Service Maintenance Plan



The Planar® Maintenance Plan* is designed to help protect your investment by ensuring your Planar video walls and displays stay well-maintained and looking their best throughout the life of the video wall. The Maintenance Plan provides pre-scheduled maintenance visits to ensure maximum runtime, unit life and image quality, while offering a flexible solution for non-critical break-fix repairs that lowers the total-cost-of-ownership for our North American customers.

KEY BENEFITS

- Increases the life of your products
- Ensures maximum uptime
- Predictably scheduled on-site visits by factory-trained Planar Technicians
- Break-fix repairs can be completed during scheduled maintenance visit at no additional cost**
- Post-visit health reporting and proactive maintenance for potential issues
- Discounted emergency and follow-up service visits
- Covers all Planar equipment purchased in your order to maximize the whole-system lifespan

OPTIMAL PRODUCT MAINTENANCE

The plan covers the standard maintenance and inspections required for your Planar products. During the course of the visit, Planar Technicians will also evaluate equipment condition and performance to determine additional monitoring and repair needs in addition to work identified and agreed upon during the pre-visit consultation.

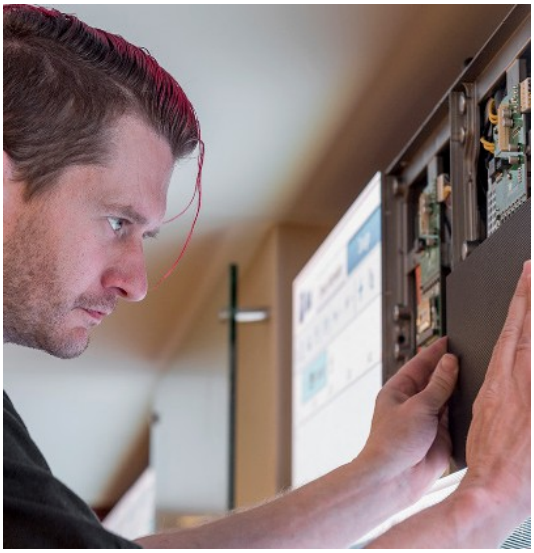
Standard maintenance and inspections includes the following:

- Verify hardware, software and environmental functionality and operations
- Visual inspection of physical alignment, brightness and color adjustment
- Electronic seam correction
- Review all error logs
- Cleaning of all internal and external serviceable components and filters
- Calibration of touch screen
- Product post-visit health report

Break-fix work includes, but not limited to, service items such as:

- Correction of LED pixel defects that normally fall under warranty
- Cabinet alignment
- Software and firmware updates
- Module replacement

PREDICTABLE SCHEDULING



Planar understands the importance of keeping your video wall at optimal conditions during day-to-day operations and important events.

For this reason, Planar Program Coordinators will work with you to plan two to four annual visits, depending on your chosen plan.

Your maintenance visits will be evenly dispersed, maximizing your equipment's ability to age gracefully, and for Planar Technicians to monitor for any progressing issues that may require service intervention.

Annual Maintenance Plan Offerings

The three maintenance plans below are available from 1 to 5-year contracts:

- Two annual pre-scheduled maintenance visits
- Three annual pre-scheduled maintenance visits
- Four annual pre-scheduled maintenance visits

ADDITIONAL MAINTENANCE & SERVICE VISIT DISCOUNTS

Rest easy knowing that if additional service is required during the life of your Maintenance Plan, the service visit labor will be discounted by up to 20%, minimizing the total-cost-of-ownership. If you are in need of an extra scheduled maintenance visit for any other reason contact sales@planar.com.

Contract	1-Year	2-Year	3-Year	4-Year	5-Year
Scheduled Maintenance Visits *(Part Number)*	**2 visits/year** *(007-0166-00)*	**2 visits/year** *(007-0169-00)*	**2 visits/year** *(007-0172-00)*	**2 visits/year** *(007-0175-00)*	**2 visits/year** *(007-0178-00)*
	3 visits/year *(007-0167-00)*	**3 visits/year** *(007-0170-00)*	**3 visits/year** *(007-0173-00)*	**3 visits/year** *(007-0176-00)*	**3 visits/year** *(007-0179-00)*
	4 visits/year *(007-0168-00)*	**4 visits/year** *(007-0171-00)*	**4 visits/year** *(007-0174-00)*	**4 visits/year** *(007-0177-00)*	**4 visits/year** *(007-0180-00)*
Additional Visits	10.0% Discount	12.5% Discount	15.0% Discount	17.5% Discount	20.0% Discount
Service Planning Calls	1 per visit				

APPLICABLE PRODUCT TYPES

- LED Video Walls
- LCD Video Walls
- Large Format LCD Displays
- Touch Screen Overlays



For unscheduled break-fix coverage in under 48 hours and other top-tier services that provide additional peace of mind contact sales@planar.com and inquire about the Premier Service Level Agreement.

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

* Planar reserves the right to invoice additional charges for service delivered outside the scope set forth in the Service Maintenance Plan Statement of Work, or outside the allotted maintenance visit time or number of technicians required, or if site conditions do not meet the requirements stated herein

** Planar will assist the 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

TERMS AND CONDITIONS

- The Planar Standard Warranty terms and conditions apply to all maintenance and break-fix services. Standard Warranty terms are available in the Service Maintenance Plan Statement of Work (SOW)
- No verbal assurances or warranties made by a Planar employee, 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, the customer will follow standard warranty procedures and request an RMA for replacement product if under warranty. If out of warranty, the customer will contact their Planar Account Manager 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, the customer will need to schedule a separate service call once the parts arrive
- The customer is responsible at all times for security of storage for equipment and materials
- Planar Technicians will consolidate trash and other debris; the customer will be responsible for trash removal from the installation site
- 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 the Statement of Work
- The terms of the Statement of Work are accepted by the customer upon issuance of its purchase order or written request for maintenance. The Service Maintenance Plan Statement of Work document can be found in the Planar Partner Portal for reference
- This Maintenance Plan is available in North America. For other geographies, please contact your Account Manager

See the Planar Service Maintenance Plan Statement of Work for complete Terms & Conditions.

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