



Professional Services Platinum Installation

Project Name:

Purchase Order Number:

Account Manager:

Applications Engineer:

Complete the page below
Review and sign the *Statement of Work*
Return the completed document to initiate scheduling

Contact Information

Reseller Project Manager		End User Site Address	
Company		Company	
Street Address		Street Address	
City, State		City, State	
Zip Code		Zip Code	
Contact Name		Contact Name	
Email		Email	
Phone(s)		Phone(s)	
		Nearest Airport	

Product Information

Array (W x H)	Product
Site Condition Questions	Responses
Site Condition	
Is the wall straight or curved?	
Is the wall recessed?	
Finished wall structure type?	
Clearance above wall for tool access?	
Height and quantity of ladder(s) required to safely install equipment? If lift is required, indicate here.	
Distance from bottom row to finished floor	
Distance from rack to video wall	
What date will the conduit or wire trays be run?	
Make & model of video wall processor	
3rd party control system, if any (ex. AMX, Crestron)	
Is safety gear required? If yes, please list each item	
Hours of access on site	
Clearance or escort required for site access?	
Background check required for site access?	
Any additional site restrictions? (export controlled – U.S. citizenship/permanent resident status, security clearance, site entry requirements, etc.)	
Mandatory training required for site access? If yes, please explain	

Responsibility Matrix

Describe all Planar responsibilities specific to this installation

[illegible]

Platinum Video Wall Installation and Training Services Statement of Work

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 to optimal standards. Our committed knowledge gives you confidence that you will be working with the experts.

This statement of work outlines the responsibilities of Planar and the Integrator, Dealer, Reseller or Customer ("Customer") to ensure the commissioning, training, and installation process is on-time and on-budget. All special requests or concerns not included in this document must be addressed prior to hardware purchase.

This statement of work is governed by the Customer Purchase Agreement, Services Addendum or the Customer Site Service Agreement signed by both parties or, if neither of those apply, the Planar Terms and Conditions of Sale and Order Confirmation. Customer accepts these terms by issuance of a purchase order or written request for Planar's services.

Pre-Arrival Requirements

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

- At time of Services purchase and prior to scheduling Services, Customer is to provide drawings/plans of installation site to Planar
- Customer is to confirm all of the dimensions of the product for installation.
 - Information on LED Video Wall dimensions can be found on the appropriate LED product page found on <https://www.planar.com/products/led-video-walls/>
 - Information on LCD Video Wall dimensions can be found on the appropriate LCD product page found on <https://www.planar.com/products/lcd-video-walls/>
 - A calculator for Video Wall products can be found at: <https://www.planar.com/products/video-walls/calculator/>
- Customer is to prepare site for power, communications, and video cables runs
 - Prior to arrival of the Planar installation technicians, the Customer should already have the conduit or cable tray(s) installed for Planar low voltage (LV) power, video and control cables run from the equipment room to the location of the Video Wall(s).
 - It is the responsibility of the Customer to install equipment's 120/240 volt source power
 - It is the responsibility of the Customer to provide all other low voltage (LV) cable runs and terminations
- Customer is to check ventilation and cooling requirements to ensure compliance
- Install support structure (flat, level and square), unless support structure is provided by Planar
- Prepare clean and safe work area
- Ensure all hardware is delivered to installation location and stored in original shipping boxes
- Ensure all input sources are available and logged in

Note: Planar technician(s) will not be responsible for modifying structures or installing conduit.

If above items are not completed 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 minimum service fee as well as any related airfare and other travel expenses for the cancelled/rescheduled service call

Statement of Work

Planar will complete the following tasks:

Planar technicians will lead the installation process, which involves:

- Planar attends all appropriate pre-installation project planning calls
- Provide shop drawings of video wall
 - Mechanical
 - Power
 - Signal
- Attend one pre-installation site survey
- Installation attendance of two (2) Planar-provided technicians
- Hanging and alignment of mounting system
- Video wall display cabinet installation and alignment
- Electronics and power supply installation
- Mounting of the VCS controller into the AV rack supplied by Customer (if applicable)
- Run low voltage Planar video wall cables through Customer provided conduit and/or cable tray(s)
- Terminate and test low voltage Planar video wall cabling
- Making all connections to the displays from the controller
 - Cables not supplied by Planar unless agreed upon
 - Cable trays and/or conduit must be run by the Customer prior to our arrival
 - Planar not responsible for integrity of cables not purchased through Planar
- Calibrating of all source inputs
- Saving of up to 10 layouts/presets (if applicable)
- Video Wall calibration, including image alignment, seam alignment and color and brightness optimizations via control software
- Return to site one (1) time for one (1) day on site within 60-90 days after installation has completed to repair issues that typically fall under warranty.

Training

While installing the Video Wall(s), Planar technicians will perform basic user training.

The topics covered will be:

- 1) Introduction of system capabilities and applications
 - a) Physical/mechanical
 - b) Electronic
- 2) Operation process for the Video Wall(s) (if applicable)
 - a) Proper startup and shut down procedure
 - b) Use of VCS video processor (if applicable)
 - i) Connecting the VCS graphics cards to the display
 - ii. Adjustment of input sources for VCS
 - iii. Creating and saving layout in VCS
 - iv. Using VCS control software
 - (1) Sourcing

- (2) Color and brightness optimization
- c) Protocols for contacting Planar technical support
- d) Communications with a control system
- 3) Fixing problems
 - a) Diagnosing problems
 - b) Replacing and optimizing components
 - c) Updating firmware (if applicable)

Pricing

Pricing for Services will be quoted with hardware quote when requested. Quoted price includes labor, airfare and other travel expenses. Prices assume a 30-day advance scheduling notice and work hours between 8am and 5pm

Monday through Friday. If different site conditions apply or if Services other than those stated herein are required, an addendum to this statement of work will 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 responsible for structural support.
- Planar is not responsible for modifying structures, or installing conduit.
- 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/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 for replacement product. **Technicians will not extend the engagement to wait for the arrival of replacement parts.** If replacements do not arrive during the current service call, Customer will need to schedule a new service call once the parts arrive.
- Customer is responsible at all times for security of storage for equipment and materials.
- Customer will coordinate Planar technician security access to installation site.
- Planar technicians will not consolidate trash and other debris; the Customer will be responsible for trash removal from the installation site.
- Planar reserves the right to invoice additional charges for Services delivered outside the scope set forth in this statement of work or if site conditions do not meet the requirements stated herein.
- Planar shall not be required to use any union labor to complete these services, unless otherwise agreed in writing between Planar and Customer.
- 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 agreement.

Scheduling

Once hardware delivery date has been determined and completed site documentation has been received, Planar will contact Customer to schedule Services. All Services are scheduled on Planar technician availability. Once travel arrangements have been finalized/confirmed, any changes to the schedule will result in additional charges.

- If Services are postponed by Customer, reimbursement for costs already incurred by Planar will be charged to the Customer account on file.
- If Services are cancelled within 14 days of the scheduled installation date Planar will charge Customer a cancellation fee equaling 50% of the cost of Services plus reimbursement of costs already incurred by Planar.
- If Services are cancelled within 7 days of the scheduled installation date Planar will charge Customer a cancellation fee equaling 100% of the cost of Services plus reimbursement of costs already incurred by Planar.

The terms of this statement of work are accepted and agreed by an authorized representative of the Customer.

Accepted By

Title

Date