

Objective: The Service & Repair Requirements Policy has been created to provide consistency among all field service work and repairs performed by Audiomatrix, Inc. It will ensure that all common aspects of a service or repair workorder for each and every job conform to the specific requirements of Audiomatrix, Inc. with respect to quality of work, neatness, attention to detail, local code conformity and overall customer satisfaction. It is further implemented to maximize efficiency, reduce callbacks and improve profit.

The following specific practices are mandatory on every service call:

1. Professionalism and courtesy must be displayed by the technician on the job site and in the presence of customers at all times.
2. Service work must conform to local codes and be done in accordance with current NEC requirements.
3. Safe practices and work habits are required at all times on the job site. Compliance with OSHA regulations is mandatory.
4. The use of proper tools such as wire strippers, crimpers, etc. is mandatory. Cutting and stripping wire with pocket knives is unacceptable as this portrays a less than professional approach to the job and can be damaging to the cable. Crimping connectors with pliers or needlenose tools is also unacceptable.
5. When servicing a dish or signal problem, the following must be checked:
 - a. Dish and sled assembly bolts are tight and not damaged or bent;
 - b. The LNB or LNBF is rotated to achieve peak signal;
 - c. The LNB cover is in good condition (if not it must be replaced);
 - d. The dish aim is accurate and locked down;
 - e. The coax cable on the dish and connector is in good condition;
 - f. The dish ground wire is installed (if not it must be installed);
 - g. Any barrel connectors in the coax are good and properly taped;
 - h. The receiver is in good condition and faceplate print on DBS receivers is legible
 - i. A current channel lineup sticker is placed near the receiver;
 - j. A "call for service sticker" is in place on the receiver.
6. The signal level on Dish Network or Encompass platforms must be recorded on the workorder.
7. Be sure there are no materials stacked on top of the receiver which may cause ventilation problems. If there are, inform the customer that they must be removed and note this on the workorder.
8. When servicing a sound system issue, the following must be checked:
 - a. All volume controls and speakers are working throughout the customers location;
 - b. Any microphone jacks or other wall jacks installed are functioning properly;
 - c. The speaker load is acceptable for the amp capacity (this should be documented);
 - d. The customer is fully knowledgeable on the operation of the system.
9. The proper patch cables must be used at all times from receivers and mixers to amplifiers. Y cables must not be used in a configuration where one plug or jack is left unterminated.
10. Any wiring or rewiring must be neat and orderly, properly cable tied and with minimal exposed wiring.
11. Work orders must be completely filled out with customer signature and detailed information of work performed, including arrival and departure times.
12. All product and materials used on a service call must be documented on the workorder.