



Future-Proofing Your Technology Systems
with Ongoing Support, Optimization & Expertise

Service. Support. Partnership. Elevated.

You're not just covered; you're connected. PSX+ is more than a service plan; it's a commitment to reliability, proactive care, and lasting performance. Our experts become an extension of your team, ensuring our goal is that your technology systems run as flawlessly as possible and that challenges are identified and met to help avoid critical failures.

—The PSX Team



Communication & Support

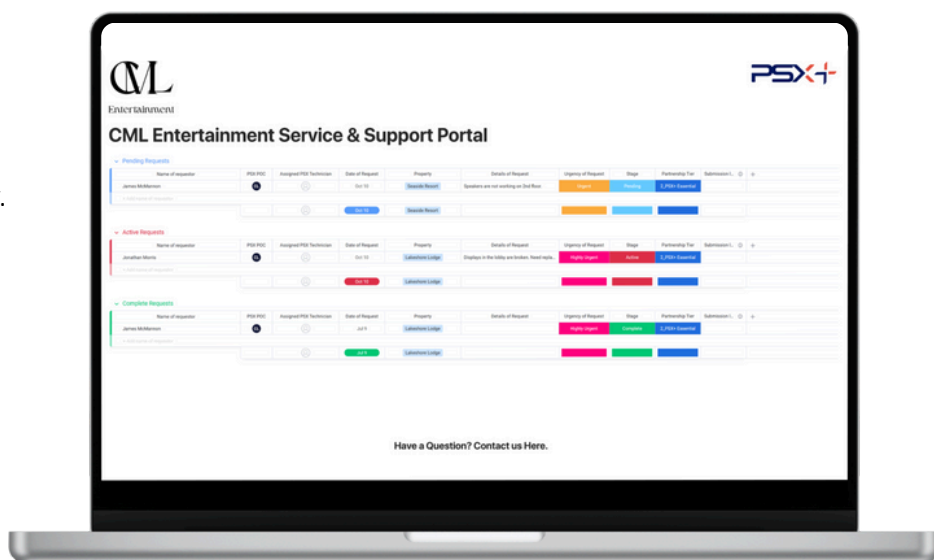
We've got you covered. **Every step of the way.**



¹For PSX+ Premiere Partnerships Only

Dedicated Client Service Portal

Submit your request through your dedicated PSX+ Service Form, and our team takes it from there. Every request is reviewed by a PSX+ specialist to ensure we have the details needed to act quickly. Within 1–3 business days, you'll receive updates through your Service & Support Client Portal, along with a confirmation email outlining scheduling, next steps, and any additional information we may need to complete your service efficiently.¹



System Optimization

Within (3) three months of a new or renewed PSX+ partnership, our team will conduct a remote system health check to evaluate overall system stability and performance. If you have PSX+ Premiere, we'll also set up an in-person Health Check. This includes verifying firmware updates, tuning system performance, and confirming that key diagnostic tools are functioning properly.

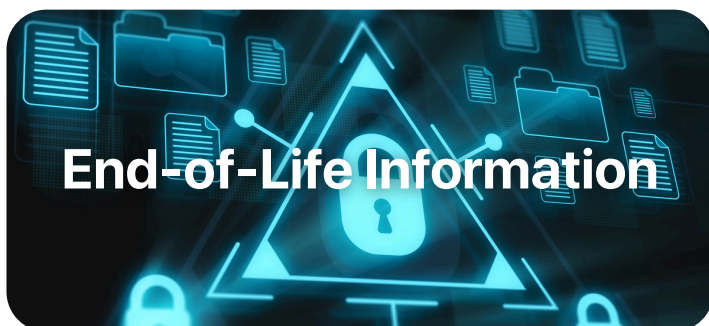
Following the assessment, you'll receive clear, actionable recommendations to help maintain peak system performance and minimize the risk of future issues. Supporting documentation will also be provided to guide next steps, ensure transparency, and provide the following:



System Summary



Firmware & Software



End-of-Life Information



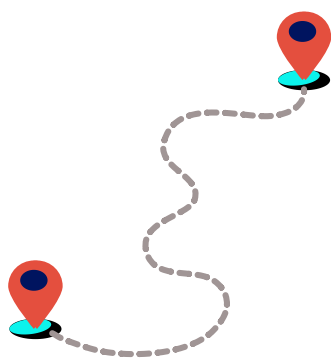
Recommendations

¹Response times may vary.

PSX+ Premiere offers response times of 1-2 business days and PSX+ Essential offers 2-3 business days.

Professional Consultation

At a mutually agreed-upon time, PSX will conduct a strategic consultation focused on the property or properties supported in your plan. During this session, we'll align your Audio, Video and Control Systems (AVC) technology roadmap with your business objectives ensuring your systems remain scalable, sustainable, and ready for future growth.



Your Customized Roadmap outlines planned upgrades, system expansions, and future integrations tailored to your unique environment. This forward-looking plan helps you stay ahead of evolving technology, manage CAPEX and OPEX budgets proactively, and ensure your systems continue performing at their highest level. With clear milestones and strategic recommendations, the roadmap serves as a practical guide for maintaining long-term reliability and maximizing the value of your investment.¹

Gain insider access to PSX's annual Emerging Technology Trends and Innovation Briefing, where we share the latest advancements shaping the industry. This exclusive overview highlights upcoming technologies, integration opportunities, and forward-thinking solutions designed to keep your systems at the cutting edge. As a PSX+ client, you'll stay informed and strategically positioned to leverage innovation before it becomes mainstream.¹



As part of our PSX+ Health Checks, we assess the full life cycle of your equipment, identifying components nearing end-of-life, end of warranty period, or nearing support expiration. This proactive review ensures you're never caught off guard by aging technology or unexpected downtime. Alongside each health check, we provide clear recommendations and planning guidance, helping you budget for replacements, schedule upgrades strategically, and maintain optimal system performance over time.

¹For PSX+ Premiere Partnerships Only

Discounted Labor Rates & Design Team Integration



As a PSX+ Partner, you receive discounted labor rates across our entire team—from the field technicians who bring your systems to life to the engineers and designers who ensure everything performs flawlessly. This exclusive benefit makes it easier and more cost-effective to maintain, expand, or enhance your system with the same professionals who built it. Whether it's on-site troubleshooting, new device integration, or preventative maintenance, you'll always have preferred access to the people who know your system best.

In addition to discounted rates, PSX+ Essential Partners receive four (4) hours per month of technical service and support, while Premiere Partners enjoy eight (8) hours per month. These hours can be used for a range of services, including troubleshooting, routine maintenance, device upgrades, and system optimization—delivered by the team that already understands your environment inside and out.

Premiere Partners also receive eight (8) hours annually for drawing set updates—including as-builts, cable schedules, and system modifications. This ensures all changes are accurately documented and fully integrated, with direct access to our design, modeling, and drafting teams. It's a seamless link between design and build, keeping your system aligned and future ready.

Exclusive Partner Perks

PSX+ Essential

As a PSX+ Essential Partner, you gain access to benefits designed to give you an edge. From preferred pricing to early inventory opportunities, our partnerships work to your advantage. Enjoy PSX partner pricing on service calls, adds, moves, or changes, helping you maximize value while maintaining system performance. You'll also receive early access to discounted end-of-life and overstock equipment before it's available to the public, plus reduced labor rates for out-of-warranty service work—all designed to make managing your system simpler, more cost-effective, and stress-free.

PSX+ Premiere

PSX+ Premiere Partners unlock the full power of our trusted vendor and partner network, giving you priority access to savings and specialized resources. This includes exclusive pricing for extended warranty coverage of up to three years on new PSX-installed systems, available upon request. Premiere Partners also receive first access to deeply discounted legacy, end-of-life, and overstock equipment, along with special pricing on lighting, Special FX, and AV gear during service engagements. These perks ensure your systems remain cutting-edge and your investments deliver maximum value, all while giving you priority access to the resources and equipment you need to stay ahead.

System Training

PSX+ Essential - System Training Add-On at Discounted Rates

Empower your team with expert-led training tailored to your PSX-installed systems. Whether onboarding new staff or refreshing experienced users, PSX+ gives you the tools to protect your investment and maximize system performance. Essential Partners gain access to over 150+ years of combined technical expertise, along with discounted training sessions, which are available on-site or remote. Training content is customized to your specific system and team needs, ensuring each session is relevant, practical, and actionable.

PSX+ Premiere

PSX+ Premiere Partners enjoy a fully tailored training experience designed for clarity, practicality, and your unique environment. Premiere benefits include one complimentary remote training session per year for new and existing staff, featuring customized content, quick-start guides, and live Q&A to ensure your team can operate with confidence. For larger teams or specialized needs, discounted on-site or advanced training sessions are available (note: travel beyond 60 miles from the nearest PSX office is not included and travel fees may be an additional cost). This level of training ensures your team is empowered, your investment is protected, and your systems remain efficient and reliable.





Plan Overviews

PSX+ Essential

Providing the essentials for consistent performance, dependable support, and operational peace of mind.



48-72 Hour Response Time¹



Dedicated Client Service Portal



System Optimization



Professional Consultation



Discounted Partner Labor Rates



Partner Product/Equipment Discounts



Customized Training Content²

¹Response time is defined as a PSX team member will coordinate and schedule your needs by phone or email.

²Customized training content is included in add-on training sessions. See labor rates on page 11.

48-72 Hour Response Time

Get priority access to our support team through a dedicated PSX+ service request portal. Your requests are automatically prioritized, ensuring faster response times than non-partner clients.

- PSX+ Essential includes up to four (4) hours per month/forty-eight (48) hours per year of technical service and support.
- 48–72 hour guaranteed response time to service requests
- Priority scheduling ahead of standard service requests
- View service history and system documentation at any time

Dedicated Client Service Portal

With PSX+ Essential, you gain access to a dedicated Client Service Portal designed for submitting and managing your service requests efficiently. The portal provides a client-friendly view of all pending, active, and completed requests, keeping you informed every step of the way.

Key Benefits:

- Submit and manage service requests directly through your personalized form
- Transparent view of all open, in-progress, and completed requests
- Priority scheduling ahead of standard service requests
- Access to service history and system documentation anytime

System Optimization

Stay ahead of issues before they arise with proactive system maintenance through PSX+. Our system optimization service ensures your systems continue to operate at peak performance through regular checkups and fine-tuning.

Included Services:

- One annual remote system health check to assess overall system stability and performance
- Firmware updates, performance tuning, and basic diagnostics to keep your system running smoothly
- Actionable recommendations provided to maintain optimal system quality and reduce the risk of future issues

Professional Consultation

Unlock the full potential of your AVC investment. Our industry leading experts partner with you to align technology strategy with business objectives always ensuring your systems are scalable, sustainable, and future-ready.

- Strategic planning sessions tailored to your operational goals, CAPEX, and OPEX
- Expert guidance on standards and compliance
- Risk mitigation through proactive needs assessment and budget forecasting

Discounted Partner Labor Rates

Enjoy preferred service rates as a valued PSX+ Partner. Whether you're expanding, upgrading, or maintaining your AVC systems, our discounted labor offering helps you control costs without compromising quality.

- Reduced labor rates for out-of-warranty service work
- Preferred pricing on scheduled service calls, moves, adds, and changes
- Cost-effective support for ongoing system maintenance and upgrades

Partner Equipment Discounts

Maximize your budget with exclusive access to discounted AVC products. As a PSX+ Partner, you get early access and preferred pricing on select equipment helping you stay ahead without overspending.

- Early access to discounted end-of-life and overstock equipment before public release
- Exclusive partner pricing on select AV products and accessories
- Special offers and promotions available only to PSX+ Partners

Customized Training Content¹

Support your team with training that fits your technology and workflows. Available as an add-on at exclusive PSX+ rates, our training sessions deliver tailored content designed to build confidence and maximize system performance.

- Discounted on-site or remote training sessions for your staff
- Customized training content based on your specific AVC system and operational needs
- Delivered by experts with over 150+ years of combined technical experience

¹Customized training content is included in add-on training sessions. See labor rates on page 10.

PSX+ Premiere

Our highest level of service and support — designed for clients who want white-glove care, strategic guidance, and complete system confidence.



24-48 Hour Response Time¹



Dedicated Client Service Portal with Front-of-Line Scheduling



Premiere System Optimization & Monitoring



Professional Consultation



Discounted Partner Labor Rates



Design Team Integration



FIRST ACCESS to Partner Product/Equipment Discounts



Annual Remote Training Session

¹Response time is defined as a PSX team member will coordinate and schedule your needs by phone or email.

24-48 Hour Response Time

Get **first** access to our support team through a dedicated PSX+ service request portal. Your requests are automatically prioritized, ensuring faster response times than non-partner clients.

- PSX+ Premiere includes up to eight (8) hours per month/ninety-six (96) hours per year of technical service and support.
- Guaranteed 24–48-hour response time for all service needs
- Single point of contact who understands your system, your goals, and your schedule
- Front-of-line scheduling for emergency and routine service calls

Dedicated Client Service Portal

With PSX+ Premiere, you gain access to a dedicated Client Service Portal designed for submitting and managing your service requests efficiently. The portal provides a client-friendly view of all pending, active, and completed requests, keeping you informed every step of the way.

Key Benefits:

- Submit and manage service requests directly through your personalized form
- Transparent view of all open, in-progress, and completed requests
- Guaranteed response time within 24-48 hours
- Priority scheduling ahead of standard service requests
- Access to service history and system documentation anytime

Premiere System Optimization & Monitoring

Stay ahead of issues before they arise with proactive system maintenance through PSX+. Our optimization and monitoring service ensures your systems continue to operate at peak performance through regular checkups, fine-tuning, and real-time visibility of critical conditions.

Included Services:

- Annual remote system health check to assess overall performance and stability
- Firmware updates, performance tuning, and basic diagnostics to maintain optimal operation
- **Optional Add-on!** Integration with rack sensors for real-time monitoring of Critical Path Systems, including:
 - Temperature, Humidity, Power stability, Water, Smoke
- Actionable recommendations to improve reliability and reduce the risk of future issues

Professional Consultation



Unlock the full potential of your AVC investment. Our industry leading experts partner with you to align technology strategy with business objectives always ensuring your systems are scalable, sustainable, and future-ready.

- Strategic planning sessions tailored to your operational goals, CAPEX, and OPEX
- Roadmap development for technology evolution and lifecycle management
- Expert guidance on standards and compliance
- Risk mitigation through proactive needs assessment and budget forecasting

Discounted Labor Rates & Design Team Integration



Enjoy continued access to the minds behind your system—from technical support to future planning, we've got you covered. As a valued PSX+ Partner, you'll benefit from preferred service rates across both field and design teams, giving you cost-effective access to the same experts who built and maintain your systems.

- Reduced labor rates for out-of-warranty service work
- Preferred pricing on scheduled service calls, moves, adds, and changes
- Eight (8) hours of drawing set updates annually for adds, moves, and changes (as-builts, cable schedules, etc.)

First Access to Partner Equipment Discounts



Maximize your budget with exclusive access to discounted AVC products. As a PSX+ Partner, you get early access and preferred pricing on select equipment helping you stay ahead without overspending.

- Early access to discounted end-of-life and overstock equipment before public release
- Exclusive partner pricing on select AV products and accessories
- Special offers and promotions available only to PSX+ Partners

Annual Remote Training Session



Empower your team with premium, hands-on training built for your environment. Designed for clarity and confidence, PSX+ Premiere training delivers practical instruction tailored to your exact systems and staff needs—helping your team perform at their best.

- One complimentary remote training session per year for new or existing staff
- Includes customized content, quick-start guides, and live support Q&A
- Discounted on-site or advanced training sessions for larger teams or specialized needs
- Delivered by experts with over 150+ years of combined technical experience

PSX+ Tiers Overview Table		
Feature	Essential	Premiere
Priority Service Response		
48–72 Hour Response Time (Essential tier)	✓	
24–48 Hour VIP Response (Premiere tier)		✓
Priority Scheduling	✓	✓ <i>(Enhanced)</i>
Dedicated Client Service Portal	✓	✓ <i>(Enhanced)</i>
Dedicated PSX Point of Contact		✓
System Optimization		
Annual Remote Health Check	✓	✓
Annual On-Site Optimization Visit		✓
System Diagnostics, Firmware Updates & Tuning		✓
Performance Monitoring		
Health Report & Usage Analytics		✓
MDF/IDF Sensors & System Insight Options		✓ <i>(Add-on)</i>
Professional Consultation		
Annual Strategic Planning: CAPEX & OPEX Budgeting Sessions	✓	✓
Tech Roadmap & Upgrade Planning		✓
PSX Trend Bulletin Access (Annually)		✓
System Training		
One Remote Training Session		✓
Customized Training Content	✓	✓
Access to Discounted Remote & On-Site Training Sessions	✓ <i>(Optional)</i>	✓
Design Team Integration		
Access to Design & Drafting Teams		✓
Eight (8) Hours of Drawing Revisions Per Year		✓
Expansion/Integration Consults		✓
Replacement Planning with Design Team		✓
Partner Perks		
Access to Partner Equipment Discounts	✓	✓ <i>(Early Access)</i>
Partner Product Discounts	✓	✓ <i>(Special Rates)</i>
Exclusive Pricing for Extended Warranty		✓
Discounted Labor for Non-Warranty Service	✓	✓
Discounted Box Sale Equipment Purchases		✓
Discounted Permanent Installations	✓	✓



**FIRST Access to Deeply Discounted,
End-of-life Or Overstock Equipment**



**PSX Partner Pricing
Service & Equipment**



**Over 150+ Years
of Experience**




**System
Health Checks**



Performance Monitoring



**System
Optimization**





Issac P.
Please dispatch a technician to
troubleshoot and restore the
auditorium lighting control system.

John D.
Request to control all the displays
at our High Limit Bar and our
Sportsbook area of the casino

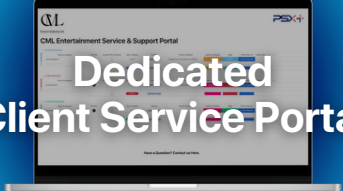
Jane D.
Requesting service for a control
processor that is no longer
responding to network commands.

Issac P.
Please dispatch a technician to
troubleshoot and restore the
auditorium lighting control system.

**PRIORITY
Placement on
Service Call Requests**



**Annual Strategic
CAPEX & OPEX Budgeting**



**Dedicated
Client Service Portal**



**Discounted
Design & Labor Rates**



Customized Annual Training

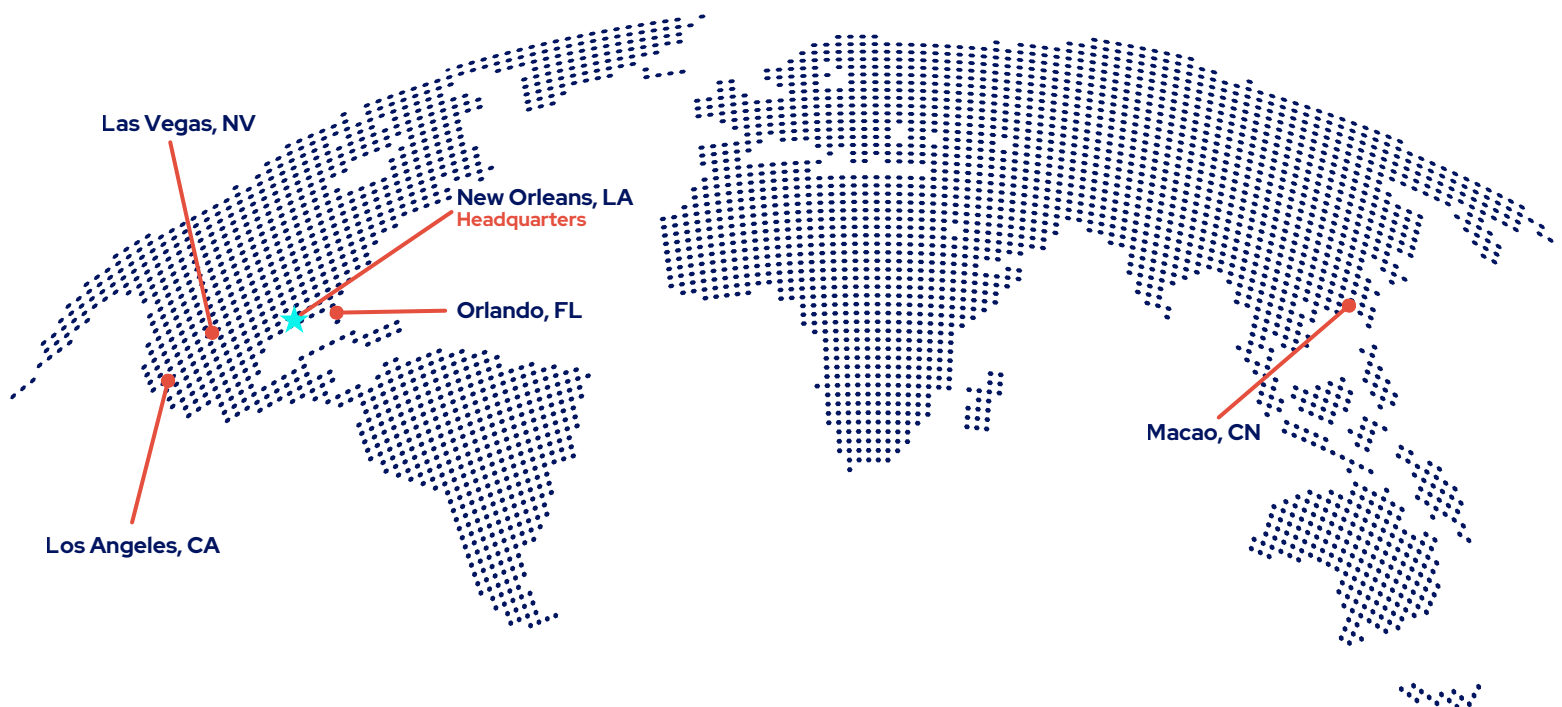


**Exclusive Warranty
Pricing Up To 3 Years
on PSX Installed Equipment**

Thank You for Considering **PSX+** As Your Service & Support Partner

Discover the full potential of your systems with PSX+—proactive care, expert support, and exclusive partner benefits all in one program. From priority service and discounted labor rates to tailored training and strategic insights, PSX+ keeps your operations running smoothly today and ready for tomorrow.

Reach out to our team today to experience the confidence, control, and peace of mind that comes with a true PSX+ partnership.



NEW ORLEANS **LAS VEGAS** **ORLANDO** **LOS ANGELES** **MACAU, CHINA**

