

## The Assurance plan is engineered to help you protect your investment

### Assurance Plan Details

- 5% discount on product purchases
- Discounted labor rates
- Remote service monitoring where applicable
- Same business day response time (normally 48 hours)
- Priority on site service within 48 hours during business hours (normally 72 hours)

### What the plan covers

- Provide discounts for routine maintenance & equipment upgrades
- Waive standard trip charges within 25 miles of our home office
- Attempt to resolve issues that arise without requiring a site visit.
- Keep firmware updated and functioning correctly with new software applications.
- Perform remote reboots where applicable.
- Provide proactive service by monitoring your systems and devices remotely for performance issues and to identify malfunctioning devices.
- Grant you access to our personalized mobile app enabling you to reset your cable box or fix other basic issues.
- Schedule system inspections to provide multi-point inspections and comprehensive tune-ups.



EPOS

Our expert technicians are always ready to service your system. To schedule a visit, please contact our service department.

413.310.2363

[service@eposhomes.com](mailto:service@eposhomes.com)

[www.eposhomes.com](http://www.eposhomes.com)