

Commercial AV maintenance procurement checklist

Use this checklist to define a practical, comparable maintenance scope before requesting proposals. Confirm every response commitment, exclusion and commercial assumption in writing.

Estate and operational context

☐	Sites, rooms, venue types and normal operating hours	
☐	Critical trading periods, events and acceptable downtime	
☐	Named venue contacts, escalation owners and authorised approvers	
☐	Access restrictions, permits, inductions and working-at-height requirements	

Systems and technical records

☐	Current asset register, equipment locations and serial information	
☐	Audio, video, lighting, LED, control and network systems in scope	
☐	Drawings, DSP files, control code, credentials and configuration backups	
☐	Known faults, recurring issues, obsolete products and previous repair history	

Planned and reactive support

☐	Planned visit frequency and tasks for each system type	
☐	Remote-access availability, permissions and cybersecurity controls	
☐	Fault-reporting channel, triage process and escalation route	
☐	Target response arrangements that the supplier can genuinely support	
☐	Workshop repair, loan-equipment and repair-versus-replacement process	

Commercial scope and reporting

☐	Included labour, travel, reporting, remote support and administration	
☐	Excluded parts, subscriptions, access equipment and out-of-hours work	
☐	Service report format, action priorities and closure responsibilities	
☐	Pricing basis, contract term, review dates and change-control process	
☐	Lifecycle risks, obsolescence planning and replacement-budget recommendations	

Notes and decision record

This example is a procurement scoping aid, not a service-level agreement. Final coverage depends on surveyed systems, venue access, parts availability and the agreed contract.

Discuss commercial AV maintenance: www.pro-technical.co.uk/commercial-av-maintenance/