

Planar's Professional Platinum Service Program provides additional coverage and protection to our customers that are looking to ensure their Clarity® Matrix™ LCD Video Wall System is installed properly and will operate for years to come.

This document outlines the responsibilities of Planar and the Reseller/Customer to ensure they understand the specifics to this program.

Service Plan Checklist

Prior to site visit, Reseller/Customer must:

- Purchase Clarity Matrix Platinum Service Plan:
 - 905-0059-00: Clarity Matrix 46" Platinum Service Plan.
 - 905-0060-00: Clarity Matrix 55" Platinum Service Plan.
- Ensure the installation site allows for proper operating temperature and humidity conditions.
- Ensure proper ventilation and/or active cooling if required.
- Install Clarity Matrix products in accordance to Planar guidelines and/or complete assisted installation with Planar's Installation Services Team (available at additional charge).

Scheduling

- The initial installation site visit by a Planar Installer must occur within 30 days of installation of Clarity Matrix products if products are installed without Planar's Installation Services Team.
- Two annual maintenance site visits are included. One must occur in the second year of the contract period and one in the third year of the contract period.
- All site visits will be a mutually-convenient visit scheduled three-plus weeks in advance with the work hours between 8am and 5pm, Monday thru Friday. Other service maybe be available and subject to additional costs.
- Planar will make reasonable effort to accommodate the customer's requested time.
- If the Reseller/Customer chooses to schedule services at a time not convenient to Planar, any costs associated with travel and expenses will be billed separately to the customer.

Terms and Conditions

- Standard warranty terms and conditions apply with the exception of coverage of Temporary Image Retention (TIR). Standard warranty terms are posted on www.planar.com.
- Platinum Service Plan is additional coverage for the standard warranty period (three years).
- Users should adhere to the guidelines for the recommended usage and operating conditions.
- Planar will replace the LCD module if image retention becomes visible and a failure event is declared. LCD module is deemed failed if previous image is viewable at a 50% gray test pattern after four hour rest period and/or deemed unusable by a Planar Technician.
- Other normal aging effects to the LCD are not covered under this program.
- Planar reserves the right to invoice additional charges if services rendered are not as described in this statement of work.
- Plan is currently only being offered for installations inside the contiguous 48 states in the USA.
- Plan must be purchased for every display in a contiguous video wall installation at the time of original purchase. Site audit by a Planar Technician must occur within 30 days of installation and should not be unreasonably delayed.