



Direct view LED video wall displays for the Rental and Staging industry must operate in some of the harshest environments, making maintenance costs one of the biggest challenges to ownership. The Planar Rental & Staging Production Inventory Service Plan provides a known, manageable cost to maintain your rental inventory and maximize the return on your investment. The plan provides set timelines and costs for RMA repairs.

KEY BENEFITS

- Regular on-site handling, and maintenance training
- Priority technical support phone and e-mail access
- Extended Warranty¹
- Included Spares¹
- Established non-warranty module repair price

KNOWLEDGE IS POWER

Equipment gets damaged on the road; that is reality. Advanced knowledge of repairs' financial and time costs allows you to manage your inventory and maximize your investment. The Rental & Staging Production Inventory Service Plan provides piece of mind when deploying LED video wall displays to your rental inventory.

ACCESSIBLE EXPERTS

The key to delivering a quality experience to your customer is having well trained technicians that can get the most out of the equipment. Our Rental & Staging Production Inventory Service Plan provides up to eight on location or show floor training and support days to ensure your team is always current on software and hardware updates.

Plan Levels	Silver	Gold	Platinum	Titanium
Support				
Priority Technical Phone & E-mail Support	✓	✓	✓	✓
Repair				
Repair Time Guarantee (days)	21	14-21	7	7
Priority Queue	FIFO	Priority	Priority	Priority
Indoor Cabinet Pixel Repair Cost (out of warranty)	MSRP	\$40	\$35	\$30
Outdoor Cabinet Pixel Repair Cost (out of warranty)	MSRP	TBD	TBD	TBD
Training				
Initial 1-Day On-Location Training	✓	✓	✓	✓
Annual Re-Training		✓	✓	✓
Annual In-Shop Repair & Update (1 day)		✓	✓	✓
Annual In-Shop Pre-Season Module Repair (2 days)			✓	✓
First Show On-Site Setup & Configuration Support (2 days max)			✓	✓
Annual On-Site Depot Repair Training (1 day)				✓
Purchase Perks				
Free Spare Parts with all LED Video Walls in Order			Up to 3%	Up to 6%
Extended Warranty Included up to 5 Years on Equipment in Order			✓	✓

1 Year Contract (all rates per cabinet)					
LED Cabinets	120-360	361-700	701-1200	1201-1600	1,601+
Gold	\$100.00	\$40.00	\$20.00	\$15.00	\$10.00
Platinum	\$220.00	\$125.00	\$100.00	\$90.00	\$80.00
Titanium	\$310.00	\$190.00	\$165.00	\$155.00	\$145.00
2 Year Contract (all rates per cabinet)					
LED Cabinets	120-360	361-700	701-1200	1201-1600	1,601+
Gold	\$160.00	\$55.00	\$30.00	\$20.00	\$15.00
Platinum	\$300.00	\$145.00	\$105.00	\$85.00	\$80.00
Titanium	\$410.00	\$220.00	\$175.00	\$155.00	\$145.00
3 Year Contract (all rates per cabinet)					
LED Cabinets	120-360	361-700	701-1200	1201-1600	1,601+
Gold	\$205.00	\$70.00	\$40.00	\$25.00	\$20.00
Platinum	\$375.00	\$170.00	\$115.00	\$90.00	\$85.00
Titanium	\$500.00	\$245.00	\$180.45	\$155.00	\$145.00
4 Year Contract (all rates per cabinet)					
LED Cabinets	120-360	361-700	701-1200	1201-1600	1,601+
Gold	\$250.00	\$85.00	\$45.00	\$30.00	\$25.00
Platinum	\$440.00	\$185.00	\$120.00	\$95.00	\$85.00
Titanium	\$580.00	\$265.00	\$190.00	\$160.00	\$150.00
5 Year Contract (all rates per cabinet)					
LED Cabinets	120-360	361-700	701-1200	1201-1600	1,601+
Gold	\$290.00	\$100.00	\$50.00	\$35.00	\$30.00
Platinum	\$495.00	\$200.00	\$130.00	\$95.00	\$85.00
Titanium	\$645.00	\$285.00	\$195.00	\$160.00	\$150.00

APPLICABLE PRODUCT FAMILIES

- Planar® CarbonLight™ LED Displays
- Planar® VVR Series
- Planar® VS Series
- Other products will be added as needed

TERMS AND CONDITIONS

- Only applicable to Rental and Staging organizations. Please contact your Planar Account Manager for qualification
- Must purchase concurrent with the supported equipment
- Module quantities may be limited per RMA based on available time to do repairs
- Spare part quantities will be set based on need per component basis of likely failure
- Scheduling of on-site technical visits is the responsibility of the purchaser
- Any unscheduled tech visits in a given year will not automatically roll over to the next year
- Only applicable for Platinum and Titanium offerings

¹Only applicable for Platinum and Titanium offerings