

Iron Hill AV SERVICE & INSTALLATION VISIT CHECKLIST

Thanks for choosing us to provide your installation or service!

Please keep in mind you have entered into our Universal Service Agreement by electing services with us. You can review that full agreement anytime by downloading it from our website under Client Hub. **Before we arrive please review...**

IMPORTANT! Someone of age 18+ must be present at **all times during our visit**. This person takes full responsibility for any decisions required to be made about the service being completed, they will be required to review the work, and sign-off on the work completed. They are also responsible for making any payments owed for the visit upon request. We strongly advise this person to be the main user or owner of the system.

COVID SAFETY NOTICE If anyone in the home or business is showing symptoms of COVID 19 or similar illness, or is currently in quarantine for the same, you must advise us immediately so we can reschedule your appointment.

DO NOT SCHEDULE ANYTHING We understand people are working more from home now, but please be sure no one has meetings, classes, phone calls, zooms etc during the time we are present for your visit. It is very likely depending on the services we are there to complete we could disconnect services without notice. **WE CAN NOT WAIT.**

UPON ARRIVAL - All appointments are scheduled as 1 hour arrival window, so a 9am appointment means we will arrive between approximately 9-10am. Once we arrive we will expect to have the following:

- Reasonable access to and use of: electrical outlets, restroom facilities, parking, loading and unloading areas.
- Clear pathways to and from all work areas, we recommend you move and fragile items from the main paths.
- Security doors – we must be given a Door Code / Access Key that we may use for the length of the project.
- Have any items, especially large items, in the immediate work moved - this includes furniture, rugs, pictures, old equipment, etc. It is not our job to move/remove these items.
- For health and safety you **MUST** keep all pets or children from the work areas and pathways during the entirety of the service visit.
- We may provide basic protection of surfaces as needed, such as wearing booties or using drop clothes. You may want to provide additional protection as you see fit. Associates can not remove their shoes.
- New Packaging & Old Equipment - **WE DO NOT REMOVE** any of this. It is your responsibility to recycle these items properly with your local e-waste or solid-waste or recycling authority.
- If you are supplying your own installation parts (such as TV mounts or equipment furniture)- it is your responsibility to ensure these items are compatible with the items being installed and that they meet required safety standards (such as weight ratings). * We will not install if safety concern or code violation.
- If you are supplying cable service boxes 'cable/sat boxes' please have them activated prior to our arrival.

PASSWORDS Write-down your passwords and usernames if applicable. Give our associates this upon arrival so they can access the necessary devices. Specifically your WiFi password will likely be needed for any service. But also any other usernames and passwords for devices or accounts that you are asking us to work on - such as wifi, router, computer, Sonos, Netflix, Hulu, etc. Not having these ready will delay service. If you have not yet subscribed to one of these and want it setup, please subscribe online before our arrival.

***All extra time is billable so please have these items ready to avoid delays.**

PAYMENT We can not accept cash, we recommend paying with credit card fast secure payment, checks are also accepted. Payment for the final service or install balance is due upon request, same day as service, unless you have invoice terms with us. Please make sure someone is available with a form of payment when the service is completed. **All payments must be made to Iron Hill AV**