



## Introducing the Chubb Video Lab...

### **Chubb Video Lab... A NEW Video Service in the Canadian Marketplace !!**

Building on our leading market position in digital video systems, Chubb is now providing our Customers with the benefits and value-added services of our Video Lab.

An investment in video surveillance represents a significant commitment of resources for any organization. With that understanding, Chubb has established a state-of-the-art Video Lab. The Lab houses a team of Chubb specialists dedicated to optimizing the installation and continued performance of ChubbVIEW Digital Video Recorders (DVRs).

Located in our Chubb Monitoring Centre, Video Lab specialists are capable of remotely addressing the service and support requirements of ChubbVIEW users across the country. Video Lab staff work alongside our technical Help Desk team to deliver total support for customers needs. This customer initiative is unparalleled in the Canadian marketplace.

#### **1. *Optimized Initial Installation of Cameras and ChubbVIEW DVRs.***

As part of a standard installation procedure, the Video Lab will:

- Provide expert assistance in the initial configuration and commissioning of ChubbVIEW installations.
- Ensure that all camera and Capture Stations are adjusted and fully tested to ensure top performance and image quality. Immediately after commissioning, images from each camera may be e-mailed to you, the Customer, for acceptance. These files are archived at the Video Lab.

#### **2. *Ongoing Video Lab Support.***

The Video Lab is available to ChubbVIEW Digital Video Recorder users for continuing support. Ongoing support services can:

- Provide video image retrieval services
- Resolve video system performance concerns remotely
- Perform periodic video system status checks to verify proper ChubbVIEW operation and camera views

Ongoing Video Lab support is available to customers with installed ChubbVIEW Digital Video Recorders through Chubb's Comprehensive Service Plans.

#### **For More Information on Video Lab Services...**

Please contact your Chubb Sales Representative or Chubb Marketing

800-878-2281

[marketing@chubbsecurity.com](mailto:marketing@chubbsecurity.com)

MAR 2700

The logo for Chubb Security Systems, featuring a stylized 'C' in a square followed by the word 'Chubb' in a bold, sans-serif font, with 'Security Systems' in a smaller font below it.