



APPLICABLE PRODUCT MODELS:

Clarity® Matrix® G3 LCD Video Wall System
Leyard® DirectLight® X LED Video Wall System
Leyard® TWS Series
Leyard® TWA Series
Leyard® LED MultiTouch
Leyard® TVF Series
Leyard® VersaLight™ Series
Leyard® CarbonLight™ Series LED Displays
Leyard® TVH Series

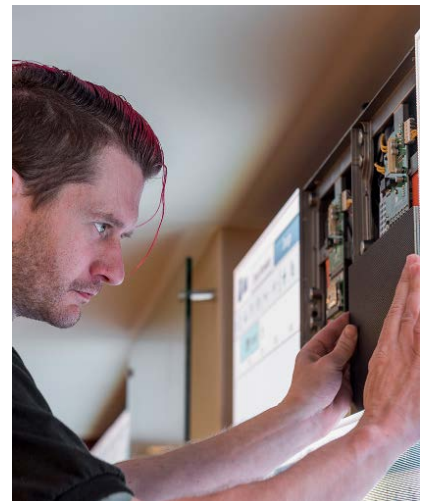
Leyard and Planar's Video Wall Annual Maintenance Programs are designed to help protect your investment by ensuring your Leyard & Planar video walls stay well-maintained and looking their best throughout the life of the video wall. R&D, manufacturing and field teams at Leyard & Planar are committed to designing the best Video Wall Annual Maintenance Program to maximize up-time of the video walls.

Through semi-annual service visits by Leyard & Planar trained technicians, Leyard & Planar Video Wall Annual Maintenance Programs optimize video wall investment, minimize downtime and reduce uncertainty. With 24x7 service reliability, Leyard & Planar are dedicated to providing the peace of mind that the image quality will always be the best.

OPTIMAL PRODUCT MAINTENANCE

During maintenance visits, trained Leyard & Planar technicians will evaluate the video wall condition and performance to determine the appropriate preventive maintenance needs and suggest improvements to ensure your Leyard & Planar video wall delivers and maintains industry-leading visual image quality. Maintenance inspections may include:

- Verify system functionality and operations as per the original configuration set-up
- Visual inspection and optimization of physical alignment, brightness and color, RGB and gamma grey-scale adjustment and electronic seam correction
- Review all error logs
- Software and firmware updates
- Cleaning of all internal and external serviceable components
- Cleaning of all filters
- Correction of any in-warranty issues
- Calibration of touch screen
- Correction of LED pixel defects that normally fall under warranty
- Any additional work required in the product maintenance manual



FLEXIBLE OFFERINGS

The Leyard & Planar Annual Maintenance Programs can be customized to match your product refresh cycle, with options available for purchase in increments of one, two, three, four or five years.

- 1-Year — Leyard & Planar Video Wall Annual Maintenance Program (905-0070-00)
- 2-Year — Leyard & Planar Video Wall Annual Maintenance Program (905-0072-00)
- 3-Year — Leyard & Planar Video Wall Annual Maintenance Program (905-0073-00)
- 4-Year — Leyard & Planar Video Wall Annual Maintenance Program (905-0074-00)
- 5-Year — Leyard & Planar Video Wall Annual Maintenance Program (905-0075-00)

Contact your Leyard & Planar Sales Representative for a custom Annual Maintenance Program quote for your Leyard & Planar video wall. Before providing a customized quote, a Leyard & Planar Representative will ask a few questions to determine the size, pitch and particular characteristics about your video wall installation and total duration of the customized maintenance program. The Leyard & Planar Representative will provide a customized quote tailored to the particular maintenance needs of your video wall that reflects a special discounted rate, as compared to a standard one-off service visit.

**Leyard & Planar Video Wall Annual Maintenance Programs are currently only offered for installations in the USA and Canada.*

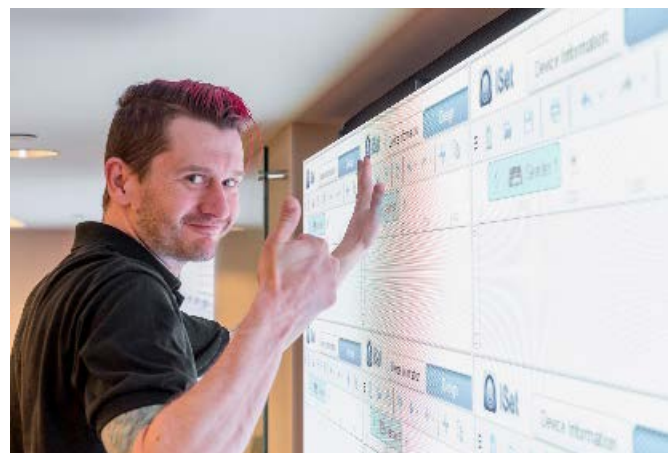
EASY SCHEDULING

Leyard & Planar understand the importance of keeping your video wall at optimal conditions during day-to-day operations and important events. For this reason, Leyard & Planar Program Coordinators will work with you to plan our visits around your busy schedule. The Annual Maintenance Programs include two scheduled maintenance visits per year by a trained company technician and offer the flexibility of up to two yearly upon-request visits to address any unexpected and unplanned events. Additional visits may be purchased at a significant discount from our normal service rate.

Program (Part Number)	1-Year (905-0070-00)	2-Year (905-0072-00)	3-Year (905-0073-00)	4-Year (905-0074-00)	5-Year (905-0075-00)
Total Years	1	2	3	4	5
Scheduled Maintenance Visits	2 / year	2 / year	2 / year	2 / year	2 / year
Upon Request Maintenance Visits	2 / program	4 / program	6 / program	8 / program	10 / program
Additional Visits	25% Discount				
Service Planning Calls	1 per visit				

ADDITIONAL BENEFITS

Our friendly and knowledgeable Leyard & Planar Program Coordinators can also coordinate and schedule additional services requests that fall outside this agreement. Additional costs can be discussed during the scheduling call.



TERMS AND CONDITIONS

- The Leyard & Planar Standard Warranty terms and conditions apply. The Leyard & Planar Standard Warranty terms are available at: www.planar.com/warranty.
- The installation site needs to allow for proper operating temperature and humidity conditions.
- Customer will provide ladders, lifts and nearby accessible power for servicing purposes.
- The Leyard & Planar video wall must be installed in accordance to Leyard & Planar guidelines and/or complete assisted installation with Leyard & Planar Installation Services Team (available at an additional charge).
- Initial installation site visit by trained Leyard & Planar technician must occur within 30 days of installation of the Leyard & Planar video wall if it was installed without the Leyard & Planar Installation Services Team.
- Leyard & Planar Video Wall Annual Maintenance Program is a supplemental service purchased in incremental periods of 12 consecutive months.
- Leyard & Planar Video Wall Annual Maintenance Program total duration cannot exceed five consecutive years from completion of installation. Total duration is limited to the longer of either the Standard Warranty (3 years) or Reseller/Customer-purchased Extended Warranty Program (up to 5 years).
- While a Leyard & Planar Annual Maintenance Program remains in effect, Reseller/Customer may purchase additional consecutive years to above mentioned maximum duration.
- Normal aging effects to LEDs are not covered under this program.
- Leyard & Planar reserves the right to invoice for additional charges if services rendered are not as described in the statement of work.
- Leyard & Planar Video Wall Annual Maintenance Program must be purchased for every Leyard & Planar display cabinet in a contiguous LED video wall installation at the time of original purchase.
- Maintenance visits will be mutually-convenient, scheduled three-plus weeks in advance.
- Leyard & Planar will make a reasonable effort to accommodate Reseller/Customer's requested time.
- If Reseller/Customer chooses to schedule services at a time not convenient to Leyard & Planar, any costs associated with travel and expenses will be billed separately to Reseller/Customer.
- Leyard & Planar Video Wall Annual Maintenance Program is currently only offered for installations in the USA and Canada.