

Mechdyne Global Technical Support Services

Customer Care and Satisfaction Are Cornerstones of Our Business

At Mechdyne, our dedication to exceptional customer care is key to delivering unsurpassed technical support services.

You deserve nothing less than optimum performance and maximum return on investment from your AV and advanced visualization systems. Professional maintenance and on-going support will ensure both.

The ONE and ONLY Service Provider You Need

Mechdyne integrates only the best technology from a wide range of vendors to deliver a system that supports your needs. As a vendor neutral company, we can install maintain and repair all types of visualization components, regardless of brand and model. Whether your system was originally installed by Mechdyne or by any other company, you can enjoy the convenience of working with a single service provider.

Global Support With Local Response Times

Our Technical Services Division has technicians around the world so we can be on the job as soon as possible to minimize interruptions to your workflow.

Our Team is at Your Service

Our highly trained technicians are experienced with all types of projection, image generator and peripheral technologies. They attend ongoing manufacturers' training and regular internal briefings to ensure they thoroughly understand your equipment and remain up to date on technology.



We're always at your service



- Global Support
- 24-Hour Help Desk
- On-site Support
- Real-time Information Ticket Access (RITA)
- Parts Warranty
- Vendor Neutral Service and Support
- Standard and Customized Service Plans
- Training

Proof of our devotion to our customers is in our exceptional contract renewal rate



Expertise Around the Globe and Around the Clock

Our customers praise our response times, knowledge and professionalism.

- Our technicians are Mechdyne employees, located all over the world to ensure timely support when you need it.
- We are available and ready to help 24 hours a day, seven days a week.
- RITA, our on-line, Real-time Information Ticket Access database system allows you to stay informed about the status of your global service and maintenance requests conveniently from your desktop.

Our Proactive Approach

We can help you prevent problems by providing on-going, on-site preventative maintenance checks, system tune-ups and technical bulletins.



Service Plans

A Mechdyne Service Plan is a great way to ensure that your AV and advanced visualization systems stay in peak condition.

Choose from one of our Standard Service Plans, or we'll work with you to design a customized plan that meets your unique needs.

Standard Service Plans

Plan Components	Platinum	Gold	Silver	Bronze
Dedicated, On-site Technician	Included			
Preventative Maintenance Visits	Ongoing On-site	4/Year	4/Year	1/Year
Parts	Included	Included	Preferred Rate	Discounted
Labor	Included On-site	Included	Preferred Rate	Discounted
Emergency Travel	Included On-site	Included	Discounted	Discounted
After-hours Technical Telephone Support	Included	Included	Included	Included
On-line, Real-time Information Ticket Access (RITA)	Included	Included	Included	Included

Service visits are often followed up by a customer satisfaction survey, the results of which help us to continuously improve.

Train Your Team

We also offer on-site training to help you configure and manage your facility, user activity and software applications!



Why you need a Service Plan

- Increase the life of your system, maximizing your return on investment (ROI)
- Prevent costly problems before they occur
- Ensure peak performance, maximum system uptime and uninterrupted workflow
- Budget your service costs
- Schedule parts replacement for less system downtime



Trusted Experts In Supporting All Visual Systems



Mechdyne is vendor neutral

Our Technical Support Division is highly experienced in installing, maintaining and repairing components from a wide range of vendors. Please contact us for a complete list of the AV and visualization products we support.

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