



# A Better Support Experience Awaits.



## Designed With You In Mind.



### Rapid response.

Get a response from the tech support team in as little as 10 minutes.



### Nights and weekends.

We come on-site nights and weekends to quickly resolve your issue.



### 24/7 access.

Reach a service technician 24/7 to begin remote troubleshooting.



### System monitoring.

We are able to proactively monitor the health of your system.

## A Professional & Efficient Support Team.



**Friendly & Effective  
Remote Support**



**Fast & Reliable  
Onsite Support**

# Choose the level of support that's right for you.

## FEATURES

### Signature

- ✓ Dedicated support email and phone number
- ✓ Option to Involve Advanced Support Immediately
- ✓ Proactive System Monitoring
- ✓ Prioritized Appointment Scheduling
- ✓ Nights + Weekends - On-site Appointments
- ✓ Discount on Service Labor
- ✓ 2 x Annual Tech Reviews
- ✓ Unlimited 24/7 Remote Support
- ✓ 10 Min. Response from Remote Support
- ✓ Same Day On-site Support Available

### Proactive

- ~~✗ Dedicated support email and phone number~~
- ~~✗ Option to Involve Advanced Support Immediately~~
- ✓ Proactive System Monitoring
- ✓ Prioritized Appointment Scheduling
- ✓ Nights + Weekends - On-site Appointments
- ✓ Discount on Service Labor
- ✓ 2 x Annual Tech Reviews
- ✓ Unlimited 24/7 Remote Support
- ✓ 30 Min. Response from Remote Support
- ✓ Same Day On-site Support Available

### Priority

- ~~✗ Dedicated support email and phone number~~
- ~~✗ Option to Involve Advanced Support Immediately~~
- ~~✗ Proactive System Monitoring~~
- ✓ Prioritized Appointment Scheduling
- ✓ Nights + Weekends - On-site Appointments
- ✓ Discount on Service Labor
- ✓ 1 x Annual Tech Review
- ✓ Unlimited 24/7 Remote Support
- ✓ 30 Min. Response from Remote Support
- ✓ Same Day On-site Support Available

### Essentials+

- ~~✗ Dedicated support email and phone number~~
- ~~✗ Option to Involve Advanced Support Immediately~~
- ~~✗ Proactive System Monitoring~~
- ~~✗ Prioritized Appointment Scheduling~~
- ~~✗ Nights + Weekends - On-site Appointments~~
- ~~✗ Discount on Service Labor~~
- ~~✗ Tech Review~~
- ✓ Unlimited 24/7 Remote Support
- ✓ 60 Min. Response from Remote Support
- ✓ Standard Scheduling for On-site Support

For more information and to choose a plan, visit:  
[membership.premierlv.com/residential-new](https://membership.premierlv.com/residential-new)  
725.600.8077 | [support@premierlv.com](mailto:support@premierlv.com)

