



Premier Service Level Agreement Program

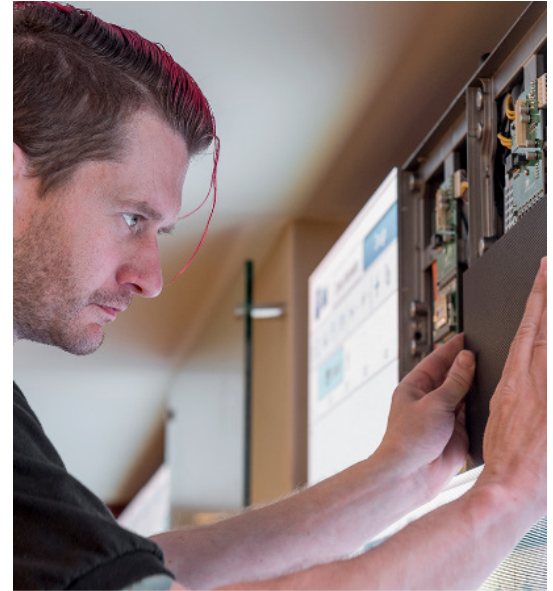
Planar video walls are built to last, however if you want additional peace of mind, enroll in the Planar® Premier Service Level Agreement Program (Premier SLA).

The Premier SLA Program protects your video wall investment through regular maintenance visits, premium customer support and quick-turnaround repairs should it experience a service event.

The Premier SLA Program includes two annual pre-scheduled maintenance visits to ensure maximum runtime, unit life and image quality and break-fix repairs to get your video wall back up as quickly as possible.

KEY BENEFITS

- Two scheduled preventative maintenance visits each year
- Priority technical support phone number, with a two-hour response guarantee
- Applicable for up to year five of product life
- Guaranteed onsite within 48 hours
- 24x7x365 remote technical support availability
- Unlimited break-fix repairs of Planar-provided equipment*



PREVENTATIVE MAINTENANCE

To further maximize our commitment to your video wall's uptime, Planar provides scheduled maintenance visits each year to inspect the equipment and perform preventative repairs. Preventative repairs include LED pixel repair, cabinet realignment, filter replacements and system vent cleaning. Inspections also analyze hardware and software conditions, environmental assessments and more.

MAXIMIZE UPTIME

We recognize that a downed video wall can negatively impact your organization. If something goes wrong outside of a regular, pre-scheduled visit, the Premier SLA Program provides 24x7x365 technical support and a two-hour response guarantee. The Premier SLA Program also guarantees to have a technician on site within 48 hours. Our expert on-site technicians work quickly so your video wall returns to normal operation in a timely manner.

APPLICABLE PRODUCT TYPES

- LED Video Walls
- LCD Video Walls

PREMIER SLA PROGRAM OFFERINGS

Years	Part Number
1	007-0181-00
2	007-0182-00
3	007-0183-00
4	007-0184-00
5	007-0185-00

Looking for a hardware Warranty extension? Check with your Planar Account Manager or the Planar Price List.

*Planar is not responsible for repair or maintenance of products not covered by the Premier SLA Program

TERMS AND CONDITIONS

- The Planar Standard Warranty terms and conditions apply to all break-fix and maintenance services. Standard Warranty terms are available in the Premier Service Level Agreement Program Statement of Work (SOW)
- Planar is not responsible for the repair or maintenance of products not purchased from Planar directly or through an authorized Planar dealer or distributor.
- Failure to follow proper reporting procedures will result in the issue report to be acted upon as a standard service request, not a time-restricted Premier SLA Program request
- Planar will not be responsible for missed time to response or time to site if reporting procedures are not followed correctly
- Planar will not be responsible for missed time to site if the site is not ready or access is not provided within the 48 hour timeframe, regardless of whether the technician arrived within the timeframe
- If portions of the equipment to be repaired or maintained are not accessible, those portions will not be serviced
- Planar is not responsible for assessing structural integrity or for modifying structures, drilling holes in walls, floors or ceiling, terminating cables or installing conduit
- Services do not include replacement of cable where union restrictions or electrical code do not allow. In these scenarios, diagnostics will be performed by Planar, labor will be provided by Customer
- 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 or purchase replacement product if not under warranty
- Customer is responsible for having all spare equipment available on site during all service visits. Delays caused by spare equipment not being on site may be billable
- Technicians will not extend their visit to wait for the arrival of replacement parts. If replacements do not arrive during the current 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 reserve the right to invoice additional charges for services delivered outside the scope of the Premier SLA Program's 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 visits are "use-it-or-lose-it." Unused visits will expire at the end of each one-year term and will not be refunded, credited or carried forward into following years.
- LED video wall pixel repair is covered after 1% of total pixels are out as a break-fix repair with Premier SLA Program's guaranteed coverage (as applicable)
- Spot repair of pixel quantities less than 1% will be covered during scheduled maintenance visits.
- Site visits initiated under the pretense of Premier SLA Program coverage but found to be no-fault of Planar products may be invoiced to the Customer at full service visit price

See the Planar Premier Service Level Agreement Program Statement of Work for complete Terms & Conditions.