



WESTWARD AV / SERVICE GUIDE

AV maintenance, with a plan.

Protect the technology your business relies on. Prevent avoidable downtime. Plan smarter upgrades with evidence, not guesswork.

PROTECT

Maintain reliable systems and operational confidence.

PREVENT

Identify issues before they disrupt teams or customers.

PLAN

Prioritise investment using a clear condition report.

Westward AV provides preventative healthchecks, asset visibility, planned servicing and responsive technical support for commercial, leisure, fitness, hospitality and multi-site environments.

Who it is for: operators, facilities teams, IT service providers and organisations responsible for the ongoing performance of installed AV.

A clear picture of your AV estate.

Our engineer-led review documents the systems you have, checks how they are performing and identifies the next best actions.

01 Audio & DSP	Loudspeakers, amplifiers, audio processors, microphone systems, background music and sound zones.
02 Screens & signage	Commercial displays, digital signage players, presentation screens, basic source-routing and visible mounting condition.
03 Meeting & video	Conferencing peripherals, room PCs / codecs, cameras, audio pickup, displays and touch controllers.
04 Control & interfaces	Control panels, user interfaces, key presets, source selection and operator workflows.
05 Racks & cabling	AV racks, patching, signal paths, visible terminations, power connections, ventilation and cable organisation.
06 Connected AV	Network-connected devices, connectivity and firmware / software status where accessible and in scope.
07 Physical installation	Visible mounting points, fixings and physical condition, with specialist testing quoted separately if required.
08 User operation	Basic operational walkthroughs, common faults, usage pain points and handover knowledge.

Final audit depth is agreed to suit each site and may be limited by access, system credentials, manufacturer restrictions and site operating hours.

From first inspection to practical action.

A repeatable process gives operations and facilities teams usable evidence, not just a list of faults.

1. Audit

Confirm equipment, location, make/model where visible, and operating context.

2. Test

Run agreed checks across audio, video, control, connectivity and user operation.

3. Report

Record findings, photographs where permitted, RAG status and recommendations.

4. Remediate

Agree and quote repairs, replacement parts or upgrades before additional works.

5. Maintain

Establish a planned visit cycle and update the asset and condition record.

CONDITION REPORTING

GREEN / GOOD	Operating correctly; continue planned checks.
AMBER / ATTENTION	Operational but at risk, inconsistent or due for planned intervention.
RED / ACTION	Failed, unreliable or requiring prompt remedial review.

Typical output: Asset register · System status · Issue description · Priority · Photographic reference where appropriate · Recommended action · Follow-up plan.

The right level of ongoing care.

We agree each maintenance plan around equipment volumes, locations, operating patterns and response needs. The descriptions below are service structures, not fixed SLAs.

ESSENTIAL

A structured foundation

Annual healthcheck, core equipment checks, written findings, asset record updates and an agreed follow-up plan.

PROFESSIONAL

For operationally active sites

Planned repeat visits, additional technical checks, remote troubleshooting where feasible, settings review and priority support terms as agreed.

MANAGED

For critical or multi-site AV

Coordinated site schedules, portfolio reporting, named technical contact, escalations, lifecycle planning and tailored support arrangements.

WHAT IS QUOTED SEPARATELY

Parts and equipment, replacement works, significant repairs, specialist access, major software upgrades and emergency call-outs are subject to the agreed scope. Visit allowances, response targets and exclusions are confirmed in writing.

START WITH A HEALTHCHECK

Tell us about your location, systems and operating requirements. We can scope an initial AV review and recommend a maintenance approach suited to your estate.

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