



## **PRESS RELEASE**

See AV Stumpfl at:

IAAPA Attractions Expo at Booth 859, Orange County Convention Center, Orlando, FL from 17-20 November.

## **AV Stumpfl Set to Double Service Efforts**

Wallern, Austria, November 2015: Austrian audiovisual engineering and manufacturing company, AV Stumpfl is reaffirming its commitment to its partners and their projects with the significant investment into service and project support teams at the company's new Campus located at its global headquarters in Wallern, Austria.

AV Stumpfl is already well known for its premium level of service and support for its partners and in addition, AV Stumpfl is offering the following support packages to clients:

### **Data management**

Customers can back up a whole project safely and securely stored at AV Stumpfl. Prompt retrieval means that should something go wrong on site, a running solution can be restored within the shortest time frame possible.

### **Remote service package**

Service is available seven days a week from 08:00 to 22:00 Central European time with the exception of 24 – 26 December. 24-hour response email, telephone and remote support is guaranteed.

### **Extended warranty**

Servers and other hardware products from AV Stumpfl are now available with an extended warranty of up to five years.

### **Software maintenance contract**

A software maintenance contract can be provided at the client request. Minor updates to software are provided free of charge.

### **On-site service contracts**

Beyond installation planning, design assistance, installation support and training, an AV Stumpfl expert service engineer can be dispatched to travel on-site within 48 hours on a contractual project for complex or larger projects, anywhere in the world.

"These service enhancements are about meeting the needs of our partners and customers. Service is firmly integrated into our partner program because, as all of our products must meet a certain technical standard, so all of our partners should have the same level of dedicated support when those products are released," adds Oliver Hauser, head of project management and service at AV Stumpfl.

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### **About AV Stumpfl**

AV Stumpfl is an award-winning Austrian company that designs, manufactures and markets a range of high-performance mobile and installation projection screens and multi-display and show control systems for professional and business applications. As a family business, its founders started the company out of a passion for the advancement of presentation and installation technologies. The product range is warranted for 24/7 usage. AV Stumpfl is located in Wallern, Austria, and is supported by a global network of distribution and service partners.

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

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