



FAQs

FAQs About AV Technology Payment Options

Why should we choose a monthly payment option for our new technology?

An AV as a Service monthly payment model like Cenero Infinity focuses on use versus ownership. It allows you to remain at the forefront of technology and protects your organization from bottlenecks in growth, keeping you competitive in the marketplace. You can upgrade or change your collaborative technology at any time, to keep you aligned with the changing needs of your company. Built in support also ensures all technology will function flawlessly at all times.

Cenero Infinity allows you to preserve cash, protect business credit lines and budget cash flow. It also provides flexible end of term options. No other payment option can provide these types of benefits.

Shouldn't we just buy the solution and count it as an asset?

An asset implies value, but owning technology will never appreciate any value. Technology is evolving at a faster rate than any other time in history. It is not uncommon to suddenly find yourself stuck with obsolete equipment that needs to be written off. Ownership is rarely the best decision.

If we are a small business does it make sense for us to finance our technology?

Yes, a monthly payment option provides small business owners with more flexibility and protection to help them grow positively or change quickly.

What are my end of term options?

When the agreement ends, you have multiple, flexible end of term options. You can either renew the agreement, return the technology, purchase the technology or select a new solution, whatever best fits your specific needs at the time.

What happens if we need to add equipment to our solution in a year or two?

Business needs are constantly changing. With Infinity, all add-ons become co-terminus. This means the terms for the new technology will be the same as your existing agreement and will end on the same date.

Will a deposit be required?

Yes, depending on your approval for financing, an advanced payment will be required. Our financial partner, TAMCO can provide more details on the possible deposit.



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What is the difference between AV as a Service and a traditional lease?

A traditional lease does not include service or protect you from technology obsolescence. Though some might tell you that leasing is a good hedge against obsolescence, lease contracts do not contain any language that details how an unforeseen system replacement would be handled.

Most leases allow a conditional upgrade to a new technology if it becomes available. However, the reference to conditional means you are usually constrained by time restrictions (i.e. you can only upgrade after the midpoint of the lease), balance rollovers, or early payoffs (i.e. you must make a lump sum payment of the balance on your current lease before committing to a new agreement). Although most leases allow upgrades, you may end up paying significantly for that privilege.

AV as a Service is not a lease, it includes a replacement guarantee as well as built-in service and support. Infinity clearly spells out how you can upgrade technology simply. There are no time restrictions, balance rollovers or hidden costs. We let you out of your current agreement and simply issue a new one for the new technology.

Do credit approvals or contracts expire?

Yes, approvals are good for 60 days. We will guarantee your payment quote for a period of time so you have the opportunity to make an informed decision or get the project approved. Contracts are valid for 6 months once signed and returned to our financial partner, TAMCO. Installation of new technology must occur within this 6 month window or it will be necessary to execute new contracts based on an updated quote using market rates at the time of the update.

What if I need additional help making the right decision for my business?

Our goal at Cenero is to partner with you to help you determine the best option for your organization. We will help you make the right financial decision that will best benefit your operation.

