



Prepared For NE - Crete MS EPIC Audio and SAFE V2, Crete
Public School Dist 2
Proposal ID# 145591
SAP Quote# 122004
February 23, 2026



SOLUTIONS PROPOSAL



Dear Crete Public School Dist 2,

I want to personally thank you for inviting us to submit a proposal to Crete Public School Dist 2!

When my mother, Claudia Anderson, founded Audio Enhancement over 40 years ago, we never imagined the impact our services would have on education today. Through customer feedback, we have grown from offering classroom audio solutions to providing district-wide communication and safety technology. We have impacted over 4,500 districts, 43,000 schools, and over 1,300,000 classrooms across the world. We are excited for the opportunity to help you!

Our team focuses on hiring employees with a passion to make a difference in education. We look forward to developing a deeper partnership with Crete Public School Dist 2 through building friendship and trust during the ongoing stages of your project.

It is our pleasure to submit this proposal to Crete Public School Dist 2. As with all proposals, revisions can be made at any time.

We look forward to your response and are available to answer any questions during the review process.

From all of us here at Audio Enhancement, thank you!

Sincerely yours,



A handwritten signature in black ink, appearing to read "Jeff Anderson", written over a white background.

Jeff Anderson
Audio Enhancement, CEO

COMPANY HISTORY

Making a Difference In Education

For more than forty years, Audio Enhancement® has served the schools throughout the United States, providing both classroom audio enhancement systems as well as integration services for classroom technology. Audio Enhancement is headquartered in Utah, and has facilities in Georgia and Florida.

Audio Enhancement was founded in 1978 by Claudia Anderson around the simple idea that “learning begins with hearing.” Having two hearing impaired children; the first Audio Enhancement systems were designed specifically for the hearing impaired. Early in our history, technological advancements made it possible to also provide whole classroom sound systems, benefiting all students. Audio Enhancement has been the innovator and leader in this field.

By 2004, it was clear that classroom audio enhancement systems were a key part of the overall technology landscape in the classroom. Based on our high level of support, outstanding customer service, and training that was provided for the audio systems, several school districts came to us and requested that we expand our product offerings. Based on these requests, we undertook an initiative to increase our capabilities in order to provide a complete integrated technology package for the classroom. These offerings include display devices, control, video/audio playback devices and interactive technologies. By utilizing the principles developed over thirty years of providing classroom audio systems to the schools, we were able to provide both technical integration, teacher in-servicing, training, and professional development to help the schools ensure the success of their technology goals.

Moving the company forward, in 2008, Audio Enhancement was incorporated: Jeff Anderson, President and CEO, Jennifer Crum, CFO, Jeremy Anderson, CAO, and Justin Anderson, COO. Today, the Audio Enhancement product line improves student achievement, decreases teacher vocal fatigue and absenteeism, and creates positive student behavior. Audio Enhancement systems also increase focus and attention and supports classroom management.



The Anderson Family

CLASSROOM AUDIO



A classroom Audio Enhancement® system provides teachers with benefits seen in documented sound field system research with the consistency and clarity of the newest classroom technology - XD Audio. Teachers wear an XD Microphone with confidence of zero signal drop-outs. This delivers their voices to each student as clearly as if the teacher were sitting right next to them. With Classroom Audio, you can expect more time on task, fewer behavior issues, less teacher verbal repetition, and better content understanding. These provide an increase in actual instructional time, one thing every teacher can use more of. Clear and equitably distributed audio in the classroom contributes to the overall quality of instruction, targeting gaps in learning.

EPIC SYSTEM



EPIC System (Education Paging & Intercom Communications)[®] is a foundational solution built specifically for education. The EPIC System provides an inside look into campuses, leveraging an interactive platform accessible via a web browser and mobile app. Using the EPIC System to communicate through intercoms, pages, as well as creating customizable notifications/bells, faculty can make changes on the fly, minimizing campus interruptions. Faculty can also leverage the power of InfoView to utilize notification capabilities, including clocks, digital signage, and emergency signage. Built into the EPIC System interactive platform, InfoView is customizable, allowing campuses to push out visual messages at any moment. With the EPIC System, campuses are empowered to adapt to the ever-changing educational environment.

SAFE SYSTEM


















SAFE System (Signal Alert For Education)[®] is a crucial tool for School Districts looking to prioritize student safety and well-being. The SAFE System provides a timely response to any crisis through an innovative and intuitive interactive map. This map allows faculty to gain an inside look at when and where a SAFE Alert has occurred. The SAFE System empowers faculty and staff to focus on students while providing the assurance that when an alert is signaled, assistance is on the way. Campuses that are equipped with Personal Duress Transmitters can send a signal indicating their location to networked devices. With the SAFE System, customizable emails, texts, and notifications get sent to predetermined personnel.

MAP OF DESIGN



Zones and Legends

- Hallway Zone
- Gym Auditorium Zone
- Exterior and Maintenance Shop
- Exterior Zone 2
- Hallway Zone 2

 4 Speaker Optimum ...	34	 4 Wall Speaker Opt...	1	 Virtual EPIC Head E...	1
 Hallway Zone	1	 Gym Auditorium Zone	1	 Exterior and Mainte...	1
 Exterior Zone 2	1	 Hallway Zone 2	1	 4 Wall Speaker w/ G...	2
 2-Way Intercom Syst...	5	 MDF	1	 IDF	1
 70V Ceiling Speaker,...	38	 Volume Control 25/7...	2	 70V Indoor/Outdoor ...	12

MAP OF DESIGN

Crete MS



PRICING PROPOSAL



Quote 122004

Pricing Valid for 90 Days - May 24, 2026

Crete Public School Dist 2 - NE - Crete MS EPIC Audio and SAFE V2

Classroom Equipment		\$122,904.24
EPIC System School Equipment		\$21,375.80
Services		\$49,484.00
Software Licensing		\$11,543.46
Contingency		\$12,100.00
Training		\$500.00
		<hr/>
	Discount	(\$33,125.09)
	Taxes	\$0.00
	Shipping	\$3,405.00
		<hr/>
Crete Public School Dist 2 Price		\$188,187.41

By sending in a Purchase Order in response to this proposal, the customer is agreeing to the Audio Enhancement terms and conditions which can be viewed at Audioenhancement.com/terms.

Audio Enhancement will invoice equipment at the time of shipment with payment due within terms. Services completed by Audio Enhancement will be invoiced upon substantial completion with payment due within terms.

If there are any questions about this process, please reach out to our Receivables Team – receivables@audioenhancement.com

*****Audio Enhancement will not be responsible for removal of existing equipment and cabling.*****

DETAILED BILL OF MATERIALS



Quote 122004

BoM 1

Part#	Product Name	Qty	Unit Price	Total
	Category : Classroom Equipment			
	System : 4 Speaker Optimum System with Programming			
ST-SP-0001	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 4	34	\$381.88	\$12,983.92
CK-4010	Wiring Bundle for Sentinel Amplifiers	34	\$104.77	\$3,562.18
NE-0016	WBA-602 Call Button, Emergency Button, Ambient Mic with Access Panel	34	\$110.60	\$3,760.40
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	34	\$2,089.38	\$71,038.92
ST-XD-9061	XD Teacher Box with Teacher Pendant and Student Handheld Microphone (2024)	34	\$510.19	\$17,346.46
	System : 4 Wall Speaker Optimum System with Programming			
ST-SP-0100	WS-09 Wall Speaker, Set of 4	1	\$381.88	\$381.88
CK-4010	Wiring Bundle for Sentinel Amplifiers	1	\$104.77	\$104.77
NE-0016	WBA-602 Call Button, Emergency Button, Ambient Mic with Access Panel	1	\$110.60	\$110.60
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	1	\$2,089.38	\$2,089.38
ST-XD-9061	XD Teacher Box with Teacher Pendant and Student Handheld Microphone (2024)	1	\$510.19	\$510.19
	System : 4 Wall Speaker w/ Green Strobe Optimum System with Programming			
ST-SP-0100	WS-09 Wall Speaker, Set of 4	2	\$381.88	\$763.76
CK-4010	Wiring Bundle for Sentinel Amplifiers	2	\$104.77	\$209.54
NE-0016	WBA-602 Call Button, Emergency Button, Ambient Mic with Access Panel	2	\$110.60	\$221.20
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	2	\$2,089.38	\$4,178.76
ST-XD-9061	XD Teacher Box with Teacher Pendant and Student Handheld Microphone (2024)	2	\$510.19	\$1,020.38
	System : 2-Way Intercom System with Programming (MS-720)			
CK-4011	Wiring Bundle for Optimum Amplifier	5	\$141.84	\$709.20

DETAILED BILL OF MATERIALS



Quote **122004**

Part#	Product Name	Qty	Unit Price	Total
NE-0016	WBA-602 Call Button, Emergency Button, Ambient Mic with Access Panel	5	\$110.60	\$553.00
ST-SP-9102	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 2	5	\$190.94	\$954.70
	Category : EPIC System School Equipment			
	System : Virtual EPIC Head End System			
PA-0095.P	EPIC Grandstream Enterprise Phone with Programming	1	\$170.42	\$170.42
EP-0020.P	EPIC Kiosk w/Programming	1	\$1,755.06	\$1,755.06
PA-0045	UPS 425VA 6-Outlet 120V for use with EPIC Kiosk	1	\$111.20	\$111.20
	System : Hallway Zone			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	System : Gym Auditorium Zone			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	System : Exterior and Maintenance Shop			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
IN-0126	Surge Protector Wall Mount 4 Channel	1	\$55.00	\$55.00
IN-0127	Surge Protection Module, 75V Screw Term	1	\$65.00	\$65.00
	System : Exterior Zone 2			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
IN-0126	Surge Protector Wall Mount 4 Channel	1	\$55.00	\$55.00
IN-0127	Surge Protection Module, 75V Screw Term	1	\$65.00	\$65.00
	System : Hallway Zone 2			

DETAILED BILL OF MATERIALS



Quote **122004**

Part#	Product Name	Qty	Unit Price	Total
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
IN-0126	Surge Protector Wall Mount 4 Channel	1	\$55.00	\$55.00
IN-0127	Surge Protection Module, 75V Screw Term	1	\$65.00	\$65.00
	System : 4 Wall Speaker w/ Green Strobe Optimum System with Programming			
ST-AC-2187	EPIC Strobe Bundle	2	\$195.00	\$390.00
	System : 2-Way Intercom System with Programming (MS-720)			
AM-3252.P	MS-720 Network Interface for 2-Way Intercom with Programming (Requires PoE+)	5	\$560.00	\$2,800.00
	Miscellaneous			
SP-0300	70V Ceiling Speaker, Circle Cut In	38	\$124.80	\$4,742.40
PA-0191	Volume Control 25/70V	2	\$31.45	\$62.90
SP-1091	70V Indoor/Outdoor Horn Speaker and Enclosure	12	\$249.60	\$2,995.20
	Category : Services			
	System : Virtual EPIC Head End System			
SE-1002	EPIC Custom Map Development Services	1	\$525.00	\$525.00
SE-1047	Virtual Server Programming	1	\$1,700.00	\$1,700.00
SE-1043	EPIC Third Party Miscellaneous Integration	1	\$1,050.00	\$1,050.00
SE-1024	Engineering and Design Services	1	\$1,495.00	\$1,495.00
SE-1043	EPIC Third Party Miscellaneous Integration	2	\$1,050.00	\$2,100.00
	Category : Software Licensing			
	System : Virtual EPIC Head End System			
EP-0009	EPIC System Platform License	1	\$5,054.40	\$5,054.40
EP-0010	SAFE System License	1	\$3,994.10	\$3,994.10
EP-0022	EPIC System Intercom Paging & Bells License (Requires EP-0009)	1	\$1,460.16	\$1,460.16
EP-0034	EPIC Phone Integration License	1	\$1,034.80	\$1,034.80

DETAILED BILL OF MATERIALS



Quote 122004

Part#	Product Name	Qty	Unit Price	Total
	Category : Training			
	System : Virtual EPIC Head End System			
EP-0035	EPIC Administrator Training	1	\$500.00	\$500.00

DETAILED BILL OF MATERIALS

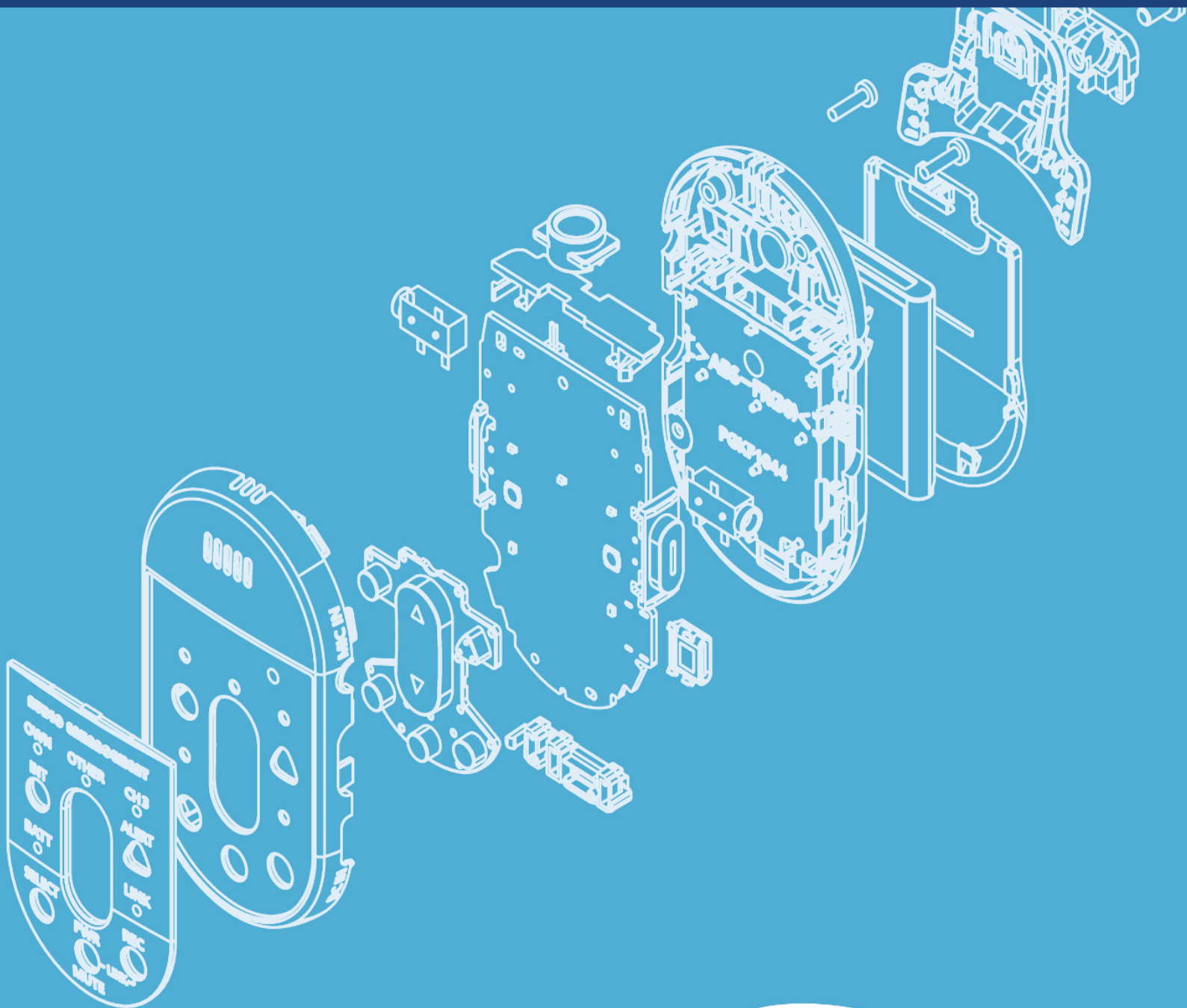


Quote **122004**

Additional BOM Items

Part#	Product Name	Qty	Unit Price	Total
	Category : Classroom Equipment			
SE-0083.	Install Supply Kit	37	\$65.00	\$2,405.00
	Category : EPIC System School Equipment			
AC-0121	50' Cat6, Plenum Rated - Yellow	2	\$39.31	\$78.62
AC-0004	18/2 Spooled Speaker Wire Plenum Rated Per Foot, White	4000	\$0.71	\$2,840.00
	Category : Services			
SE-0002	Installation Labor Per Hour	6	\$86.00	\$516.00
SE-0037	Installation of 2-Way Intercom System	5	\$453.00	\$2,265.00
SE-0038	Installation of Common Zone Amplifier	5	\$265.00	\$1,325.00
SE-0012	Lift Rental	1	\$550.00	\$550.00
SE-0025	Travel Fee	1	\$1,650.00	\$1,650.00
SE-0073	Project Management Services	48	\$120.00	\$5,760.00
SE-1068	Installation of 70V Ceiling Speaker/Equipment	52	\$180.00	\$9,360.00
SE-0032	Inspection & Commissioning	48	\$110.00	\$5,280.00
SE-0080	Installation of Kiosk	1	\$172.00	\$172.00
SE-0082	Installation of Multi-Color Strobe	2	\$172.00	\$344.00
SE-0035	Installation of Audio System	37	\$416.00	\$15,392.00
	Category : Contingency			
SE-0067	Optional Contingency	121	\$100.00	\$12,100.00

PRODUCT SPECIFICATIONS

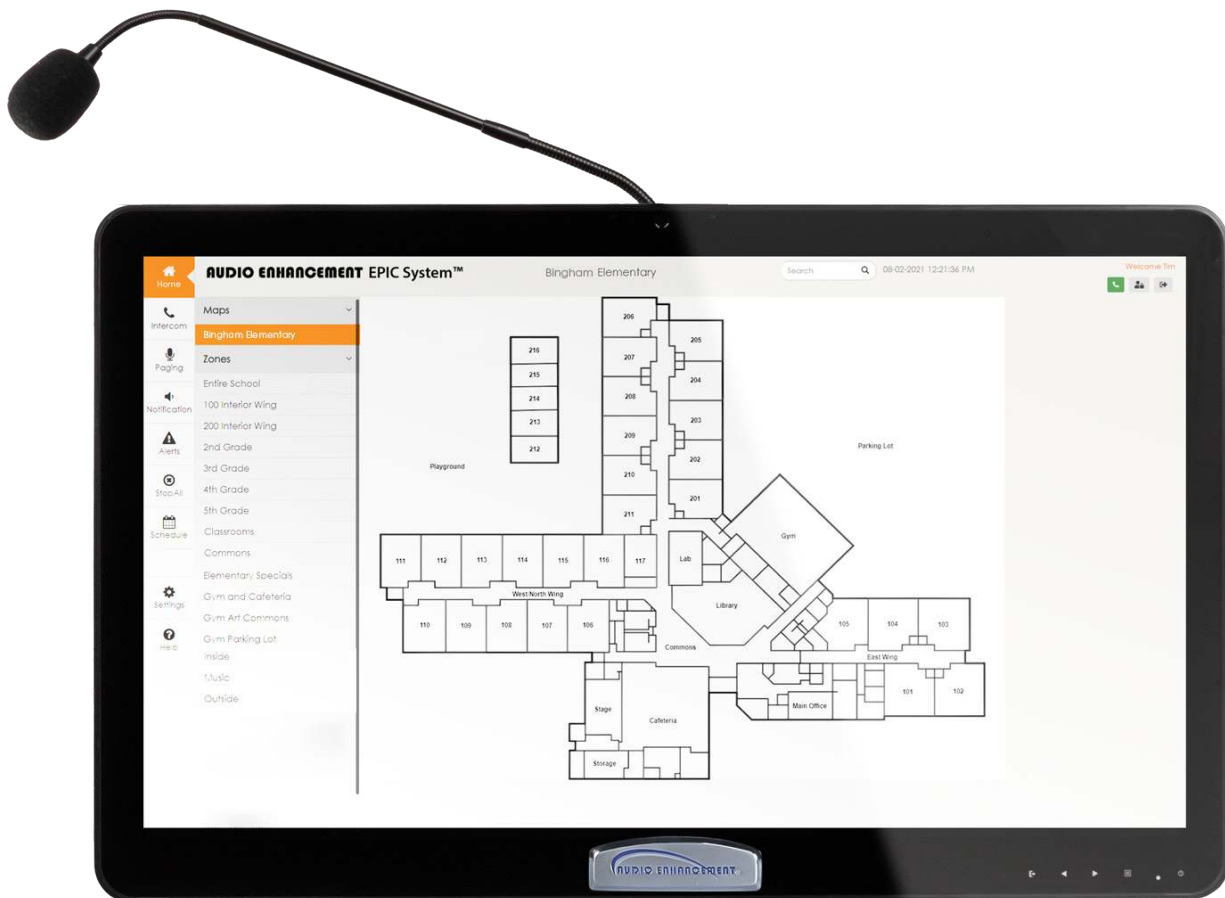


EPIC KIOSK

SPEC SHEET



The **EPIC System Kiosk** is a compact computing device specifically designed to power the front-end interactions of EPIC (Education Paging and Intercom Communications) System®. The Kiosk features a 24” (23.6” viewable) full HD multi-touch display. The EPIC System Kiosk also includes a paging microphone that provides crystal-clear audio, ensuring important messages will be heard clearly by their intended recipients.



SPECIFICATIONS

EPIC SYSTEM KIOSK	
CPU Processor Type	Rockchip® RK3288W Cortex-A17 Quad-Core
Ports	(1) 3.5 mm Audio In, (1) 3.5 mm Audio Out, (1) HDMI In, (1) HDMI Out, (1) RJ45-Ethernet, (4) USB 2.0, (1) DC Power (12V/4A)
Networking	RJ45 Ethernet / WIFI - 802.11a/b/g/n/ac
Memory	2GB DDR3
Storage	16GB EMMC
Size	Display - 24 in (609.60 mm) Viewable Area - 23.6 in (599.40 mm)
Panel Type	IPS
Resolution	1920x1080
Static Contrast Ratio	3000:1
Brightness	250 cd/m2
Response Time (Typical GTG)	16 ms
Panel Surface	Anti-glare, Hard coating 3H
Touch Technology	Capacitive
Internal Speakers	(2) 2.50 W
Power Consumption	(Typical): 16 W (Max): 40 W
Voltage	AC 100-240V (universal), 50-60 Hz
Viewing Angles	178° horizontal, 178° vertical
Capsule Type	Uni-Directional Cardioid Microphone / Electret condenser
Sensitivity	-42dB + 3dB (0 dB = 1 V/microbar, 1K Hz indicated by open circuit)
Regulations	cTUVus, FCC-B(including ICES003), FCC-ID, CA IC
Frequency response and output impedance	70Hz to 16K Hz / 600ohm + 30% (at 1K Hz) (RL=680 ohm)
Microphone Connector	(Male) 3.5 mm Stereo plug
Goosenect Length	19 in (482.60 mm)
VESA Compatible Mount	3.93 x 3.93 in (100 mm x 100 mm) / Screw Size: M4
Weight	Net 12.70 lbs. (203.20 oz) / Gross 16.70 lbs (267.20 oz)
Packaging Dimensions	25 (H) x 17.10 (W) x 4.90 (D) in (643 x 435 x 140 mm)
Kiosk Dimensions	22.60 (H) x 13.90 (W) x 1.90 (D) in (572.90 x 351.80 x 47 mm)

Audio Enhancement products are RoHS and UL compliant. Kiosk Specifications
 *EPIC System Kiosk Paging Microphone is not UL Listed

Share:



BE425M

Average Customer Review 5

36 of 36 (100%) reviewers would recommend this product to a friend.

[Read all reviews](#) | [Write a review](#)

Share this Product:



Description: Battery Backup & Surge Protector for Electronics and Computers

Includes : User Manual



Product Overview

Technical Specifications

Documentation

Options

Ratings & Reviews

Output

[Print Technical Specification](#)

Output power capacity	255Watts / 425VA
Max Configurable Power (Watts)	255Watts / 425VA
Nominal Output Voltage	120V
Output Frequency (sync to mains)	50/60Hz +/- 3 Hz
Topology	Standby
Waveform type	Square wave
Output Connections	
(4) NEMA 5-15R (Battery Backup)	
(2) NEMA 5-15R (selector_surgetitle)	
Transfer Time	6ms typical : 10ms maximum

Input

Nominal Input Voltage	120V
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)
Input Connections	NEMA 5-15P
Cord Length	5ft (1.52meters)
Input voltage range for main operations	88 - 139V
Number of Power Cords	1
Maximum Input Current	5.0A

Batteries & Runtime

Battery type	Maintenance-free sealed Lead-Acid battery with suspended electrolyte : leakproof	
Typical recharge time	8hour(s)	
Expected Battery Life (years)	3 - 5	
Runtime	View Runtime Graph	View Runtime Chart
Efficiency	View Efficiency Graph	

Communications & Management

Control panel	LED Status display with On Line : On Battery
Audible Alarm	Alarm when on battery : distinctive low battery alarm

Surge Protection and Filtering

Surge energy rating	180Joules
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Physical

Maximum Height	5.52inches (140mm , 14.02CM)
Maximum Width	9.98inches (253mm , 25.35CM)
Maximum Depth	4.13inches (105mm , 10.5CM)
Net Weight	5.73lbs. (2.6KG)
Shipping weight	6.61lbs. (3.0KG)
Shipping Height	8.66inches (220mm , 22.0CM)

Shipping Width	12.4inches (315mm , 31.5CM)
Shipping Depth	5.51inches (140mm , 14.0CM)
Color	Black
Master Carton Units	2.0
Master Carton Weight	14.33lbs. (6.5)
Units per Pallet	96.0
SCC Codes	1073130432934 0

Environmental

Operating Temperature	32 - 104 °F (0 - 40 °C)
Operating Relative Humidity	0 - 95 %
Operating Elevation	0-10000ft (0-3000meters)
Storage Temperature	-20 - 50 °C
Storage Relative Humidity	0 - 95 %
Storage Elevation	0-50000ft (0-15000meters)
Audible noise at 1 meter from surface of unit	40.0dBA

Conformance

Approvals	California (CEC) Battery Charger, cTUVus, ENERGY STAR V1.0 (USA), FCC Part 15 Class B
Equipment protection policy	Lifetime : \$75000
Standard warranty	3 years repair or replace

Sustainable Offer Status

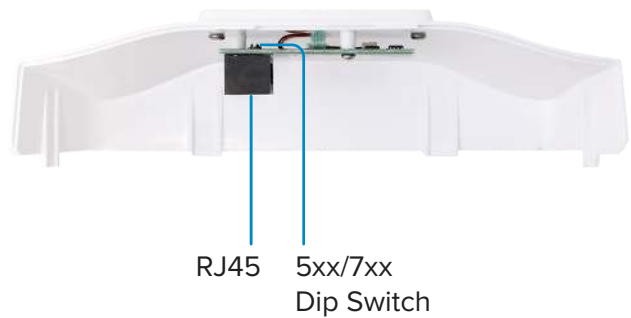
RoHS	Compliant
REACH	REACH: Contains No SVHCs

WBA-602

SPEC SHEET



The **WBA-602** has a built-in ambient microphone, a call button, and emergency button enabling communication between classrooms and the office through 2-way intercom calls and providing SAFE alerts. It also features a versatile 5xx/7xx dip switch allowing it to function with any 500, 600, and 700 device.



SPECIFICATIONS

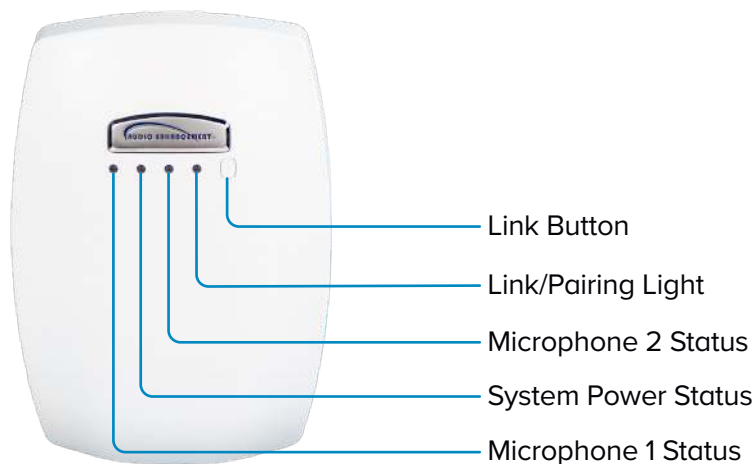
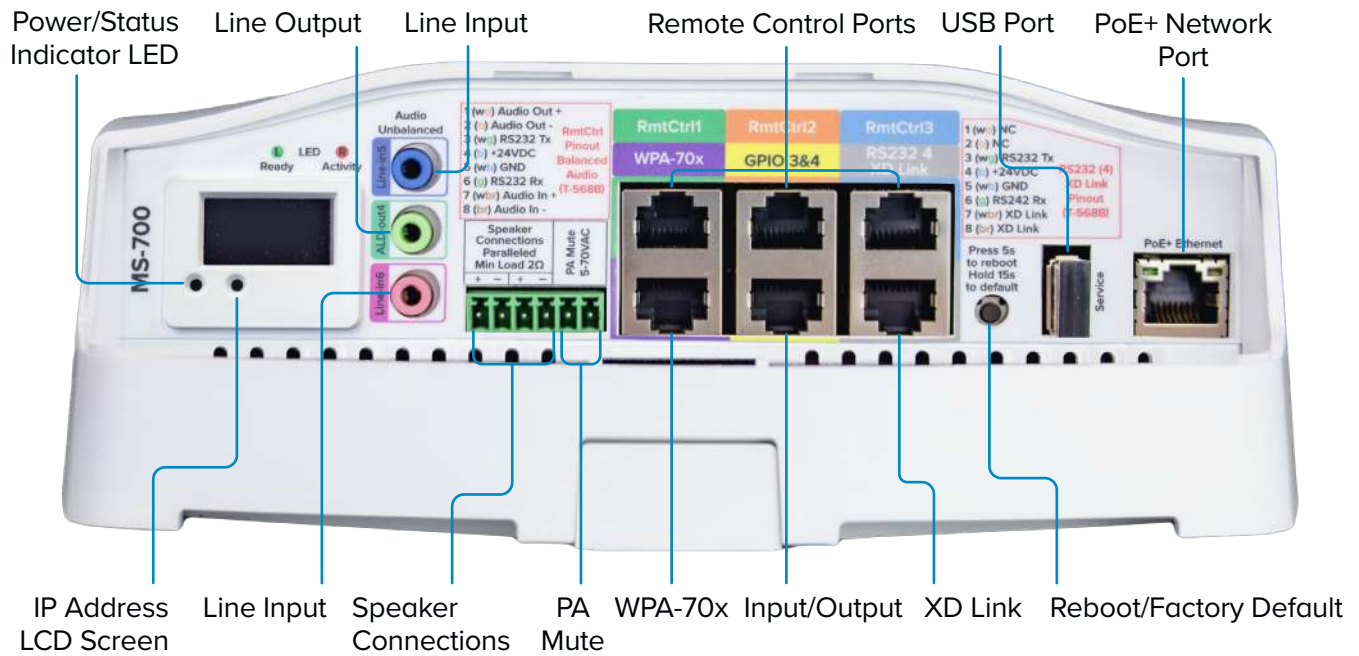
WBA-602 CALL BUTTON, EMERGENCY BUTTON, AMBIENT MIC WITH ACCESS PANEL	
Mounting	Access Panel on Amplifier
Color	White
Microphone Type	Omni-directional electret
Terminations	RJ45 (button contacts & 24V DC)
Weight	.16 lbs (2.5 oz)
Dimensions	3 (H) x 7.875 (W) x 1.875 (D) in. (76.2 x 200.03 x 47.63 mm)

MS-700 OPTIMUM AMPLIFIER

SPEC SHEET



The **MS-700 Optimum Amplifier** is a fully integrated networked classroom amplifier and wireless microphone receiver. This amplifier has network-based intercom, paging and emergency notification, and provides full-duplex audio. It is easy-to-use, easy-to-install, and has simple user interface software. The entire unit utilizes Power over Ethernet (PoE+). Intercom and paging functionalities⁺ are built-in. When used in conjunction with an Uninterruptable Power Supply (UPS), during emergencies, paging can still be heard, even when the power goes out. This unit can be installed as part of the SAFE System (Signal Alert For Education)[®].



SPECIFICATIONS

MS-700 OPTIMUM AMPLIFIER WITH INTEGRATED XD RECEIVER	
Line Inputs	For PC, DVD audio, MP3, auxiliary mic, or other multimedia sources <ul style="list-style-type: none"> • (2) Line unbalanced stereo inputs (3.5 mm) • (3) Remote control ports with audio in • Internal Network Audio • Integrated XD Microphone Receiver
Line Outputs	(1) Unbalanced (3.5 mm) output (3) Remote control ports with audio out (RJ45 connectors)
Equalizer	5-Band Equalizer
USB A Connector	Control and configuration via BLE App
Minimum Load Impedance	4 Ohms on each pair of terminals (2 Ohm load overall is nominal)
Amplifier Type	92% Efficient Class D
Continuous Power @ 1% THD	30W powered by PoE [†]
S/N	>89 dB @ 20 Hz to 20 kHz at maximum output
Protection Circuits	Thermal and short circuit protected
PA Connector	Connects to public address system and mutes amplifier during announcements Input Voltage: 4V RMS to 74V RMS
Control Ports	(3) RJ45 remote control ports <ul style="list-style-type: none"> • Integration with LCD wall plate control • Input/output (I/O) aux port for sense, strobe, etc. (1) WPA-70 wall plate port for Intercom call, emergency alert, room microphone (1) Input/output port
Power Supply	PoE + 802.3af/at [†]
Temperature/Humidity	Storage: -40 - 158° F (-40 - +70° C) / 10-90% non-condensing Operating: -32 - 122° F (0 - +50° C) / 10-90%
Enclosure Type	ABS Plastic
Ethernet I/F	10/100 Mbps
Power Input (Network)	PoE 802.3af/at [†]
Protocols	SIP RFC 3261 compatible UDP Directed Broadcast Multi-cast and VoIP enabled
Lineout: Output Signal Amplitudes	2.0 VPP maximum
Output Level	+2 dBm nominal
Total Harmonic Distortion	0.5% maximum
Weight	2.15 lbs (40 oz)
Dimensions	12.20 (H) x 8.70 (W) x 3.00 (D) in (310 x 221 x 76 mm)

[†] Dependent on PoE switch.

*Third party SIP License required.

The SAFE System (patent pending) is an alert notification system not intended to be a life-saving device or prevent emergencies. Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly from the application of our equipment. In the event of misuse or malfunction of the SAFE System or any of its components, Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly therefrom.

LIMITED WARRANTY



Audio Enhancement® is pleased to offer a limited manufacturer’s warranty (“Limited Warranty”) in which Audio Enhancement warrants that the product will be free from defects in materials and workmanship under normal use. The warranty duration depends on the product as defined by the table included with this document. The limited warranty applies only if the products are installed according to the manufacturer’s instructions, by an Audio Enhancement certified installer where specified, and there is no evidence of misuse, abuse, mishandling, neglect, unauthorized modification, or repair.

WARRANTY LENGTH	EQUIPMENT COVERED
7 Years	MS-700, MS-720, MS-775, XD Teacher Microphone (STM-24), XD Student Microphone (SHH-24), XD Receiver (SRC-24), Ceiling Speaker, Wall Speaker, and 70 V Speakers
5 Years	XD Solo®, BEAM, EPIC System Hard Drives, and EPIC Head End Appliance
3 Years	Educam360® (All Variants), EduCamPTZ (All Variants), Interactive Touch Controller (ITC), InfoView Displays, EPIC System Kiosk, and EPIC Kiosk Microphone
1 Year	Uninterrupted Power Supply (UPS), Adaptors, Mic360®, and Lithium-ion Batteries (supplied by Audio Enhancement®)
Other Manufacturers	Any product that is not specifically mentioned in one of the other categories. Products supplied as part of a system that are from other manufacturers carry their manufacturers warranty, or the Audio Enhancement one year warranty, whichever is greater.

SAFE System® (Signal Alert For Education—patent pending) is an alert notification system not intended to be a life-saving device or prevent emergencies. Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly from the application of our equipment. In the event of misuse or malfunction of the SAFE System or any of its components, Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly therefrom.

TECHNICAL SUPPORT

Audio Enhancement® Technical Support Representatives are available to assist by phone, chat, and email. With offices in West Jordan, Utah; Apopka, Florida; and Alpharetta, Georgia, we offer additional regional resources to ensure our customers have all the support to meet their needs.

Contact Support

Hours - Monday - Friday, 7:00 AM - 8:00 PM EST

Phone - 800.932.3578

Email - Support@AudioEnhancement.com

Chat and RMA - www.AudioEnhancement.com/Support/

Additional Support

Training Website - Training.AudioEnhancement.com

YouTube - [YouTube.com/user/AudioEnhancementInc](https://www.YouTube.com/user/AudioEnhancementInc)

Support Levels

Level 1 - Support for basic audio systems. Tickets are created when a phone call is made, RMA is submitted, or an email is sent to support. Level 1 support services include troubleshooting with microphones, batteries, cabling, volume levels, information requests, and basic EPIC troubleshooting and setup.

Level 2 - When a higher level of support is required, tickets are escalated to Level 2 support. This type of support includes advanced audio troubleshooting. Enhanced EPIC support including device configuration, SIP integration, LDAF integration, and configuration of VIEWPath and VIEWPath Live.

Level 3 - Final escalations are handled by Audio Enhancement engineers and developers with 10+ years of experience.

Additional Support Personnel

Audio Enhancement is headquartered in West Jordan, Utah with two offices in Apopka, Florida and Alpharetta, Georgia. Between our three offices and field services reps across the country, Audio Enhancement can provide additional onsite support when needed.

STATEMENT OF FEATURES



Project Information

Project Summary *

NE - Crete MS EPIC Audio and SAFE

Request design team to design your school? *

No

Would you like Design to Review your project after it has been designed?

Yes

Will this project be using a Contract? *

No

Will Audio Enhancement be Installing? *

Yes

Does this project utilize Davis Bacon rates or Prevailing Wage?

No

Site Status at Any Point During Implementation *

None of the above

Are there any drawings or specifications we are required to meet for this project? *

No

Are we reusing existing intercom speakers?

No

Will Audio Enhancement be Commissioning?

Yes