PLANAR

Professional Services – Statement of Work – Bronze/Silver/Gold/Platinum

Project Name:					
Sales Order Number:					
Tier of Service:					
Site Address Line 1:					
Site Address Line 2:					
City:		**State:**		**Zip:**	

Contact for Project Coordination *(For coordination of installation services.)*

Name:	
Company:	
Email:	
Phone:	

Contact for Service Plans *(If applicable)* *(For additional PlanarCare and SLA services.)*

Name:	
Company:	
Email:	
Phone:	

The terms of the SOW and any attached addendum are accepted and agreed by an authorized representative of Customer.

Company:	
Signature:	
Name:	
Title:	
Date:	

Planar's Professional Services ("Services") give you access to our network of dedicated technicians trained to provide installation, maintenance, and repair services for Planar Video Walls. Our committed knowledge gives you confidence that you will be working with the experts.

This statement of work ("SOW") outlines the responsibilities of Planar Systems, Inc. ("Planar") and the integrator, dealer, reseller, or end-user customer ("Customer") to ensure the commissioning, training, and/or installation process is on time and within budget. All special requests or concerns not included in this document must be addressed before hardware purchase.

This SOW is governed by the Planar Terms and Conditions of Sale (which are available on Planar's website and incorporated herein by reference) unless you have a signed agreement with Planar such as a Customer Master Purchase Agreement with Services Addendum, or the Customer Site Service Agreement, or a Channel Partner Agreement with Services Addendum, in which case that signed agreement takes precedence and governs this SOW to the extent of any conflict with the foregoing incorporated terms.

TIERS OF SERVICE

Planar provides four standard tiers of professional services. If requested in advance, Planar technician(s) can provide service certification on applicable products. Please see the Training and Certification section for more information. Your Planar Project Manager can quote additional services, upgrades, and add-ons. Planar will complete the tasks defined according to the tier of service purchased, as evidenced by the sales order confirmation.

BRONZE — Commissioning Service

A Planar technician will lead the commissioning process, which occurs after a certified Customer has installed the product. Customer to provide a **minimum of one (1) technical resource** dedicated to working alongside Planar for the duration of work. These visits are typical of one (1) day; larger deployments and multiple-array projects may require additional time on site determined at Planar's discretion. Services typical of a Bronze Commissioning visit include:

- Confirming best installation practices have been followed for continued warranty support.
- Provide recommendations for improvement on product installation if needed.
- Apply any applicable factory-recommended firmware updates.
- Demonstrate how to complete a visual color balance on LCD products.
- Confirm accurate configuration on the product installed. Typical of cabinet and canvas mapping, digital seam correction (when available), color temperature, color space, and brightness optimization.
- Create desired layouts supported by hardware configuration. Note: Sources must be available for completion.

SILVER — Deployment Service

Planar technician(s) will lead the installation process assisted by the Customer. Customer to provide a minimum of two (2) technical resources dedicated to working alongside Planar for the duration of work. Larger deployments and multiple-array projects will require additional resources allocated on site determined at Planar's discretion. Services typical of a Silver Tier installation include:

- Assistance in hanging and alignment of Planar mounting systems.
- Support display cabinet installation and alignment.
- Confirm correct connections to the displays from the controller.
- Training on the configuration applicable to the product installed. Typical of cabinet and canvas mapping, digital seam correction (when available), color temperature, color space, and brightness optimization.
- Create desired layouts supported by hardware configuration. Note: Sources must be available for completion.
- Demonstrate how to complete a visual color balance on LCD products.
- Apply any applicable factory-recommended firmware updates.

GOLD — Deployment Service

Planar technician(s) will support the installation of Planar hardware unassisted by the Customer. Customer shall provide an onsite technical resource for supporting infrastructure questions and concerns. Upon completion, a system overview shall be provided on system functionality and customer-serviceable components. Services typical of a Gold Tier installation include:

- Affixing and alignment of Planar mounting systems.
- Display cabinet installation and alignment.
- Making all connections to the displays from the controller.
- Configuration applicable to the product installed. Typical of cabinet and canvas mapping, digital seam correction (when available), color temperature, color space, and brightness optimization.
- Create desired layouts within system limitations. Note: All sources must be available for completion.
- Provide a visual color balance on LCD products.
- Apply any applicable factory-recommended firmware updates.

PLATINUM — Deployment with Verification and Validation Visits

Planar technician(s) will support the installation of Planar hardware unassisted by the Customer, matching the full scope of the Gold Tier above. The Platinum Tier includes Planar's Site Verification Visit and Commissioning and Validation visit services, see details under Add-On Services below. Customer shall provide an onsite technical resource for supporting infrastructure questions and concerns. Services typical of a Platinum Tier Installation include:

- All services listed under the Gold Tier above.
- In advance of deployment visit, a Site Verification Visit service appointment.
- Post installation, and at time of end-user turnover, a Commissioning and Validation service appointment.

ADD-ON SERVICES

Available in addition to the support for **Silver or Gold deployments only,** and only applicable if selected and documented on the sales order confirmation.

Site Verification Visit

A Planar technician will conduct an on-site walkthrough to verify the installation site meets Planar's product and safety requirements **prior** to hardware installation or delivery ("Site Walkthrough"). This visit is typically completed in one (1) day per array; larger or multi-array deployments may require additional time, determined at Planar's discretion. Multiple-Arrays are assumed to be prepared and **visited in a single-occurrence**. Services typical of a Site Walkthrough include:

- Confirm physical dimensions of the installation space meet recommended product clearances.
- Confirm ventilation and cooling requirements to ensure product compliance.
- Review power, communication, and video cable run preparation.
- Confirm supporting backer or structure applicable to the product has been installed.
- Verify the installation space is clean, safe, and dust-free.
- Confirm ladders, lifts, or scaffolding solution is adequate and appropriately prepared or planned.
- Provide a written summary of findings and any outstanding concerns prior to hardware deployment.
- Provide a "Go/No-Go" and actionable steps required for successful hardware deployment.

Commissioning and Validation

A Planar technician will validate the completed installation and perform final adjustments to the array, working directly with the Customer and any applicable vendors to test and optimize, mapping, color space, brightness, and other configuration requirements prior to end-user turnover. Customer to provide a minimum of one (1) technical resource dedicated to working alongside Planar for the duration of work. These visits are typical of one (1) day for smaller arrays; larger deployments and multiple-array projects may require additional time on site, determined at Planar's discretion. Services typical of a Commissioning and Validation engagement include:

- Validating the completed installation and performing any final adjustments required of the array.
- Collaborating with the Reseller and any applicable vendors to test content, cabinet and canvas mapping, digital seam correction (when available), color temperature, color space, and brightness optimization.
- Confirming site conditions and environment is consistent with those found at time of deployment.
- Apply latest applicable factory-recommended firmware updates.
- Create desired layouts supported by hardware configuration. Note: Sources must be available for completion.

GENERAL TERMS APPLICABLE TO ALL SERVICES SELECTED

The following terms apply across all Tiers Of Service and Add-On Services:

- The tier of service and/or add-on service(s) selected and documented on the sales order confirmation is binding; changes must be requested in writing and may impact scheduling and pricing.
- Scope is defined solely by the applicable tier of services and add-on services purchased. Work requested beyond the defined scope, additional technicians, or additional days on site will be quoted separately and Planar may require a signed addendum before performance.
- Multiple-array, multi-site, or multi-day deployments may be split across separate service visits at Planar's discretion; each visit is subject to the scheduling and cancellation terms in this SOW.
- Additional technical resources requested of Customer beyond the minimum stated for the applicable tier do not change the tier of service or its included scope.

PRE-INSTALLATION REQUIREMENTS AND CUSTOMER RESPONSIBILITIES

Prior to Planar technician(s) arrival, all the following tasks and furnishes shall be provided by the Customer:

- A copy of any applicable drawings and elevations of the installation site.
- Confirming physical dimensions of space met recommended product clearances.
- Confirm ventilation and cooling requirements to ensure product compliance.
- Prepare the site for power, communication, and video cable runs.
- Responsibility for terminating, testing, and labeling all cables.
- Responsibility for dressing all cables in the rack.
- Install supporting backer or structure applicable to product. Consult your sales team for product specific requirements.
- A clean, safe, and dust-free adequately sized installation space.
- Ensure all hardware is delivered to installation location and stored in original shipping boxes.
- Ladders, lifts, or scaffolding provided for safely working at installation elevation.
- OSHA approved Fall Restraint System(s) provided if applicable.
- Screws, nuts, bolts, etc. for affixing mounting hardware to installation surface.
- An accurate 6' level.
- Ensure all input sources are available and logged in.

If above items are not completed and provided upon Planar technician's arrival, Planar reserves the right to cancel the service call (at Planar's sole discretion) and reschedule such service when installation requirements have been met. In such event, Customer shall pay Planar's full cost of service.

Note: Planar technician(s) will not be responsible for modifying structures, drilling holes in walls, floors, or ceilings, terminating cables or installing conduit.

SCHEDULING

Once hardware delivery date has been determined and this SOW is signed and returned, Planar will contact Customer to schedule Services. All Services are scheduled on Planar technician availability with lead times typical of 8-10 weeks.

- If Services are postponed or cancelled within fourteen (14) calendar days of the scheduled installation date, Planar will charge Customer a cancellation fee equaling 50% of the cost of Service.
- If Services are postponed or cancelled within seven (7) calendar days of the scheduled installation date, Planar will charge Customer a cancellation fee equaling 100% of the cost of Service.

TRAINING AND CERTIFICATION

If requested in advance, Planar field technicians may provide training and product certification on applicable products during the installation process. Certification in the field requires continuous attendance for the duration of the installation. Planar technicians will not schedule separate training. Certification is warranted at the sole discretion of the Planar field technician(s) based on each attendee's understanding of necessary technical requirements. Some products require formal classroom training for certification. For the latest updates on certifications and classes available, please visit the Planar Academy.

PRICING

Pricing for Services will be quoted with hardware when requested. Unless otherwise noted on sales order confirmation, quoted price includes labor, airfare, and travel expenses. Prices assume a 30-day advance scheduling notice. Standard work hours between 8 am and 5 pm, Monday through Friday, excluding state and federally recognized holidays. Nights and weekends can be quoted on a per-project basis. If different site conditions apply or if services other than those stated herein are required, Planar may require an addendum to this SOW to be issued to include the additional charges and Services.

ADDITIONAL TERMS AND CONDITIONS

- Planar is not responsible for installation of products not purchased from Planar.
- Planar is not, and does not represent itself to be, a licensed architect, electrician, electrical engineer, mechanical engineer, or structural engineer and Planar shall not perform, nor be responsible for the performance of, or the work of such licensed persons. All information, drawings, schematics, specifications, or other documents containing references to, or depictions of architectural, structural, electrical, or mechanical attributes which are supplied by Planar are provided for the sole purpose of indicating Planar's suggestions related to the Services for review by Customer's licensed professional. Planar shall have no liability whatsoever for Buyer's reliance thereon.
- Planar is not responsible for structural support or for verifying building loads with Customer's building engineer. Customer must verify all building loads in advance.
- Customer will be responsible for providing the hardware for attaching the mounting system to the support structure.
- Services are warranted only to the extent stated in the governing agreement. Standard product warranty terms and conditions govern any product defects discovered during Services. Planar's Standard product warranties may be found on Planar's website, www.planar.com/support/standard-warranties.
- In the event of damage or failure of product and no spares are available at installation site, Customer will follow standard warranty procedures and receive an RMA (return material authorization) for replacement product. Technicians will not extend the engagement to wait for the arrival of replacement parts.
- Customer is responsible at all times for storage security of equipment and materials.
- Customer will coordinate to have Planar technician(s) obtain security access to installation site.
- Planar technicians will consolidate trash, packing materials, and other debris; the Customer will be responsible for trash removal from the installation site. If Planar is responsible for removing trash from site, an addendum to this SOW will be issued to include additional charges and services.
- Planar reserves the right to invoice additional charges for Services delivered outside the scope set forth in this SOW or if site conditions do not meet the requirements stated herein.
- Planar shall not be required to use any union labor or prevailing wages to complete these Services, unless otherwise agreed in writing between Planar and Customer.
- Planar is not a licenses contractor and cannot perform as a General Contractor.
- Customer shall secure and pay for any permits or licenses, including any inspections, reviews, and approvals, necessary for the proper execution and completion of this work.
- Planar may retain a subcontractor to perform any or all of these services. Planar will be solely responsible for all costs and expenses related to the retention of any subcontractor and will be responsible for ensuring that all services comply with this SOW.