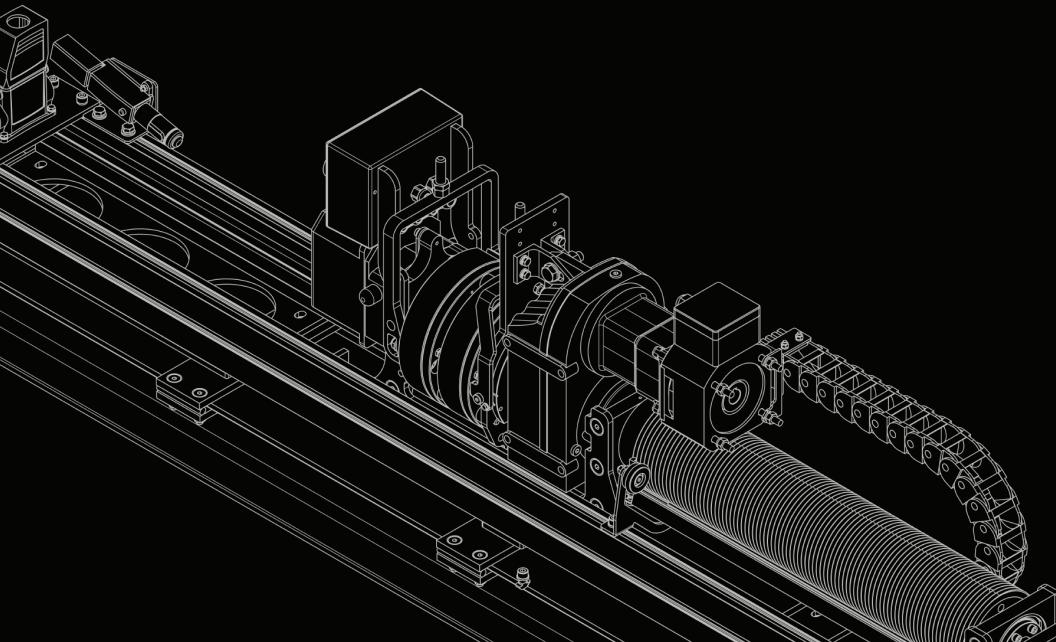
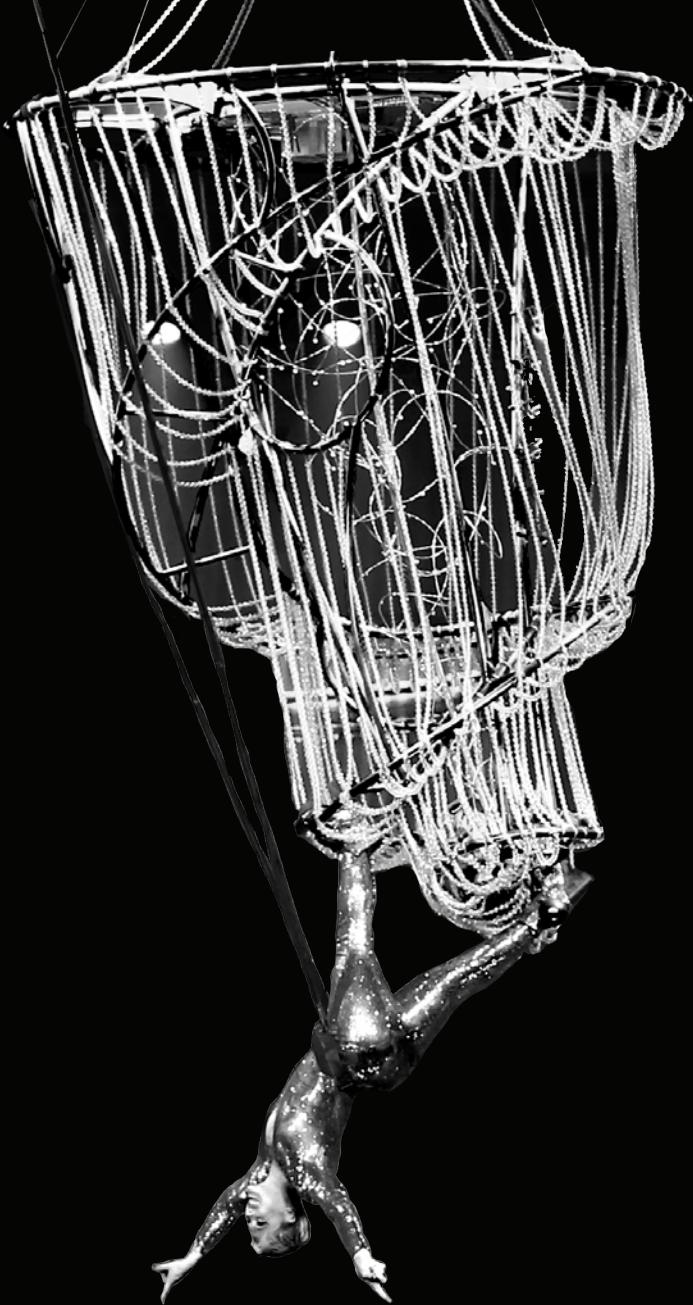


TAIT

SERVICE + SUPPORT





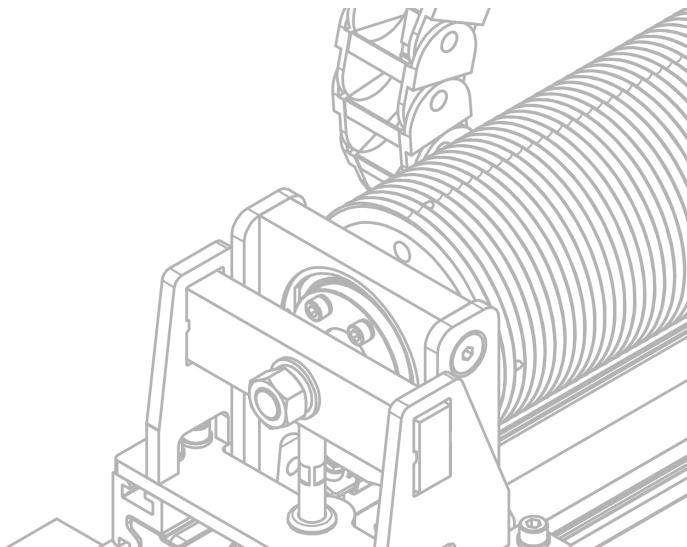
WE DELIVER **WORLD-CLASS** SOLUTIONS
FOR LIVE EXPERIENCES

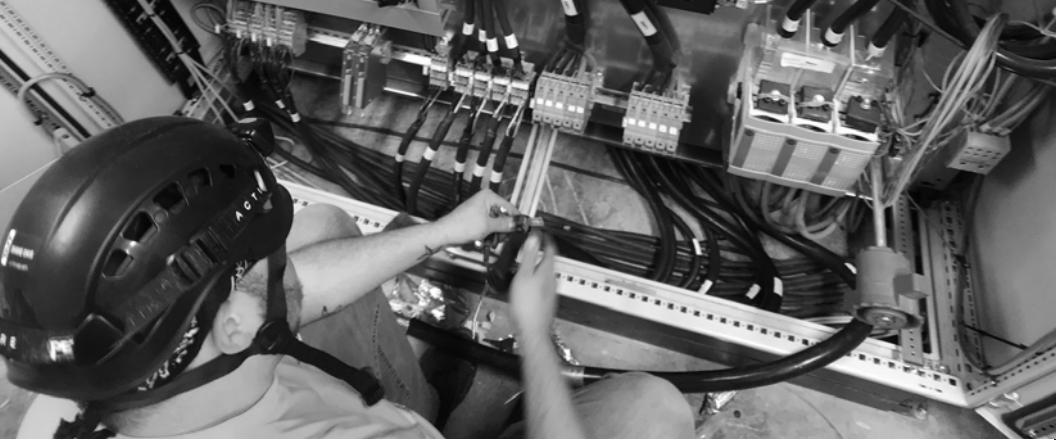
SERVICE + SUPPORT

TAIT's global team of dedicated support professionals are committed to the safety and success of our customers. We believe in a proactive and relationship-driven approach in supporting our clients.

As part of our Service and Support Agreement, we offer inspection and maintenance programs for TAIT and third-party equipment. We also provide 24/7, on-call expertise in resolving unexpected problems along with the ability to deploy an engineer to your location within hours.

TAIT's Service and Support Agreements provide reliability, peace of mind and long-term cost savings over the lifetime of your equipment.

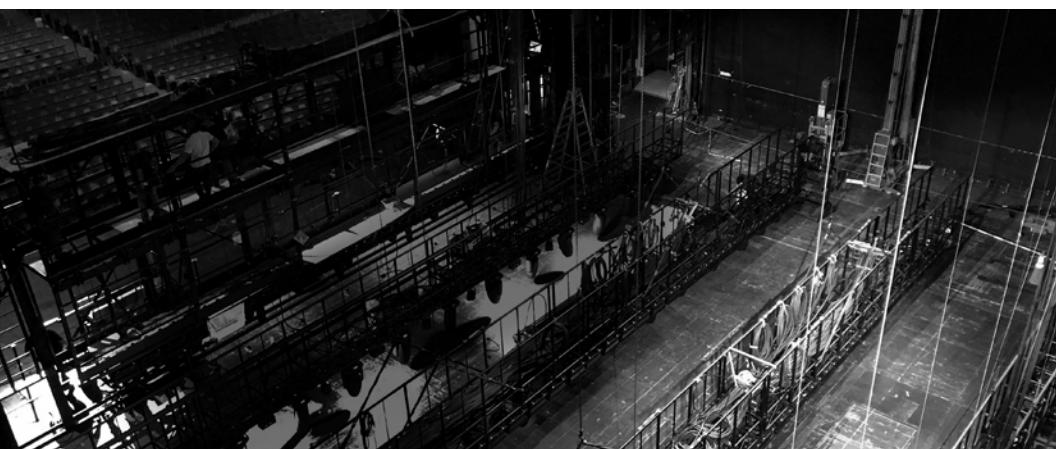




WE SUPPORT YOU!

TAIT provides customized, bespoke support packages that include a vast offering of benefits including:

- Inspection and Preventative Maintenance
- 24/7 Support System
- Dedicated Subject Matter Experts
- Operational Savings
- Training in-person, onsite or online
- Access to TAIT's Online Support Portal including product bulletins, releases and manuals





SUBJECT MATTER EXPERTS

SUPPORT MANAGERS

Each client is assigned a dedicated support manager who is responsible for the needs of your venue and equipment. TAIT's Support Managers plan, manage and coordinate solutions for your support needs.

MECHANICAL ENGINEERS

Through thorough inspections and continued preventative maintenance, TAIT ensures that the mechanical components of your system are functioning safely, efficiently and exactly how they were designed to. If you have a physical fault in your mechanical or rigging elements, our Mechanical Engineers solve the problem.

CONTROLS ENGINEERS

TAIT's highly-skilled Controls Engineers ensure that your entertainment automation platform can support your venue and maximize your creative potential. By accessing your system remotely, Controls Engineers can diagnose, troubleshoot or make adjustments efficiently and effectively to guarantee that the show must go on.

INSPECTION + MAINTENANCE

TAIT prides ourselves on our ability to inspect, maintain and ensure that our client's equipment meets the highest safety and engineering standards even when the equipment is provided by third-party vendors or suppliers.

WE WORK ON:

- Winches
- Chain Hoists
- Manual and Automated Rigging
- Steel and Synthetic Rope Inspections
- Fire Safety Curtains
- Stage Machinery
- Seating Wagons
- Show Control Systems
- Motor Control Systems
- Safety Systems
- and more!



OUR SERVICES INCLUDE:

- Electrical and mechanical inspections by competent personnel
- Load testing in compliance with applicable requirements and regulations like LOLER and ANSI
- Rope inspection and replacement
- Thorough reports of inspections and maintenance
- Training of customer personnel in routine inspection and preventative maintenance

24/7 SUPPORT SYSTEM

We support our customers 24-hours a day, 7 days a week. We strive to diagnose and solve problems remotely but when on-site expertise is necessary, we deploy our team of engineers to your location.



OUR SUPPORT SYSTEM INCLUDES:

- Remote support via phone, email and messaging apps
- Customers can connect with our team in 15 minutes or less
- Remote system monitoring and diagnostics
- Access to the TAIT Support Portal which includes the latest documentation, guides and online training
- Secure, off-site data backup (connectivity permitting)
- Priority routing of Support engineers to customer locations

OPERATIONAL SAVINGS

TAIT's Service and Support agreement serves as the foundation for a robust relationship with our customers. The key to this partnership is assigning a Support Manager to each account. The Support Manager helps customers develop a thorough, preventative maintenance plan to ensure reliability and longevity. This translates directly into operational savings.



FURTHER SAVINGS OPPORTUNITIES:

- Discounts on parts, consumables, travel and engineer rates
- Discounted TAIT software upgrades ensure a state-of-the-art control system
- Preferred rates for equipment rentals for temporary system expansions

TRAINING

As the TAIT Navigator Automation Platform develops so does the demand for Navigator operators. The goal of our training programs is to develop highly skilled and knowledgeable operators by providing them with the most advanced training toolkit.



OUR TRAINING PROGRAM INCLUDES:

- Classroom training at a TAIT Headquarters
- On-site training at your location
- Introductory, Programming, Commissioning, and 3D courses
- Custom courses tailored to your equipment and control system
- Certification

INNOVATIVE

PASSIONATE

PROBLEM-SOLVERS



CREATIVE

CUTTING-EDGE



TAIT

TAIT



**14 LOCATIONS
1,000 EMPLOYEES
1 UNITED TEAM**

CONTACT TAIT SUPPORT:

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