

Interactive White Board & Projector SLA



Cambridgeshire
County Council

Scheduled & General IWB & Projector maintenance visits

We Provide

Scheduled & General IWB & Projector maintenance visits, subject to the Interactive White Board and Digital Projector meeting Becta requirements, ESA or NICEIC electrical requirements and installed by an approved SMART installer

What are the benefits?

During each visit an approved NICEIC qualified IWB & projector technician will:



Clean air filters & projector lenses

Usually the warranty will ask that filters are cleaned at regular intervals, this might be once a month or more frequently. Failure to clean filters in line with manufacturer's advice can invalidate guarantees.



Check bulb settings, maintain visual checks of the fixing and wiring to the projector

The wiring, connections and lumen output should be regularly checked to maximise the life of your projector. If at any time these appear to be coming loose this should be reported immediately and the projector isolated until checked by a suitably qualified individual.



CAMBRIDGESHIRE EDUCATION
ICT
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QA Electrical work associated with your IWB/Projector installation

Cambridgeshire County Council policy stipulates schools must use a qualified electrician who is at least ECA or NICEIC approved to install power outlets as per regulation for projectors. Should you at any time wish to add to or replace any of your projectors, our approved NICEIC qualified IWB & projector technician is on hand on behalf of the school to provide QA and ensure best practice and regulations are followed throughout the installation project

General IWB & Projector support

Insurance to provide problem diagnosis and resolution for all school IWB and Projector problems (conditional - does not cover parts or materials unless covered by warranty)

Warranty assistance and support*

Standard IWB and projector warranty in most cases will require you to carry out basic 1st line technical diagnosis or disassemble, package and return the faulty equipment to the supplier. Our approved NICEIC qualified IWB & projector technician will on behalf of the school manage this process.

Emergency replacement board or Projector

In the event of the faulty equipment exceeding its warranty return time, we would provide a temporary loan projector** or IWB*** for the duration of the repair.

Cost:

1 per half term (6 x 2 hrs) £790 (Recommended for 1-5 projectors)
1 per 4 weeks (11 x 2 hrs) £1195 (Recommended for 5-10 projectors)
1 per fortnight (21 x 2hrs) £2065 (Recommended for 10+ projectors)

* SMART Boards come with 2 years Return to Base Warranty as standard. This can be extended to 5 years warranty if the product is registered within 3 months of purchase at <http://www2.smarttech.com/st/en-US/Support/Registration/default.htm>

For full details see the warranty documentation supplied with the SMART Boards.

** Subject to availability. Only standard Epson and Mitsubishi projectors are swapped out.

*** Subject to availability and only applicable to SMART Boards

Note: For further information about General Advice & Guidance for the Care and Maintenance of Digital Projectors please visit:

www.icttid.cceducation.net > Advice and Guidance Documents > [General Advice & Guidance for the Care and Maintenance of Digital Projectors](#)

For more information please contact:

Cambridgeshire Education ICT Service - 42 West Street, Godmanchester, Cambs PE29 2HJ

t: 01480 376655 f: 01480 376660 e: ict.service@cambridgeshire.gov.uk w: www.ict.cceducation.net