

// They were available to us at all hours of the day and night, and never hesitated to help with any problem that came about. //

- Msgt. U.S. Air Force

GuardianCare 24/7 Support

By purchasing a CineMassive visualization system, you've invested in a powerful tool that will help your organization operate, collaborate, and communicate more effectively. Our GuardianCare support plan helps you protect your investment and maximize its value over the years to come.

GuardianCare provides ongoing expert support for your system and helps you leverage your technology to its fullest potential. As a GuardianCare member, you can rest assured that your critical assets are supported by our dedicated team, 24/7, 365.



24/7 WORLD-CLASS SUPPORT

24/7 PHONE SUPPORT

GuardianCare support personnel are available 24 hours a day, 7 days a week to assist you with any concerns. Our support team members are experienced professionals based in our Atlanta headquarters. With years of experience supporting AV and IT systems, our team can deliver swift, effective solutions for your needs.

ON-SITE SUPPORT

In the event that an issue requires on-site support, a support team member will be dispatched to your location to provide hands-on assistance. Our "Travel Included" package covers all travel expenses for up to two on-site support visits per year.

PRIORITY SUPPORT WITH GUARANTEED RESPONSE TIMES

GuardianCare provides priority support for all CineMassive-manufactured products. As a GuardianCare member, your support needs will be addressed and resolved first. We strive to respond to all support requests within 1 hour and guarantee a response within 4 hours of your inquiry.

BASIC SUPPORT FOR THIRD-PARTY PRODUCTS

As a GuardianCare member, you'll also have access to basic support services for third-party products integrated by CineMassive. Our team can provide remote diagnostics, troubleshooting, and training on third-party components, and can connect your organization with third-party manufacturers for warranty coordination.



THE LATEST FEATURES AND CAPABILITIES

FREE SOFTWARE UPDATES

With GuardianCare, you'll receive free access to all updates within your current major version release of CineNet software, so you won't have to wait to leverage the latest features.

DISCOUNTED SOFTWARE UPGRADES

GuardianCare provides discounts on all major upgrades to the CineNet software platform. When a major upgrade is deployed, your team will receive a remote training session to review new functionality and features.

LONG-TERM BENEFITS

WARRANTY EXTENSION

When you buy up to three years of GuardianCare with your initial system purchase, we'll extend your warranty period by the same number of years as your GuardianCare package. This warranty extension covers all CineMassive products and select third-party products.

DISCOUNTED RATES ON ADDITIONAL SERVICES

As a GuardianCare member, you'll be billed at a lower rate for any on-site trips, programming, and maintenance that falls outside of the scope of your service agreement.

PRIORITY ACCESS TO SERVICE STOCK

GuardianCare membership provides your organization with priority access to the support team's stock of replacement parts.

SIGN UP FOR GUARDIANCARE - 1.800.792.5975

sales@cinemassive.com