

BBTB Date:	30 Sept 2022
BBTB Number:	BBTB-093
BBTB Title:	PA/VA Installation Technical Support
System Description:	Providing Technical Support for Installation related Issues
Product(s) Affected:	PA/VA Systems
Reference:	ECR4804
Priority:	3

- 1 - Essential:** Action is Recommended
 - 2 - Important:** Product Form / Fit / Function has been changed (may affect compatibility)
 - 3 - General:** For information / reference
 - 4 - Obsolescence:** Notification of Component or Product Obsolescence
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DESCRIPTION

Baldwin Boxall aims to provide exemplary customer service and this includes our class leading seven year warranty and offering free telephone Technical Support services.

Where possible, Baldwin Boxall will provide Technical Support for free on all aspects of product related issues. This includes fault finding, configuration, and any other aspect of our products that our customers may require assistance with.

INSTALLATION RELATED STANDARDS & REGULATIONS

VA Systems can be extremely complex and the installation of these includes knowledge of relevant British Standards and adherence to relevant regulatory requirements. It is the responsibility of the installer to ensure personnel working on PA/VA equipment are competent and have sufficient working knowledge of these installation related requirements, and this specifically includes the requirements of BS5839-8.

Unless specifically contracted to assist with the installation process and so will be party to all relevant site specific information, Baldwin Boxall are unable to provide assistance with installation related issues e.g. loudspeaker layout, loudspeaker tappings, wiring regulations or any other aspects of the installation.

COMPETENCE AND TRAINING

Baldwin Boxall can provide comprehensive customer training on all aspects of our products to ensure competence of engineers when working on our products and systems.

CPD training can be obtained via The Institute of Sound, Communications & Visual Engineers (ISCVE) using their PA/VA Fundamentals training course.

Customer Services Contact Details

For further assistance with any aspect of this Technical Bulletin please contact:

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