



Service Maintenance Plan Statement of Work

Planar's Service Maintenance Plan ("Maintenance") gives you access to our network of dedicated technicians trained to provide maintenance and repair services for Planar products to optimal standards. Our committed knowledge gives you confidence that you will be working with the experts.

This statement of work ("SOW") outlines the responsibilities of Planar, as well as the Integrator, Dealer, Reseller and/or Customer (collectively, "Customer"), to ensure the installation, service and training process is on time and on budget. Any special requests or concerns not included in this document must be addressed prior to your product purchase.

This SOW is governed by the Planar Terms and Conditions of Sale, unless you have a signed agreement with Planar such as a Customer Purchase Agreement with Services Addendum, a Customer Site Service Agreement or a Channel Partner Agreement. The duration of Maintenance covered by this SOW (both number of days per visit and total number of years) is as stated in Planar's final order confirmation for the Maintenance purchase.

Scheduling

Once the product delivery date has been determined and complete site documentation has been received, Planar will set placeholder dates for Maintenance. Final dates will be set in a pre-visit scheduling call approximately 45 days before the placeholder date. All Maintenance visits are scheduled based on Planar technician availability. Once travel arrangements are finalized, any changes to the schedule by Customer will result in additional charges or forfeiture of that Maintenance visit.

- If Maintenance is postponed or cancelled more than 14 days prior to the scheduled start date, Customer will be responsible for non-refundable costs incurred by Planar, and the visit will be rescheduled based on availability.
- If Maintenance is cancelled within 14 days of the scheduled start date, Planar will charge Customer a cancellation fee equal to 50% of the cost of a Maintenance visit, and the visit will be rescheduled based on availability, OR Customer may choose to forfeit that Maintenance visit.
- If Maintenance is cancelled within 7 days of the scheduled start date, Planar will charge Customer a cancellation fee equal to 100% of the cost of a Maintenance visit, and the visit will be rescheduled based on availability, OR Customer may choose to forfeit that Maintenance visit.
- If a Break-fix service visit is requested to occur within 14 days of a regularly scheduled Maintenance visit, then Maintenance will be done at the same time, and any expenses saved by the Maintenance trip cancellation will be applied as a credit on the Break-fix invoice. Any Maintenance visit scheduled more than 14 days after a requested Break-fix service visit will be performed and charged separately.

Pre-Arrival Requirements

Prior to Planar technician arrival, all of the following tasks shall be completed by Customer:

- Prepare clean and safe work areas with power outlets available for technicians' use.
- Ensure access to the products is approved and available, including providing any necessary secured door access or escorts, and ladders, lifts or scaffolding.

Troubleshooting

Planar will assist Customer in diagnosing issues with Planar products. Troubleshooting may not result in correction or fix of issue.

Repair

Planar will assist Customer with repair of known issues with Planar products, within the allotted on-site timeframe stated in the order confirmation. Maintenance visits are not substitutes for Break-fix service visits.

Training

Planar may provide training to Customer on site, if requested during the pre-visit scheduling call 45 days prior to the Maintenance visit. There will be no additional charge for training schedule in advance that can be completed within the allotted on-site timeframe stated in the order confirmation. Standard training fees will apply otherwise.

Pricing

Quoted price includes labor, airfare and other travel expenses per project unless otherwise noted. Prices assume a 45-day advance scheduling notice and work hours between 8am and 5pm local time, Monday through Friday. If different site conditions apply or if services other than those stated herein are required, an addendum to this SOW will be issued to include the additional services and associated fees.

Scope of Work

Physical Maintenance

- Cleaning of all resource-capable accessible internal & external filters
- Replacement of filters as necessary by maintenance schedule
- Cleaning of display surfaces
- Inspection of display surfaces
- Cleaning of intake and exhaust vents

Environmental Inspections

- Verify system is not installed near a heat source
- Verify system is not installed near water
- Verify displays are not installed in direct sunlight (unless outdoor rated)
- Verify that airflow is adequate at the displays
- Verify ambient temperature is within acceptable limits

Hardware inspections

- Inspect LED cabinet seam alignment
- Inspect for water damage
- Inspect for physical defects
- Inspect for bright lines at LED module seams
- Visual inspection of fixture fastening security
- Verify end user has remote controls for all units
- Inspect color balance
- Inspect for defective pixels
- Inspect external cable routing
- Touchscreen functionality test

Software inspections

- Verify system temperature is within product specification
- Log total system runtime (if applicable)
- Verify power supply status (if applicable)
- Review & reporting of error logs

Additional Break-fix Service Discount

Any Break-fix service that cannot be completed within a normal Maintenance visit timeframe will have labor fees discounted by a rate based on how many years were pre-purchased.

Contract Years	Service Discount
1	10%
2	12.5%
3	15%
4	17.5%
5	20%

This discount does not apply to parts, consumables, travel or anything other than service labor fees.

Additional Terms and Conditions

- The Planar Standard Warranty terms and conditions apply to all Maintenance and Break-fix services. Standard Warranty terms are listed below.
- No verbal assurances or warranties made by a Planar employee, or an Integrator, Dealer or Reseller, that conflicts with or expands the Standard Warranty will be effective.
- Planar is not responsible for repair or maintenance of products not purchased from Planar.
- Planar is not responsible for repair or maintenance of products that are not covered by your Maintenance Plan.
- Planar is not responsible for assessing structural integrity or for modifying structures, drilling holes in walls, floors or ceiling, terminating cables or installing conduit.
- Maintenance is warranted only to the extent stated in the governing agreement. Standard product warranty terms and conditions govern any product defects discovered during Maintenance.
- In the event of damage or failure of product and no spares are available at the installation site, Customer will follow standard warranty procedures and request an RMA for replacement product if under warranty. If out of warranty, Customer will contact their Planar sales representative for replacement products.
- Technicians will not extend their visit to wait for the arrival of replacement parts. If replacements do not arrive during the current Maintenance visit, Customer will need to schedule a separate service call once the parts arrive.
- Customer is responsible at all times for security of storage for equipment and materials.
- Planar technicians will consolidate trash and other debris; Customer will be responsible for trash removal from the installation site.
- Planar reserves the right to invoice additional charges for Service delivered outside the scope set forth in this SOW, or outside the allotted Maintenance visit time or number of technicians required, or if site conditions do not meet the requirements stated herein.
- Maintenance visit trips are "use-it-or-lose-it." Unused visits will expire at the end of each one-year term, and will not be reimbursed or carried forward to following years.
- If portions of the equipment being maintained is not accessible then the Planar technician will bypass those applicable portions of the Maintenance visit.
- Equipment not directly installed or supervised by Planar will require a site visit to verify that the equipment is eligible for the Maintenance plan based on installation environment. This site visit will be discounted by the Break-fix service discount described in this SOW.

The terms of this Statement of Work are accepted by the Customer upon issuance of its purchase order or written request for Maintenance.

Warranty

Services: For 90 days after completion of each particular service, Seller warrants to Buyer that such service has been performed in a professional manner consistent with industry standards. Buyer's exclusive remedy for any breach of this warranty will be for Seller to re-perform the affected services at no additional cost to Buyer or, if the services cannot be re-performed, to refund the amount already paid for the affected services.

Disclaimer: SELLER DISCLAIMS AND BUYER WAIVES ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ALL WARRANTIES OR CONDITIONS BASED ON COURSE OF DEALING, COURSE OF PERFORMANCE OR TRADE USAGE.