

SHORE

SOUND & CINEMA

Awesome Audio & Video

PROTECARE 365

by Shore Sound & Cinema & Parasol

Shore Sound & Cinema offers best in class Proactive Technical Care, 7 days a week, 365 days a year! We are here for you and your family, nights, weekends, and holidays. With Proactive monitoring services and our remote diagnostic and service capabilities, we are there for you when you need help the most.

Your need technology support, and your home deserves the best, that's why we've partnered with Parasol. With Parasol as our partners, Shore Sound & Cinema can bring you 24-hour support, from knowledgeable, industry experts, who know the technology with-in your home and are standing by to assist.

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PROTECARE 365 SILVER

\$895 annually

- Email, text and chat technical support, 24/7/365
- App control for easy self-troubleshooting
- Reactive remote repair
- Seasonal Systems Check (one per year)
- Priority Scheduling and 48-hour Response Time



PROTECARE 365 GOLD

\$1,495 annually

Includes everything in TechCARE 365 Silver, plus:

- PROactive System Monitoring
- Remote Login Tech Support and Remote Repair
- Seasonal Systems Check (two per year)
- Priority Scheduling and Next-Day Response Time
- Reduced Normal Hours Labor Rate (\$175.00 per hour)



PROTECARE 365 PLATINUM

\$1,995 annually

Includes everything in TechCARE 365 Gold, plus:

- 24/7/365 Telephone Technical Support
- Priority Scheduling and Same-Day Response Time
- Discounted rates for service calls and onsite system maintenance (\$150.00 per hour)
- Access to evening and weekend onsite service calls for critical services (\$200.00 per hour)
- Access to exclusive specials and promotions

Frequently Asked Questions

WHAT'S COVERED?

Anything installed or integrated by Shore Sound & Cinema. Unsure if it's covered? Rest assured we're eager to help!

WHAT CAN WE MONITOR?

Internet up/down state and average upload/download speeds. Health of your network and the connected devices currently online and running. Status of network connected AV devices and Control System (availability may vary depending on manufacturer)

WHAT CAN'T WE MONITOR?

Audio/Video Quality (an onsite service call would be required to diagnose these types of concerns). iOS & Android Apps or Connected Service Performance (i.e. Netflix, Pandora, Apple TV or Sonos). Solar Flairs, Earthquakes, Tides, Major Home Appliances (not yet), Pets, Kids, and the looming Zombie Apocalypse.

WHAT IF I DON'T HAVE PROTECARE 365?

Our goal is make our extended family (you) as happy as possible. It's what we strive for every day! If you choose to opt out of PROTECARE 365 and you still require assistance, rest assured we're still here for you.

WHY PROTECARE 365?

PROTECARE 365 takes our service commitment to the next level. 24-hour support, nights, weekends and holidays too. With PROTECARE 365 you can rest comfortably knowing that tech support is a phone call away when you need it most. With a variety of plan options, you choose the plan that's right for you and your family.

HOW GOOD IS OUR SUPPORT?

Outstanding! Over 75% of our monitored PROTECARE 365 client's systems are diagnosed and repaired before they even knew they had a problem. Parasol (our monitoring company) is made up of highly trained Audio/Video Technicians, Programmers, and Support Managers from around the country. These technicians have been highly vetted and selected with your experience and satisfaction as our top priority. In the event Parasol cannot resolve an issue remotely, your case will be escalated and dispatched directly to us for service.

DO I NEED ANYTHING TO SIGN UP?

Yes. You need an [OvRC](#) enabled network with power management, specifically configured by Shore Sound & Cinema for PROTECARE 365 and [Parasol](#).

WHO IS PARASOL?

Parasol was founded by integrators and technicians with decades of experience in home automation. Every technician has been highly vetted for their skill and for their customer service.