



North America PlanarCare™ Statement of Work

Planar's North America PlanarCare™ gives you access to our network of dedicated technicians trained to provide maintenance and repair services for Planar products to operate at optimal standards. Our committed knowledge gives you confidence that you will be working with the experts. PlanarCare combines the security of a regular annual maintenance visit with the flexibility of as-needed service visits, to support the prime functionality of your Planar products.

This PlanarCare statement of work ("SOW") outlines the responsibilities of Planar, as well as the Integrator, Dealer, Reseller and/or Customer (collectively, "Customer"), to ensure successful Maintenance and Service Visit as described below ("Services").

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 PlanarCare is covered by this SOW and the number of years and number of Service Visits included in this SOW will be as stated in Planar's final order confirmation. Any special requests or concerns not included in this document must be addressed prior to your purchase and documented in this SOW or on your order confirmation.

PlanarCare Visits and Term. Each PlanarCare SOW includes one Preventative Maintenance Visit and one or more Service Visits per year purchased, as indicated in the final order confirmation for the products referenced ("Covered Products"). PlanarCare is in effect from the Planar Covered Product warranty start date or the order confirmation date, if PlanarCare is purchased later ("Effective Date"), and continues for successive years from that Effective Date, for the number of years of PlanarCare purchased. Each successive year of a PlanarCare purchased is referred to as a Plan Year, and the first Plan Year commences on the Effective Date. PlanarCare automatically terminates when the last Plan Year of PlanarCare Customer has purchased ends.

Preventative Maintenance Visits. Maintenance Visits include physical maintenance such as surface cleaning, as well as hardware, software, and environmental inspections appropriate for your Covered Products. An example Preventative Maintenance scope of work is attached; the services provided will be modified as appropriate for your Covered Products.

- Planar will set a placeholder Maintenance Visit date based on the start date and will reach out to the previously provided point of contact approximately 45 days before to finalize each Maintenance Visit.
- The required time on site to complete a maintenance visit varies depending on size of walls, number of walls and Covered Products included.
- Customer should inform Planar of all known issues with Covered Products prior to arrival on site.

Service Visits. Customers may purchase one or more Service Visits per Plan Year, as indicated on the final order confirmation. Each Service Visit consists of an onsite visit, at the request of the Customer, to address Covered Product issues as they arise. Customers may elect to schedule a Service Visit when there is a concern with a Covered Product that cannot be resolved by troubleshooting with Planar Technical Support.

- Prior to scheduling a Service visit, Call North America Technical Support at 1-866-752-6271 and attempt basic troubleshooting and/or repairs with remote Planar technical support via phone or email.
- If remote troubleshooting is insufficient, schedule a Service Visit by contacting North American Technical Support.
- Time on site during Service Visit not to exceed 8 hours per visit.
- A requested Service Visit does not always result in a fix; however, our technician will make every reasonable effort to resolve any issues in the allotted time.
- Service Visits provide onsite labor for problems that are covered by Planar's standard limited warranty; services to resolve excluded damage should be scheduled separately.
- Customer should inform Planar of all known issues with Covered Products prior to arrival on site, including any pixel damage. Once onsite, Planar will perform product diagnostics on Covered Products to discover, diagnose or resolve issues as time allows.

- If the Covered Product issues cannot be resolved in the allotted time or if additional parts are required to make the repair, additional visits may be necessary for full resolutions. Additional visits are charged at standard service visit rates which will be quoted in advance, unless Customer has an additional Service Visit available for use.
- Service Visits are allocated by Plan Year and may not be used outside of the designated Plan Year. For example, if a customer purchases two Service Visits per year for three years, the Customer must use the two Service Visits per year in the allocated year; the Customer will not be able to use more than two Service Visits in a Plan Year.

Scheduling

- All Maintenance Visits and Service Visits are scheduled based on Planar technician availability. Once travel arrangements are finalized, any changes to the schedule by Customer may result in additional charges or forfeiture of that onsite visit.
- If a Maintenance or Service Visit is cancelled or postponed within 14 days of the scheduled start date, Planar will charge Customer a cancellation fee \$1,000, and the visit will be rescheduled based on availability, or Customer may choose to forfeit that visit.
- If Maintenance or Service Visit is cancelled within 7 days of the scheduled start date, Planar will charge Customer a cancellation fee of \$2,500, and the visit will be rescheduled based on availability, or Customer may choose to forfeit that visit.

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 Covered Products is approved and available, including providing any necessary secured door access or escorts, and ladders, lifts or scaffolding as requested by Planar.
- Remove any third-party equipment that impedes access or service of the Covered Products (e.g., third-party bezel surrounds, non-Planar supplied touch overlays, etc.).
- Answer all Planar inquires related to each site visit – i.e., number of modules on site, site restrictions, etc. – so that technicians have the best information available.

Training

Planar may provide training to Customer on site, if requested before the onsite visit takes place and as time allows. There will be no additional charge for training scheduled in advance that can be completed within the allotted on-site timeframe. Standard training fees will apply otherwise.

Pricing

Quoted price includes labor, airfare and other travel expenses per project unless otherwise noted. Prices assume work hours between 8 am and 5 pm local time, Monday through Friday, unless weekends or overnight visits were included and noted in the order confirmation. 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.

Eligibility; Termination

Products are eligible for the PlanarCare if they were purchased from Planar or an authorized Planar dealer or distributor and have been installed and used within their specifications.

If products were not directly installed or supervised by Planar, or if the PlanarCare is requested after the initial purchase and installation has occurred, a site visit will be required (at Customer's expense) to verify that the equipment is eligible for the PlanarCare based on installation/use environment. If products are found not acceptable for the PlanarCare, a quote will be offered to get products back to acceptable standards, if possible.

Products that have been announced as "end of life" by Planar may not be eligible for the PlanarCare, including renewal.

Planar may terminate or not renew the PlanarCare if it determines that Customer has acted in bad faith with respect to its use of the onsite services, including repeated use of the products outside their specifications or other actions contrary to the product warranty or this PlanarCare. No refund or credit will be offered in this case. Planar also reserves the right to terminate or not renew the PlanarCare for products that are out of warranty and for which Planar determines that the costs to repair are above average with respect to similar products offered by Planar. If this occurs, Planar will credit a pro rata amount of PlanarCare fees prepaid by Customer, based on the remaining contract length, toward Customer's purchase of a new PlanarCare package for replacement products.

Additional Terms and Conditions

- The Planar Product Standard Warranty terms and conditions apply to all Covered Products Standard Warranty terms are available at: <https://www.planar.com/support/standard-warranties/>. Standard product warranty terms and conditions govern any product defects discovered during Services.
- 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 directly or through an authorized Planar dealer or distributor.
- Planar is not responsible for repair or maintenance of products that are not covered by PlanarCare.
- Planar is not responsible for assessing structural integrity or for modifying structures, drilling holes in walls, floors or ceiling, terminating cables or installing conduit.
- 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 persons or obtain permits. 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 hereunder will be provided for the sole purpose of indicating Planar's suggestions related to the Services. Planar shall have no liability whatsoever for Customer's reliance thereon.
- 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, and labor will be provided by Customer.
- In the event of damage or failure of product and no spares are available at the site, Customer will follow standard warranty procedures and request an RMA (return material authorization) for replacement product if under warranty. If out of warranty, Customer will contact their Planar sales representative for replacement products.
- At all times, Customer is responsible for security of storage for equipment and materials including maintaining inventory of spares.
- 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 result in additional billable service visits.
- Technicians will not extend their visit to wait for the arrival of replacement parts. If replacements do not arrive during the current onsite visit, Customer will need to schedule a separate service call once the parts arrive.
- Planar technicians will consolidate trash and other debris; Customer will be responsible for trash removal from the site.
- If Planar has made two or more attempts to schedule a Maintenance Visit with Customer and Planar receives no response prior to the end of the Plan Year, Customer forfeits the Maintenance Visit for that Plan Year when the Plan Year concludes.
- If Customer does not request a PlanarCare Service Visit at least 15 days prior to the end of a PlanarCare Plan Year, the Customer forfeits the Service Visit(s) remaining at the end of the Plan Year.
- 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 & Service Visits are "use-it-or-lose-it." Unused visits will expire at the end of each Plan Year and will not be reimbursed or carried forward to following years. Planar has no obligation to perform Services after the termination of PlanarCare.

- If portions of the equipment being maintained is not accessible, those portions will not be serviced.
- Equipment not directly installed or supervised by Planar will require a site visit to verify that the equipment is eligible for a PlanarCare plan based on installation environment.

Limited Services Warranty

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

Disclaimer: PLANAR DISCLAIMS AND CUSTOMER 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

The terms of this SOW are accepted by the Customer upon issuance of its purchase order for the PlanarCare or receipt of any PlanarCare services. Different or additional terms included in Customer's purchase order will have no force or effect.

Example Maintenance Visit Scope of Work for LED display*

Hardware Inspection

- System is securely fastened to mounting surface
- System is free of physical damage (including water damage)
- Cabinets or panels are physically aligned within specification
- LED faces have been cleaned/dusted
- Dead pixels have been repaired or replaced with available good spares onsite
- No bright lines/dark shadows at seams that would require software seam correction
- Cables are in good condition and not pinched or strained
- Rack equipment is in good condition (cables, SFP, VC, RPS, etc.)
- Exhaust vents have been inspected for obstructions
- Intake vents have been inspected for obstructions
- Touch display is functional across all touch points
- Planar provided remotes are in good working order
- IR sensor (for remote control) is functional (if used)

Software Inspection

- Record system temperature (record exact temperature in notes, both VC & iSet if applicable)
- Total system runtime checked (note here, both VC & iSet if applicable)
- System error logs are free of errors (VC and iSet if applicable)
- Visual inspection of power supplies does not show any overload errors or service warnings
- Touchscreen software error log is free of errors
- Seams needing software correction have been adjusted
- Color is within spec & customer is satisfied
- Configuration files have been collected and uploaded to the feed
- Diagnostic logs have been collected and uploaded to the feed
- Current brightness (include VC, TXX/TWS and iSet if applicable)

Environmental Inspection

- Airflow is adequate at video wall
- Airflow is adequate at offboard electronic components /server room
- Ambient temperature is within acceptable limits
- Video walls are not installed near a heat source
- Video walls are not installed near water

Example Maintenance Visit Scope of Work for LCD display*

Hardware Inspection

- System is securely fastened to mounting surface
- System is free of physical damage (including water damage)
- Exhaust vents have been inspected for obstructions
- Intake vents have been inspected for obstructions
- LCD faces have been cleaned/dusted
- LCD's do not have premature burn-in
- No visible light leakage detected around the edge of the panels
- Line/Column defects are not present in the LCDs
- Cables are in good condition and not pinched or strained
- Touch display is functional across all touch points (if applicable)
- Planar provided remotes are in good working order
- IR sensor (for remote control) is functional (if used)
- Ambient light sensor is functional (if used)
- LCD kickstands are installed properly (if using proprietary mount)
- LCD locks into place using bottom captive locking screws (if proprietary mount is used)

Software Inspection

- LCD temperature is between 5-35C
- Status displays do not have power supply errors
- System error logs are free of errors
- Touchscreen software error log is free of errors (if applicable)
- Current brightness

Environmental Inspection

- Airflow is adequate at display
- Ambient temperature is within acceptable limits
- LCD display is not installed near a heat source
- LCD display is not installed near water
- LCDs are not in direct sunlight

*Will be adjusted based on specifications of actual Covered Products.