



Are you a slave to technology or is your AV working for you?

I have recently had the pleasure of meeting many hoteliers and hotel developers at Hotel Summit; a meet the buyer event and I came away with the feeling that your AV is a burden and an expense and that the technology has not been set up to serve you, it is almost as if you are working for the technology.

In the internet/cat5/network age we have the ability to look at all areas of AV either remotely or across the network so that we can monitor it or it can be integrated with our other systems and then report to us when we need to interact or attend to it!

What is happening without network/remote support?

If you don't have network / remote support you are unaware of the status of your hardware until it fails or worse still until a guest/delegate complains - leading to (avoidable) equipment failures and breakdowns causing disruption to events, your budgets and leaving your guests/delegates with a bad experience of your facility

What could happen if we added network/remote support?

With remote support or basic network settings your system could email you, your technical people or an external AV company to notify them that a unit is faulty, overheating or needs attention - thus ensuring issues are dealt with before they become a crisis. With a little more investment systems can be centrally controlled and monitored by you, your technicians an external company - or all three. Customers can be supported, systems monitored in real time and usage & faults logged against each piece of hardware to give you useful metrics.

So what are the benefits?

Maximum up time - avoid preventable problems; lamps reaching the end of their life can be changed before they fail and new lamps ordered in good time. Works can be planned when rooms not in use or out of hours.

Minimise Carbon - minimum site visits as engineers can remotely check parts required. You'll also have the ability to cross reference room usage/equipment status and bookings to turn off remotely/centrally equipment left on in unused rooms

Maximum Reliability - as faults are monitored and logged against hardware poorly performing hardware or software settings can be changed and evolved to get the best reliability and lowest running cost of all hardware

Improved Customer Experience - as all equipment will perform as expected within a brand standard and your guests will receive a better experience and go away happy!

Specialist sound, light & video systems integrators

CGA Integration Ltd, PO Box 3997, Bracknell, Berkshire, RG42 2ZS

Registered Office: 125 High street, Odiham, Hants, RG29 1LA

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What areas can be controlled this way?

TV systems - IPTV systems can be remotely diagnosed and supported down to each room's set top box - giving fully support.

IPTV video on demand content - this is now normally delivered and updated remotely - thus ensuring regular secure updates to your on site film and media library

Digital signage - each sign can be remotely managed and supported to ensure maximum up time

Background music systems - many basic amplifiers now have the ability to support Network cards to enable remote support or more advanced systems can support and report to sound processors that give AV support companies full visibility of all sound system hardware.

Hard drive music systems - all hard drive music systems can be supported remotely enabling music update and changes to be made at any time and hardware issues diagnosed and resolved

Video projectors - many video projectors are now capable of reporting back to you over a network to flag problems or with some more interactive systems full remote possibility is possible to allow customer support, fault finding and fault logging

Lighting systems - many of the larger lighting systems now have remote support ability to allow for programming tweaks and fault finding

What is possible?

Video projectors that email or report to you when overheating, filters blocked or the lamp is reaching the end of it's life cycle and will be needing replacement shortly

Sound equipment that can be monitored remotely or linked to your BMS so that its functionality can be monitored

Usage statistics on TV systems so you can increase or reduce certain typed of channel or change you charging structure

Engineers and support staff are able to remotely diagnose faults, restart units showing errors and help users on site for minimum down time.

Engineers who are able to diagnose faults remotely are able to order parts and attend site with the correct part first time to resolve problems in one efficient visit - minimum delay, down time and carbon footprint.

Faults can be logged against certain pieces of hardware so that the items that are not reliable or take a lot of support can be identified and either replaced or reconfigured to reduce cost and reduce the maintenance burden

All of these do affect you initial purchase cost – BUT all will help with your running costs and in turn keep your total cost of ownership lower by reducing calls and increasing the life span of products. So get your AV working for you.

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CGA Integration Ltd Terms & Conditions of Trading

Definitions:

"CGA" means CGA Integration Ltd. that also trades as BracknellLamps.com and NetworkDirect. "Buyer" means the person who orders goods or services from CGA. "Contract" means the provision of goods and or services to the Buyer, as agreed in the Buyer's order.

General Terms:

There shall be no binding Contract between CGA and the Buyer until CGA accepts the Buyer's order. All orders are accepted and goods and services supplied by CGA subject to these conditions of sale, to the exclusion of all other terms, including any the Buyer purports to apply under any purchase order, confirmation of order, specification or other document. Any purported variations, alterations to these conditions, are inapplicable unless accepted by CGA in writing. Any quotation is valid for a period of 30 days only from its date, provided that CGA has not previously withdrawn it and CGA shall be entitled to amend its price at anytime prior to acceptance by the Buyer. Unless otherwise agreed, the price of goods and services shall be that stated in CGA's quotation. Unless otherwise agreed, prices quoted by CGA are exclusive of delivery charges, Value Added Tax (where applicable) and Installation charges which shall be payable in addition to the quoted price. The Goods and services to be provided by CGA may be varied upon mutual agreement and for this purpose any representative of the Buyer including but not limited to any employee, servant, contractor or any person purporting to be the agent shall have all necessary authority of the Buyer to request any variation and it accepted by CGA the Buyer shall be bound by such variation. Unless specified otherwise by the buyer in writing CGA may act on the instructions of any of the persons mentioned above when carrying out the services without verifying they have the necessary authority of the buyer. CGA reserves the right to make routine service calls at its convenience. Any equipment loaned under a service or call-out situation, will be charged at a competitive hire rate and payable by the Buyer.

Description

All samples, drawings, descriptive matter, specifications and advertising issued by CGA and any descriptions or illustrations contained in CGA's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of the Contract and this is not a sale by sample.

Payment Terms

as per CGA's quotation or if silent then cash with order. CGA reserves the right to request stage payments which shall be payable in full at the times indicated. Please ensure that cheques, drafts and postal orders are made payable to: 'CGA Integration Ltd' and are crossed. Goods will not be dispatched until CGA receives cleared funds for the full amount due including VAT, installation and carriage at the current rate applying at the date of advising. Please inform and identify payments made to CGA. CGA will not be held responsible for unidentified monies. Unless previously agreed in writing by a director of CGA, no credit facilities are available.

Overdue accounts

CGA reserves the right to charge interest at the statutory rate on all overdue amounts which shall be payable by the Buyer on demand together with all debt recovery costs incurred by CGA. In addition CGA may suspend delivery of goods or the supply of services until payment in full is received.

Retention of Title

Property in the goods will not pass to the Buyer until CGA have received in cash or cleared funds payment

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in full. Until property passes to the Buyer, the Buyer will hold the goods as CGA's fiduciary agent and bailee, and will keep them separate, properly stored, protected, insured and identified as CGA's property. The Buyer can use or resell such goods in the normal course of business, provided that the Buyer accounts to the CGA for the proceeds of sale, which must be kept separate. Until property passes to the Buyer or earlier resale, CGA may at any time require the Buyer to deliver the goods to CGA. If the Buyer fails to do so immediately, CGA may enter any premise where the goods are stored and repossess them. Risk in the goods will pass to the Buyer on delivery. CGA shall be entitled to recover payment for the Goods notwithstanding that ownership of any of the Goods has not passed. The provisions of this clause shall apply irrespective of whether or not the goods have been affixed to a property or premises and whether or not the Buyer owns, controls or is in possession or not of such property or premises.

Force Majeure:

Although CGA shall use all reasonable endeavours to discharge its obligations under a contract in prompt and efficient manner, time shall not be of the essence and CGA does not accept responsibility for any failure or delay caused by circumstances beyond its control. CGA reserves the right to charge for additional cost incurred due to either being unable to access a site or other contractors running late. If for any reason the Buyer fails to accept delivery of or CGA is prevented from delivering any of the Goods CGA may store the Goods until delivery, and the Buyer shall be liable for all related costs and expenses (including, without limitation, storage and insurance). Any liability of CGA for non-delivery of the Goods shall be limited to delivering the Goods within a reasonable time or issuing a credit note at the pro rata Contract rate against any invoice raised for such Goods.

Warranties:

Where CGA is not the manufacturer of the Goods, CGA shall endeavour to transfer to the Buyer the benefit of any warranty or guarantee given by its suppliers. Except for CGA standard limited warranty provided in writing by CGA to the buyer CGA does not, to the maximum extent permissible by law, give any express or implied warranties as to fitness for purpose, quality or otherwise of the Goods or services. If the Buyer is acting as a consumer nothing in these terms effects or limits the consumer's statutory rights.

Site Health and Safety:

The Buyer must advise Mr C Gunton or his representative(s) on site of Health and Safety issues relevant to the Buyer's site and of the Buyer's emergency procedures. The Buyer shall ensure that its site meets current Health and Safety regulations for contractors working on their premises. CGA reserve the right to refuse to work if they feel that inadequate safety measures have been put in place to protect their engineers.

Packaging:

The Buyer is responsible for the disposal of all boxes and packaging of products supplied by CGA. Some packaging should always be kept in case goods need returning for service.

Pictures & marketing material: CGA reserves the right to use pictures, text and the names of venues installed in their own website, promotional material, newsletters and advertising.

Loan equipment:

The Buyer shall be responsible for all insurances whilst the equipment is in its possession even if operated by CGA or it's representative. All loan equipment or systems are covered by a comprehensive 24-hour call

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out facility. In the event of a fault CGA will attend equipment on the following terms:

- The call-out fee and first hours labour charge are to be paid on arrival before any work can be undertaken and will be refunded should the fault prove to be with the equipment.
- Should the reason for the call be through a fault in the equipment, the call shall be free and a replacement system supplied where possible.
- Should the call-out be through user-fault or misuse, the call-out will be charged at the current call-out rate with a minimum labour charge of 2 hours and the extra charge for replacement equipment.

Liability:

Nothing in these conditions excludes or limits the liability of CGA for death or personal injury caused by CGA's negligence; or under section 2(3), Consumer Protection Act 1987; or for any matter which it would be illegal for CGA to exclude or attempt to exclude its liability; or for fraud or fraudulent misrepresentation. Subject to the above CGA's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance of the Contract shall be limited to the Contract price; and CGA shall not be liable to the Buyer for any pure economic loss, loss of profit, loss of business, depletion of goodwill or otherwise, in each case whether direct, indirect or consequential, or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the Contract.

General

The parties to the Contract do not intend that any term of the Contract shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.

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