

1st Quarter

MARCH
2010

QUARTERLY
JOURNAL OF
THE COMPONENTS
EXPERIENCE

The Retreat

www.componentsaz.com

Read about the great things Components customers are saying about their experience.

"Doug saved the day by having the installation completed and letting us borrow a projector until ours arrived. That was really helpful and made us feel valued."

Tim C, Phoenix

"Started job sooner than expected. You've done a great job. I am very pleased."

Jim I, Scottsdale

"I got my proposal quickly. It was great. I appreciate the prompt response. I am very pleased and plan on using Components again. They did a great job. Very very pleased, thank you!"

Jill B, Gilbert



Components
Electronic Systems

this issue

Premium Service

Special Offer

Amazing but True!

Trust Experience - A Case Study

Meet John Neal

Premium Service for Components Customers

Most people aren't aware that electronics product warranties DO NOT include the cost of a service technician coming to their home. Warranties also exclude the cost of returning a defective product to the manufacturer's repair facility. The "under-warranty" repair of that new custom-installed TV could cost over \$200!

Unless, of course, you invested with Components !

Our Premium Service Agreement (PSA) comes standard with every product we sell and install. For the first year, any service calls and freight charges not covered by the factory warranty, are covered by Components. And installation workmanship is guaranteed for as long as you own your home.

After year one, the PSA is renewable on an annual basis. It even includes an annual maintenance visit to ensure your system keeps working, and working, and working... Just the way you want it to.

If your Components installation is in its first or second year of ownership, you are eligible to renew your Premium Service Agreement. Call our office at 480-361-9500 for more information.

Control4 Special Offer

When it comes to remote controls, the man with the most doesn't win. He loses. Does your wife call you while you're at work trying to turn on the TV? Are your kids the only ones in the house that can start a DVD? If so, we have the perfect solution and the perfect offer.

You can take control of your audio/video system with Control4 today for as little as \$625.00 installed. The intuitive interface is easy enough for both kids and parents to master. For a limited time we'll also throw in a free Control4 lamp dimmer which allows you to control lighting without leaving the comfort of your couch.

Call for details and to schedule your installation today!

Control 



(480) 361-9500 | 1528 West San Pedro, Suite # 3, Gilbert, AZ 85233



Trust Experience - A Case Study

Recently, we were called to trouble-shoot a home theater system that had been installed by another company (which shall remain nameless). The equipment was not working properly and the homeowner had questions about how to use the system and its main functions.

It did not take us long to diagnose and repair the problem - the system had not been wired or set up properly. Afterwards, we were able to show the homeowner exactly how the system worked. We even provided a new remote control that allowed her to make the system "walk and talk" with the press of a single button. She was thrilled to finally be getting some value from her investment.

I asked why she had selected the original company.

You can guess her answer, right?

"They had a great price."

What they didn't have was the years of experience and know-how to install the system correctly. Or the attitude towards customer care that comes from company owners with deep values about honesty, respect, and keeping promises.

An integrated home electronics system should be a terrific experience in every way. But that takes more than just a "great price". So when you overhear someone talking about the great deal they're getting somewhere, please remind them...

"When you buy Components, you buy the Experience."

Amazing but True!

Have you seen that TV commercial where they forget to turn off the lights in their home before leaving on vacation. But then they're able to turn them off from their smartphone?

Components can make that happen for you.

How about being automatically texted when someone shows up at your house, or having an Internet-capable security camera that lets you see your kids are home while you're still at work?

How about lights and HVAC and window shades programmed to maximize comfort, privacy, and energy efficiency.

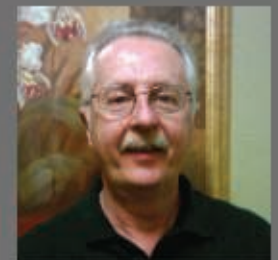
There is a whole lot to experience at Components these days. We'd be happy to come to your home and show you the possibilities. Call us for a free in-home assessment at 480-361-9500. No obligation, and potentially amazing!

MEET JOHN NEAL

Components' new system design consultant has 15+ years experience helping clients customize sophisticated electronics systems for their homes. John's expertise ranges from family-room entertainment systems, to whole-house lighting/security/automation systems.

Perfect blending with room decor is always a prime goal of John's system designs. And as a former business owner, he understands the importance of exceptional customer care.

We hope you'll get a chance to talk with John soon.



AFFILIATIONS

