
- Usage not in accordance with product instructions
- Improper voltage selection on a system's power supply
- Unreasonable or excessive use
- Accidental damage
- Malicious damage
- Environmental conditions
- Act of God, fire, flood, act of violence or any similar occurrence

8. Customer Obligations

To enable Sensory Guru to carry out its support obligations the customer, without limitation, should:

- Provide the serial number of the system / product for which the enquiry is being made.
- Provide all and any information requested by the Sensory Guru Technician to assist in the diagnosis.
- Provide Sensory Guru with full, safe and prompt access to the products.
- Where possible, provide a technically competent person with knowledge of the system and the reported fault to participate in troubleshooting.
- To actively assist the Sensory Guru Technician in troubleshooting.
- Ensure the system is in an easily accessible location with adequate space, in accordance with health and safety guidelines.
- Make available to Sensory Guru, free of charge, all facilities and services reasonably required to enable Sensory Guru to provide the support services.
- Keep full security copies of any software and data in accordance with best computing practice before requesting support services from Sensory Guru.
- Acknowledge that they are responsible for recovering their own application software after any such support services have been provided.

Section A: Standard Service Description

- Inform Sensory Guru of any system relocations.
- Take any other actions that Sensory Guru may reasonably request in order to best perform the support service.

9. Disclaimer

This Service Description is subject to and supplements Sensory Guru's Standard Terms and Conditions of Sale and Service (including, without limitation, Sensory Guru's limitation and exclusion of liability as noted therein) or any applicable separate signed agreement between the Customer and Sensory Guru.

Sensory Guru reserves the right to make changes to this document and to the Products and Services described at any time, provided that such changes will not result in a reduction in Sensory Guru's contracted commitments to existing Customers receiving the Products and/or receiving the Services.

Sensory Guru's warranties on its Products and Services are exactly as described in this document, in any agreement between Sensory Guru and the Customer and as additionally required under applicable law.

Sensory Guru makes no additional express or implied warranties with respect to its Products and Services, except as set forth in this Service Description, the Sensory Guru Standard Terms and Conditions, any other signed agreement, or as required by law.

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Section B: Package PLUS Service Description

1. Plus Service - Service Features

Sensory Guru's Enhanced Service plans supplement your statutory rights and incorporates all items as detailed in Section A as well as the following enhanced support services:

- i. Yearly Onsite System Health Check
- ii. Anytime remote / telephone support
- iii. Training events

i. Yearly System Health Check

Yearly System Health Check includes a site visit from a Sensory Guru Technical Support operative to assess the functioning and health of your Sensory Guru product. Details of the findings will be made known to the customer whilst the Technical Support operative is onsite. All details will be recorded in a System Health Check Report. The Yearly System Health Check will be carried out in the 11th or 12th month of the SLA agreement period at a mutually convenient, prearranged, time.

In the event that a problem occurs prior to the 11th or 12th month, a customer may use the Yearly System Health Check as a call out visit. During which time our Technical Support Operative will carry out the full inspection as detailed below.

During the health check our Technical Support Operative will observe, test and fix the following:

- PC setup and software configuration
- Fix software configuration issues
- Peripheral hardware configuration and drivers
- Viruses and bad sectors
- Remote access configurations
- Interaction and system response times
- Projectors - filters, lamp life and configuration settings
- IR Camera functioning, signal noise, PSU and tracking
- Sound system and source audio configuration
- Communication ports
- Admin and application event log
- Lighting control equipment and DMX signals

If problems are observed/found that require replacement parts, the customer will be notified of any additional chargeable costs before replacement parts are used.

It will then be up to the customer to decide how they wish to proceed. Customers should be aware that failure to instruct our Technical Support operative to replace parts etc, during the Yearly System Health Check will result in additional call out charges being incurred for any subsequent attendance.

ii. Anytime Remote /Telephone Support

If you have a problem with your Sensory Guru product and cannot resolve it using our on-line support, you should contact Sensory Guru's Technical Support for problem diagnosis. This telephone and remote PC access support service is a fast and efficient way for Sensory Guru to assess a problem your system may have and determine with each customer the best and fastest way to resolve the problem. Apart from the telephone charges, this support will be provided free of charge for any issues related to your statutory rights as a consumer. Calls to Sensory Guru's telephone Technical Support line will be charged at local rates (rates will differ if you call using a mobile, please refer to your provider's charges tariff).

Anytime Remote / Telephone support service is provided Monday-Friday, 09.30 – 17.00 hours, excluding weekends and public/national holidays. Customers signed up to Package PLUS and Package PRO Service Level Agreements (SLA's) will be fast tracked to a Technical Support Operative.

iii. Training Events

Customers are entitled to attend as many quarterly training sessions as they wish throughout the duration of their SLA contract period. Sensory Guru can cater for up to 3* delegates per organisation on each training date and will provide refreshments and a buffet lunch. Training days provide a broad overview of all Sensory Guru products and assist customers to retain and spread knowledge of the products more widely within their organisations.

Specialist professional training events will also be advertised to SLA customers on a first refusal basis. Recent specialist events have included RETT, Sensory Integration, Communicator Software, Introduction to AAC and Advanced Tobii Vocabs.

* Delegates must be able to prove that they are employed by the SLA contract holder.

Section C: Package PRO Service Description

1. PRO Service - Service Features

Sensory Guru's Enhanced Service plans supplement your statutory rights and incorporates all items as detailed in Section A and B as well as the following enhanced support services:

- i. Onsite Training Visit
- ii. Swap Out and Replacement Components
- iii. App Upgrades
- iv. Professional Study Days

i. Onsite Training Visit

A trained Sensory Guru Product Specialist will visit the location where you have your Sensory Guru product(s) installed / Setup and provide a full days training session 09:30-16:00.

There are multiple facets to most Sensory Guru systems so the training can be tailored to meet the customers needs, be it an organisation, a service user or team of professionals. Training can be focused on technical operation, user application, customisation or a compilation of these options. Training dates need to be booked within the first 30days of the SLA period. Sensory Guru will contact you to agree dates if you have not specified this on your order form. If you would like us to include specific content in the training, please contact us in advance.

Supported training topics:

- How to operate your Sensory Guru product
- Using a Sensory Guru Interactive Sensory Environment
- Interactivity and Programming (Magic Carpet/Magic Mirror/LightSwitch and I-Sensory)
- Designing assets (Adobe Creative Suite)
- AAC Technologies
- Tobii Eye Gaze and Direct Access Solutions
- Tobii Communicator & Vocabs
- Working with complex learners
- Creative Communication & Visual Scenes
- Eye Gaze Assessment and Analysis

ii. Swap Out and Replacement Parts

If you have a problem with your Sensory Guru product that still cannot be resolved after following all of the steps required for problem resolution (as outlined in Section A) Sensory Guru will replace the part(s) concomitant with the included replacement parts schedule on page 9.

The PRO Service plan has two delivery methods:

Engineer Replaceable Parts

Sensory Guru will repair the unit/item consistent with the terms of this Service Description. The customer is required to disable all password prompts on the Operating System and Bios. Sensory Guru will contact the customer if there is any delay with the repair. The unit will be returned on completion of the repair. If the fault is determined whilst a Sensory Guru Technical Operative is conducting a Yearly System Health Check, parts may be swapped/replaced on the day.

Customer Replaceable Parts

Sensory Guru may opt to send a system part, which can easily be replaced by the customer, directly to the customer in exchange for the defective part.

These items will be defined by the Sensory Guru Technician during the diagnostics process but will generally include PC components and peripherals, Projector parts, AC adapters, IR Cameras, etc. Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification, not on brand and model.

iii. App Upgrades

Periodically, Sensory Guru provides content upgrades for Magic Carpet, Magic Mirror and LightSwitch systems. Customers on the PRO plan will receive all content upgrades as and when they become available. Sensory Guru will contact you to let you know when upgrades are available.

iv. Professional Study Days

PRO plan customers are entitled to attend all Sensory Guru Study Days throughout the UK. Details of events can be found here www.sensoryguru.com/events

Section D: Replacement Parts Schedule

1. PRO Service Replacement Parts

The following Swap Out and Replacement Parts are included in the PRO Service Plan:

- USB Magic Carpet Software License Key
- IR Camera(s)
- USB Video Capture Device(s)
- 12V 1A, 2.1mm Power Supply(s)
- JBL Speakers
- Ceiling Speakers
- Micro Amplifier
- Cambridge Audio Amplifier
- PC Dell SFF 3020 PC (Fix & Return or Swap Out)
- Hard Drive Failures - image restore
- PC Motherboard Failures
- RAM Failures
- Nvidia Graphics Card(s)
- Bubbletube Solenoid, Pump and LED Array
- VGA / BNC / CAT5 / HDMI / DMX / AUDIO CABLES
- 19" / 22" Monitors (Touch and non-touch)
- DMX Merger
- LED Lighting Units
- DMX Lighting Drivers + PSU
- Fibre Optic LED Driver
- Front Surface Mirrors
- Connectors
- Apple TV
- Wireless Router
- Waterbed Heating Element

Component Part Prices

Customers not signed up to the PRO Service Plan will be charged the following, current*, prices per item:

£250.00
£295.00
£50.00
£15.00
£295.00
£245.00
£195.00
£195.00 - £895.00
£895.00
£175.00
£245.00
£85.00 per 4GB module
£195.00
£345.00
£8.00 - £55.00
£135.00 - £295.00
£395.00
£245.00 - £5,000.00+
£295.00 - £895.00
£345.00
£50.00
£2.00 - £30.00
£110.00
£85.00
£210.00

2. Fixtures, Furniture and Consumable Parts

The following Parts are **NOT** included:

- Wireless Keyboards
- Reflective Items
- Projector Lamps
- Bubbletube Acrylic / Wall Bracket
- Bubbletube Switch Controller
- Batteries
- Projector Remotes
- Amplifier Remotes
- DMX Wall Controller
- Fibre Optic Stands
- Tactile Pannels
- Wall Pannels
- Waterbed Balloon
- Padding and Furniture
- Bean Bags
- Floor Vinyl



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