



Silent Audio Co.

Studio Contract Options, Details, and Limitations

Service contracts are available for durations of 6-months or 1-year.
We can consider an ideal contract for your needs, together.

Features & options:

- Interested parties are welcome to a complimentary studio evaluation and overview meeting that includes a detailed and mutual review, without expectation or obligation to enter into a contract.
- Any number of on-site 8-hours days spent reviewing and rectifying any issues, doing repairs, and doing preventative maintenance is the main contract feature. The quantity of days within the contract duration, and their dates, can be scheduled at evenly spaced intervals or distributed otherwise, throughout a contract duration. Dates must be requested and approved prior to contract drafting. Each scheduled appointment includes having Augustus Newell and the Silent Audio Co. mobile shop on-site actively providing service for 8-Hours. Please contact me for pricing and availability.
- Comprehensive evaluations of any studio components, electronics, electrical devices, electrical system infrastructure, mains power distribution, and all signal paths can be performed. They can be measured using sensitive equipment for detailed analysis and review. Power distribution and analog, digital, or fiber optic signal path integrity can be examined and calibrated. Considerations can be made for changes occurring under different conditions, if needed. This data can be valuable for detailed analysis, problem solving, intermittent issues, and problem avoidance.
- Electromagnetic or radio interference (EMI & RFI), distortion, signal-path malfunctions, or noise can all be addressed.
- Silent Audio is committed to providing experienced service of vintage musical instruments and professional audio electronics with great attention to detail. A comprehensive analysis of instruments and equipment can be provided prior to, and following service. Approval is required prior to all service, in all cases, unless otherwise indicated.

- Silent Audio Co. will provide VIP-level technician services that are extensive, comprehensive, and of the highest quality. Everything possible will be taken care of in order to accommodate for client specifications and custom needs, on an individual basis.
- On-site service requested to be conducted outside of, or extending beyond, our previously appointed service durations will be priced at a 20% discounted rate for active contract holders.
- Active contract holders receive service-priority in all cases and at all times possible for all service, on-site and in-shop. The only exceptions to this are accommodating previously-established contract holders and circumstances beyond our control.
- Active contract holders are welcome to call Silent Audio Co. for consultation, questions, information, and any service related communications, at any time of the day or night. For these clients Silent Audio Co. will be "on-call" to respond to any urgent services needed on-location or in-shop, with priority, 24 / 7 /365.
- Active contract holders receive a 50% discount off of the "Rush" fee for urgent On-Site service.
- Contracts account for the distance of the contract holder's location from the Silent Audio Co. shop, which is priced according to the round-trip distance for each appointment. Any unexpected travel needed will be invoiced for later under NET30 terms.
- Contracts are available for durations of 6 or 12 months and can include 3 – 18 days of scheduled 8-Hour days of service, as requested and approved.
- In-shop service is provided for contract-holders with rush-priority as default, with a 100% discount of the normal rush-fee. The standard [rush + in-shop] service rate is +15% standard service rates.
- Confidentiality and client privacy is always default. No details of personal or job-related information will be disclosed by Silent Audio Co. to any person or party, unless approved by the contract holder. This is offered as a respectful courtesy for protecting client properties including industry-related, professional, and / or personal information.
- All scheduled appointments within our contract are eligible for rescheduling two times, only, unless due to uncontrollable factors. Otherwise, that time is considered served, and is non-refundable.

I am experienced with and qualified to service products manufactured by:

- API (Automated Processes International)
- EMT (Elektromesstechnik)
- Reupert Neve Designs

- Hammond
 - Neumann
 - Studer
- to name a few.

Experience, Acuity, & Uncompromisable Quality

is Silent Audio Co.

~ Augie Newell

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