



**24/7 SUPPORT**  
**+31 (0) 88 283 0000**

## We pride ourselves on:

- Maintenance and inspection solutions to meet your specific needs
- Outstanding after-sales service & support
- Customized service level agreements
- Operator support and training
- Reverse engineering capabilities
- Online software support
- 24/7 on-call service engineers
- Inhouse steel production for maximal flexibility and minimal logistical challenges
- Heritage warehouse with original components from different manufacturers
- TÜV-certified maintenance protocols and reports
- 20+ years of experience
- 140+ references worldwide



**CUESUPPORT**

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cuesupport.nl

## Your call, our cue

### CueSupport offers full maintenance service and support for technical theater installations

Our experience and hands-on mentality and our 24/7 on-call availability, make us the ideal partner for maintaining theatre installations.

The integrity of your installation is of critical importance; the show must go on.

#### Our services:

- Maintenance
- 24/7 support
- TNM Academy
- Inspections



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# Our services

## Yearly maintenance

To ensure a safe and continuous performance we check the mechanical and electrical components of your installations yearly.

If you have a service level agreement, inspection and maintenance are always included, but these services are also available upon request.

- Predictable maintenance costs
- Increased performance and durability of your technical installation
- Planned maintenance for highest safety and reliability

## 24/7 support

- 24/7 call availability with service engineers
- Client portal
- Remote & on site

In most situations it is possible for us to help you remotely. If necessary, the service engineer will arrange a visit on site.



## Detailed inspections

- We offer inspections and maintenance of installations from almost all manufacturers.
- We give the right advice about necessary maintenance based on detailed inspections.
- We do thorough assessment of the system combined with maintaining its reliability at the highest level.

## TNM Academy

Our TNM academy provides operator training (for new and existing operators) to help you get the best out of your TNM system.

We offer three different courses:

- TNM operator
- TNM System operator
- Refresh course

It is possible to adapt a course to your specific needs.

## Service Level Agreement

CueSupport offers different types of service agreements, fully customized to the wishes, and needs of our clients.

Please send us an email to [support@cuesupport.nl](mailto:support@cuesupport.nl) for the SLA options.



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