



MPS Board  
Agenda Item: IV D: Action Item

Date: March 10, 2022

To: Magnolia Public Schools (“MPS”) Board of Directors

From: MPS Audit/Facilities Committee  
Patrick Ontiveros, General Counsel & Director of Facilities  
Mustafa Sahin, Project Manager

RE: Approval of Purchase and Installation of a Sound System and LED Video Wall Display for MSA-Santa Ana

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## I. Proposed Motion/Recommendation(s)

**Presented to the Audit/Facilities Committee on March 8, 2022.**

Staff recommends and moves that the Board of Directors grant approval to the CEO and Superintendent of MPS to sign the agreement with AVI-SPL LLC to purchase and install a sound system and LED Video Wall for MSA-Santa Ana’s gym.

## II. Background

MSA Santa has a gym, built in 2018 with 5,000 SF. There is no sound system installed in the gym or video capabilities. The school staff desires to install a sound system and an LED wall display because they are needed during sports, as the school is participating in the California Interscholastic Federation (“CIF”) league. In addition to the sports aspect of the sound system and video wall its use will facilitate sponsorship opportunities, physical education technology standards described in the California State Standards, MPS wide symposiums, school assemblies, movie nights, and more.

An RFP was also issued for these services (Exhibit A); one quote was received, the team decided to accept the AVI-SPL LLC and LightVu proposal. See (Exhibit B).

## III. Budget & Conclusion

The budget implication will be \$118,966.59. MSA-SA has budgeted \$350,000.00 from its ESSER III Expenditure Plan to cover facilities related expenses, including this expense all of which have been incorporated into MSA Santa Ana’s Second Interim Report.

March 10, 2022



Exhibit A

RFP



# **MAGNOLIA PUBLIC SCHOOLS**

Request for Proposals  
to Provide an LED Video Wall at  
Magnolia Science Academy | Santa Ana

Due Date:

**February 18, 2022**

## 1.0 INTRODUCTION

Magnolia Education & Research Foundation doing-business as Magnolia Public Schools ("**MPS**"), a charter school management organization, operates Magnolia Science Academy Santa Ana ("**MSA-SA**") located at 2840 W 1st Street in the City of Santa Ana. The purpose of this RFP is to solicit bids to build an LED Video Wall inside the gym. Should there be a similar need for any other Magnolia Public Schools (MPS), the approved vendor, the need, and the price will be used.

The locations are shown on Exhibit A.

### Site Tour

A site tour will be facilitated.

### Proposals Due

Responses to the RFP are due no later than **5:00 PM (PST), Friday, February 18, 2022**, to the following individual:

Mustafa Sahin  
Facility Project Manager  
Magnolia Public Schools  
250 East 1<sup>st</sup> Street  
Suite 1500  
Los Angeles, CA 90012  
[msahin@magnoliapublicschools.org](mailto:msahin@magnoliapublicschools.org)  
760-587-6031

Questions regarding this RFP may be directed to the individual identified above via email.

### Proposal Format:

One (1) electronic PDF copy (by email) of your proposal must be delivered to the person indicated by the deadline stated above. Please endeavor to keep any emailed material to a single manageable file size (at or about 10 MBs) so that it may be easily distributed to the Selection Committee.

Respondents are encouraged to only include information pertinent to the Project and the Selection Committee's ability to select the vendor best suited to successfully complete this job.

### Interviews:

Interviews will be held at the discretion of MPS and MSA-SA. Interviews, if any, are expected to be held on February 22, 2022, via Zoom.

If interviews are held, respondents will meet with the Selection Committee for approximately ½ hour to 1 hour. The interview will be an open, unscripted format. Respondents will have 20 minutes to present any information they feel is pertinent followed by questions and answers and general discussion.

### Selection Committee:

The Selection Committee will be composed of representatives from MPS and MSA-SA.



## 1.1 Timeline

RFP Distributed:	February 10, 2022
Proposals Due:	February 18, 2022
Interviews, if any (exact date and time TBD):	February 22, 2022
Selection Announced:	February 23, 2022
Contract Execution:	ASAP

## 2.0 PROJECT DESCRIPTION

The Project is to build an LED Video Wall in the gym, including the Content Control Software for Live LED Display Applications and Control room rack for all equipment.

## 3.0 PROPOSAL FORMAT

Respondent shall format its response as set forth below to facilitate timely review and selection. Please be specific to the RFP, and do not include materials not explicitly requested, such as generic marketing materials.

### Your response should include the following:

- Letter of interest
- Name of your company and the individual responsible for the account
- Restate all the requirements of Section 4.0 and provide responses to each

See Section 1.0 for additional proposal format clarifications.

## 4.0 PROPOSAL REQUIREMENTS

### 4.1 Vendor Qualifications and Experience

#### 4.1.1 Vendor Description.

Provide a description of your company and why it is qualified to undertake the Project.

Provide the following:

A minimum of three (3) references, including

- (a) name and scope of the project
- (b) client name and contact information
- (c) contract amount

#### 4.1.2 Qualifications and Experience of Key Personnel.

Identify the person(s) that will be principally responsible for working with the MPS and leading this engagement and their qualifications and experience

#### **4.1.3 Insurance.**

Provide a description of vendor's insurance coverage.

#### **4.2 Cost**

Respondent's proposal should include an overall not to exceed cost and should be broken down in detail. The proposal should also provide a break-down of any and all other costs and fees including, but not limited to, labor, delivery fees, installation fees, applicable taxes, etc.

#### **4.3 Product Information**

Respondent will confirm its ability to provide the Project as described above in Section 2.0. Where a respondent believes there are multiple options for the Project, the respondent may provide such alternatives explaining the difference in each alternative and describing the cost differences.

#### **4.4 Warranty Information**

Provide a description of the warranty provided for the Project.

#### **4.5 Schedule**

MPS and MSA-SA desire to complete this project as soon as possible, please also provide the expected completion of the project.

#### **4.6 Contract**

The successful respondent will be required to sign an agreement with Owner in the form of Exhibit B (AIA Document A105-2017). Please provide an affirmative statement of respondent's concurrence or else any changes that respondent desires to make to the form agreement attached as Exhibit B.

#### **5.0 CONTACT**

Questions to Owner will be accepted via email by the Facility Project Manager identified above. Answers to questions will be provided to all participants as available.

#### **6.0 RFP/Q EXHIBITS**

**Exhibit A      School Map**  
**Exhibit B      Form of Contract**

#### **7.0 BID ACCEPTANCE/REJECTION**

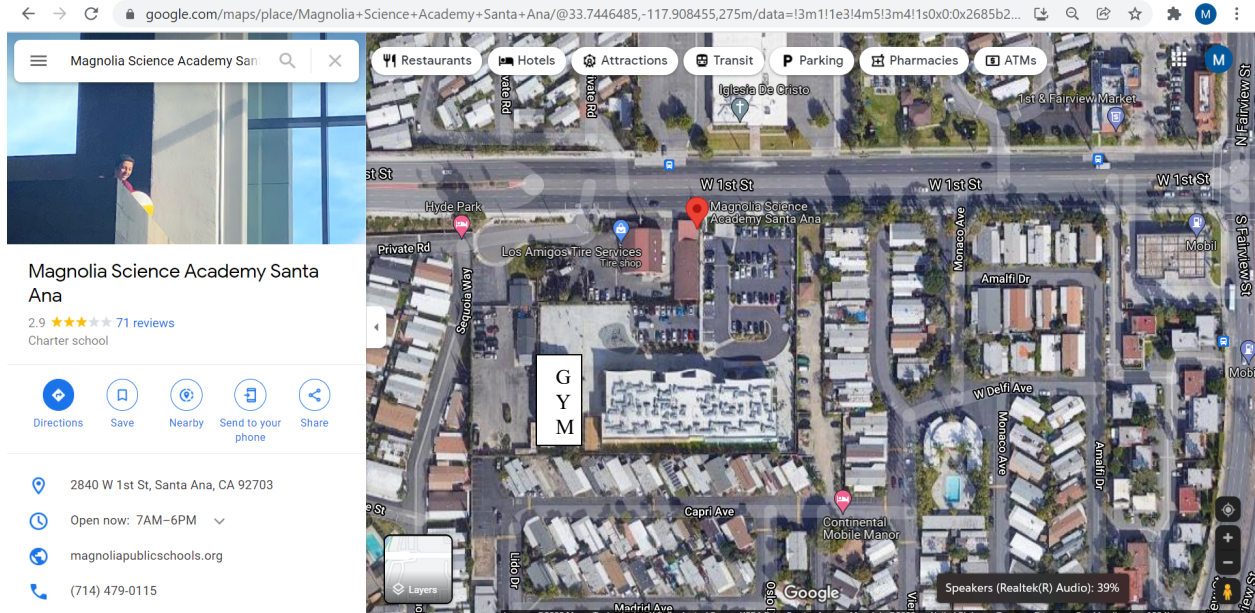
The Owner reserves the right to reject any or all proposals or cancel the solicitation process at its sole discretion.

**8.0 PROPOSAL VALIDITY**

RFP responses shall be valid until execution of a contract, which is expected to occur on or about March 1, 2022. No changes to information received within the Respondent's proposal shall be changed or altered without approval by the Owner.

# Exhibit A

## School map for the GYM location



# Exhibit B

## Form of Contract

(AIA Document A105™-2017)

March 10, 2022



Exhibit B

Proposal



Audiovisual Proposal  
Prepared for



**AVI-SPL LLC**

10775 Business Center Drive Ste 150  
Cypress, CA 90630  
(714) 799-7166

**Prepared By:**

Jourdan Finch  
Jourdan.Finch@avispl.com  
(714) 473-8830

## AVI-SPL Solution Scope of Work

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After careful and deliberate consideration of your requirements, we are pleased to provide the following audiovisual solutions scope of work. The scope of work noted is based on sound engineering principles, reliable technology, and have been formulated specifically to meet your requirements.

### Project Overview

AVI-SPL is offering an LED Digital Scoreboard for Magnolia Science Academy. The scoreboard will also double as a digital display capable of showing video content from different video sources. AVI-SPL will provide and install an integrated sound system that consists of line array column speakers and wireless microphones. Control of the system will be done through a Crestron control system with a 7" touch screen.

\*\* Please see the "**Environmental Considerations**" and "**Customer Responsibilities**" sections of this document for required room properties and deployment best practices. \*\*

### Scope of Work – Hardware Integration

This section describes hardware installation and general functionality or specifications. All equipment provided and installed by AVI-SPL unless otherwise specified.

#### Display(s)

The following display devices will be integrated into the system:

- A direct view LED video wall system comprised of quantity (9) 58" display panels in a 16:9 landscape aspect ratio. The video wall configuration will be 12.6 feet wide by 7.56 feet high. The display shall have a native resolution of 960 x 576 pixels, and a manufacturer rated brightness of 1600 NITs. Each panel will provide front accessibility for service.
  - The video wall will be installed in the location specified in the project drawing package.
  - There will be a single video signal routed to the video wall from a source device. This signal will be daisy-chained between displays behind the video wall. This format will support HDCP protected content.

#### Source Equipment and Interfaces

The following sources will facilitate end user laptop connections:

- 1 HDMI connection(s) located at the wall for laptop connectivity.

The following owner furnished source devices will be integrated into the system:

- An AppleTV, located in the equipment rack.
- A dedicated PC with HDMI output, located in the equipment rack.

Wall plates, cubby ports, and interfaces will be white in color.

#### Routing and Switching

The following video routing and switching devices will be integrated into the system:

- A presentation switcher located in the equipment rack. The presentation switcher will route all video signals and embedded audio throughout the system.

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### Audio

The following audio devices will be integrated into the system:

- A digital signal processor (DSP) will support all audio sources. All microphones used for conferencing shall utilize a dedicated acoustical echo canceling (AEC) channel per microphone element in the DSP. See the Conferencing section for more detailed information regarding audio or video conferencing.
- 2 Handheld wireless microphone(s). The microphone(s) will be black in color.

### Conferencing

The following conferencing devices will be integrated into the system:

- No conferencing equipment will be integrated into this system.

### Equipment Rack and Accessories

Equipment will be installed in the following locations:

- A wall mounted equipment rack will house all racked equipment. The rack will be located in the adjacent IT room.
  - AVI-SPL shall provide the required minimum dimensions for the equipment rack.
  - A power conditioner or surge protector will be installed in the A/V rack to protect all racked equipment.

### Control System and Accessories

A control processor will be installed to enable various functions throughout the system. Please refer to the Software Integration section for more detailed information about system control.

- The control processor will be located in the equipment rack.
- A wired touch screen interface with a 7" screen size will be located at the table. The touch screen will be black in color.

## Scope of Work – Software Integration

A control system will be provided to activate many necessary user needs. This greatly reduces the complexities of operating an integrated A/V system and facilitates greater system utilization and an enhanced meeting experience.

### User Experience

Developing a unique system based upon the end users' needs and an understanding of how the space will be utilized has led AVI-SPL to identify three styles of user and room interactions: Autopilot, Co-Pilot, and Pilot. These styles range from the user who wants to use technology transparently, to the person who wants to control every aspect of collaboration. Based on the design requirements, AVI-SPL has selected the following user experience for this room:

#### Co-Pilot

This is a semi-automated room experience. User interaction is notification based to confirm actions, for example plugging in a laptop for presentation will prompt the user to confirm sharing that content. Use and function for this experience commonly includes spaces designed for general conferencing, schedule meetings, and presentation. A touch interface is required for some aspects of this experience, when one is present it will reflect the current state of the room.

The goal of this automation level is for end users to be able to begin their meeting with a few simple confirmation presses, quickly sharing content or placing an audio or video call.

For more specific information about the chosen automation design and use cases, please refer to the User Experiences section of the *AVI-SPL Programming Functionality Statements* document.

### User Interface

A user interface will facilitate advanced system operation. The following user interface(s) will be used for this system:

- A touch screen graphical user interface design will utilize the AVI-SPL provided Connect layout theme and icon set. Major changes or customization to the AVI-SPL provided GUI may require an additional cost. Please reference the user experience document for an example layout of the selected theme. Please reference the touch panel narrative for the chosen theme.
  - AVI-SPL will provide the layout and the functionality of each button for each user page of the touch screen to the Customer prior to implementation for client input and final client approval.
- All specified equipment in the proposal will be incorporated into the control system.

As part of the programming process, AVI-SPL will provide the layout and the functionality of each button to the Customer prior to implementation for input and final approval.

## Network and Network Security

The integration of Audio-Visual hardware can consist of many different devices and systems, each with varying network requirements, impacts to traffic and routing, and unique management and security processes. AVI-SPL will work with Magnolia Science Academy identified stakeholders to properly assess network requirements and deployment considerations.

AVI-SPL will design the system to meet identified network requirements and will provide construction drawings and a list of devices before installation on site. At the time of installation, AVI-SPL will connect devices according to the documented system design and identified network requirements. The following network design is being followed for this project:

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## Client Network

Devices reside on the owner network and installed hardware is configured and deployed within the owner requirements and systems requirements. Common network segmentation may include:

- Grouping devices by traffic patterns.
- Grouping devices for security and safety.
- Grouping devices by traffic types.
- Grouping devices geographically.

\*\* Please see the “**Customer Responsibilities**” and “**Software Licenses and Service Accounts**” sections of this document for deployment best practices and installation requirements. Additional information regarding specific applicable processes and procedures can be referenced in the “**AVI-SPL Network and Security**” addendum to this document. \*\*

## Customer Responsibilities

These are items that AVI-SPL is dependent upon to complete the project scope of work on time, however, these requirements and responsibilities are not provided by AVI-SPL. For a complete list of exclusions, please refer to the Integration Inclusions and Exclusions section of this proposal.

These requirements must be provided by the owner or other 3<sup>rd</sup> parties and may fall under the responsibility of an Architect, General Contractor, Electrical Contractor, Data Contractor, Security Contractor, Furniture/Millwork Contractor, IT departments, Facilities or Real Estate groups.

- All required backing and any other wall reinforcement required to safely accommodate displays. Any display wall shall be properly backed to withstand the weight of the display with a safety factor of at least 5:1.
- All AC power at the equipment locations, including hardwired power connections.
- All required conduit for low voltage cable paths to AV equipment.
- All ceiling work required to accommodate the projectors, projection screens, or other equipment.
- All required millwork modifications to tables or other millwork.
- Proper heat dissipation venting for the equipment in this system. Where convection cooling is not possible, a powered venting system with thermostatically controlled quiet fans.
- All required network configuration for any network connection to the client network.
- All software or hardware licenses not specifically provided in this scope of work or associated bill of materials.
- All software or hardware configuration for owner furnished equipment.
- Where VoIP is utilized, all required configuration information prior to installation.
- All cable/satellite/over-the-air TV connections and all associated hardware.

## Site Readiness

The minimum acceptable site conditions of the project site for the installation of electronic equipment are as follows.

- The rooms and directly adjacent areas into which the equipment will be installed must be dust-free with floor, ceiling, and wall finishes to be completely installed in the rooms affected by the equipment.
- The rooms into which the equipment will be installed must be secure.

- All Electrical power, conduit systems, HVAC systems, IT requirements (wired or wireless services), communication circuits, and or other services required by the systems and equipment should be fully installed, energized, and configured for use.
- All furniture into which components of the equipment will be installed shall be present at the time of staging and/or installation.
- All telephone, POTS, VOIP, modem, PRI, data, LAN, and telecommunications connections are installed, fully tested, and active.
- Configuration of OFE networks, applications, servers, and services to provide interoperability with installed systems.
- Coordination and timely IT support and documentation (such as providing IP addresses or account credentials).

### Software Licenses and Service Accounts

Supervised or direct access to systems must be provided as needed for a properly provisioned and licensed account where appropriate. Examples include Zoom Rooms activation codes, Microsoft Teams accounts, calendar service account, and more.

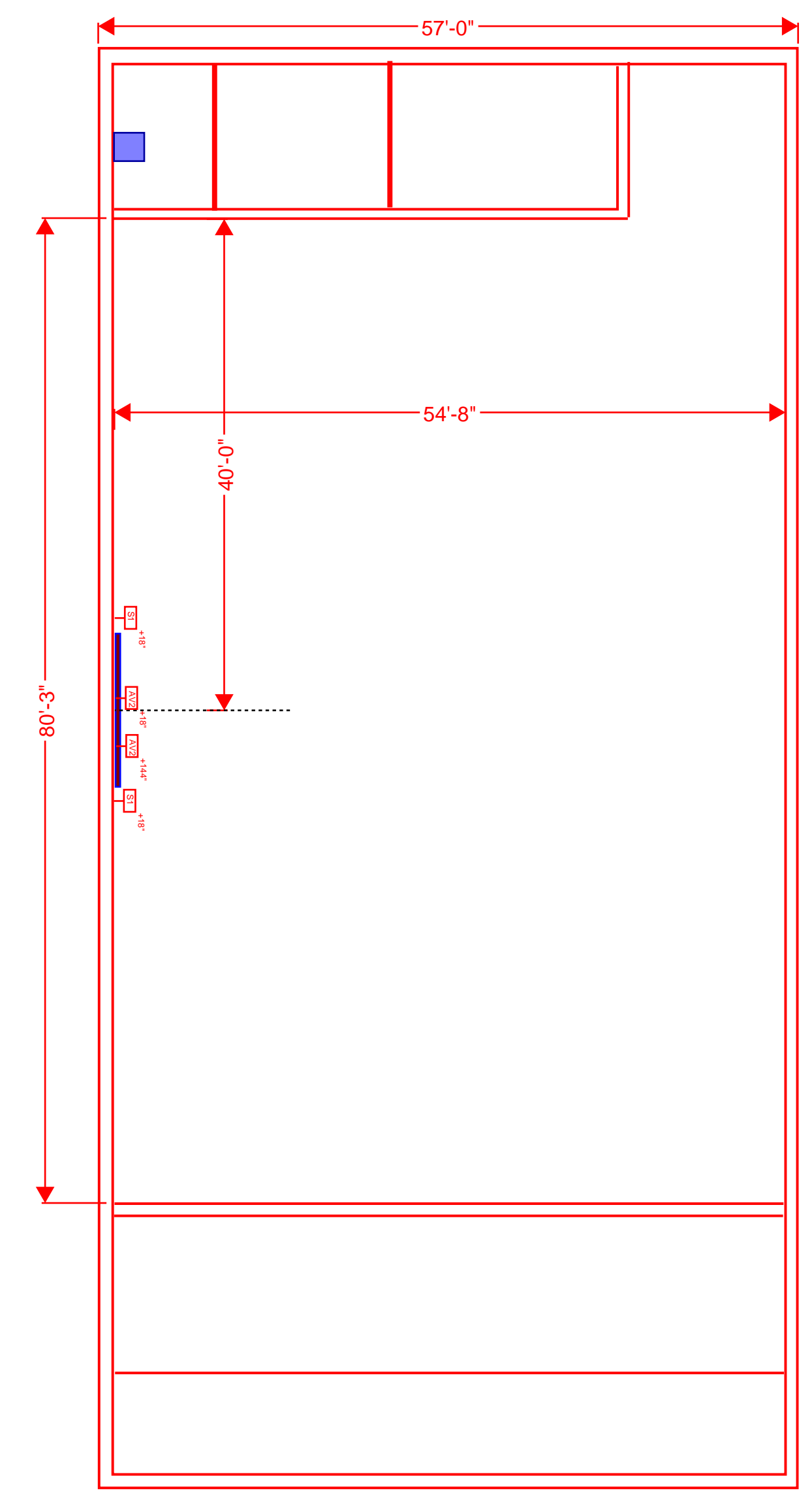
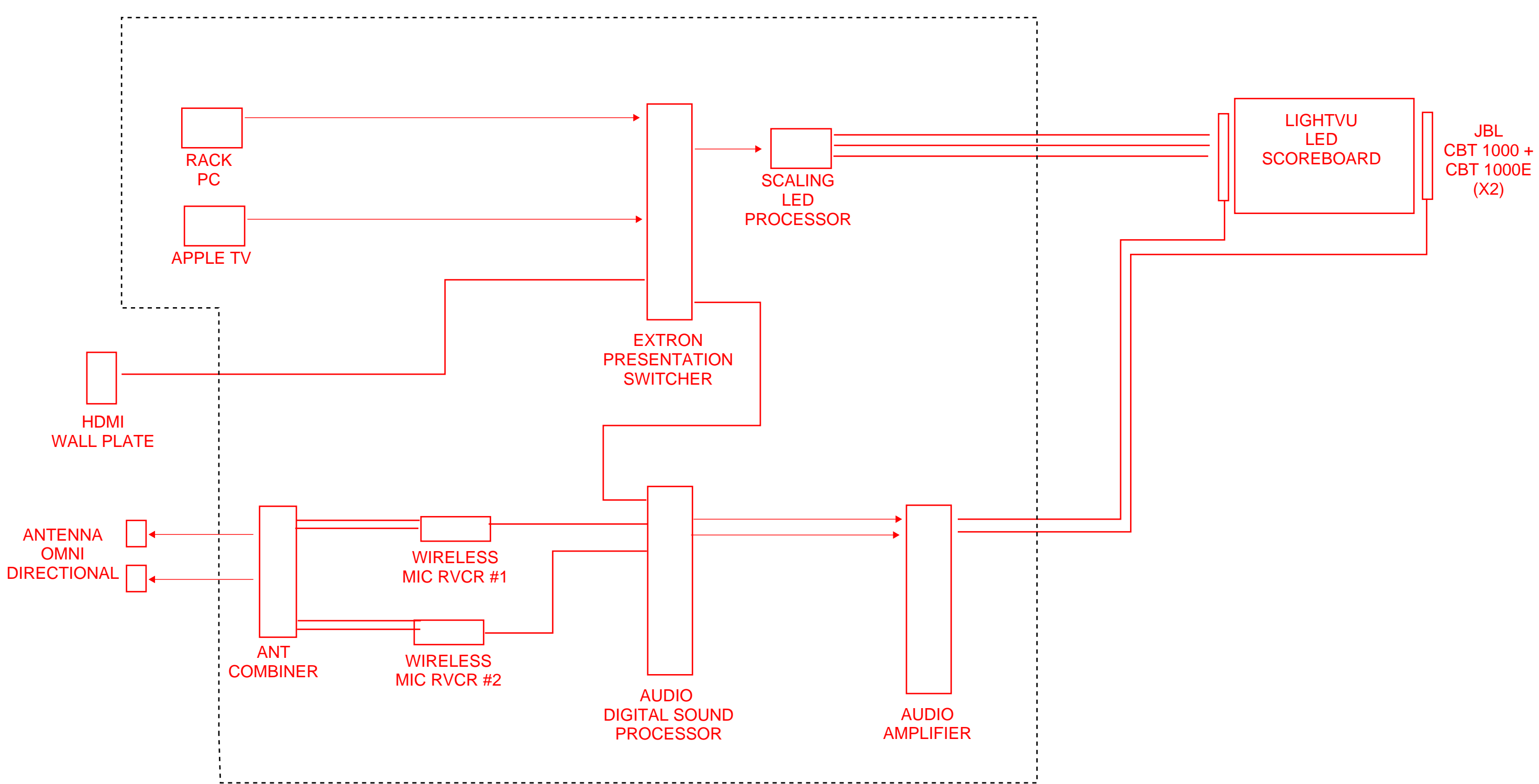
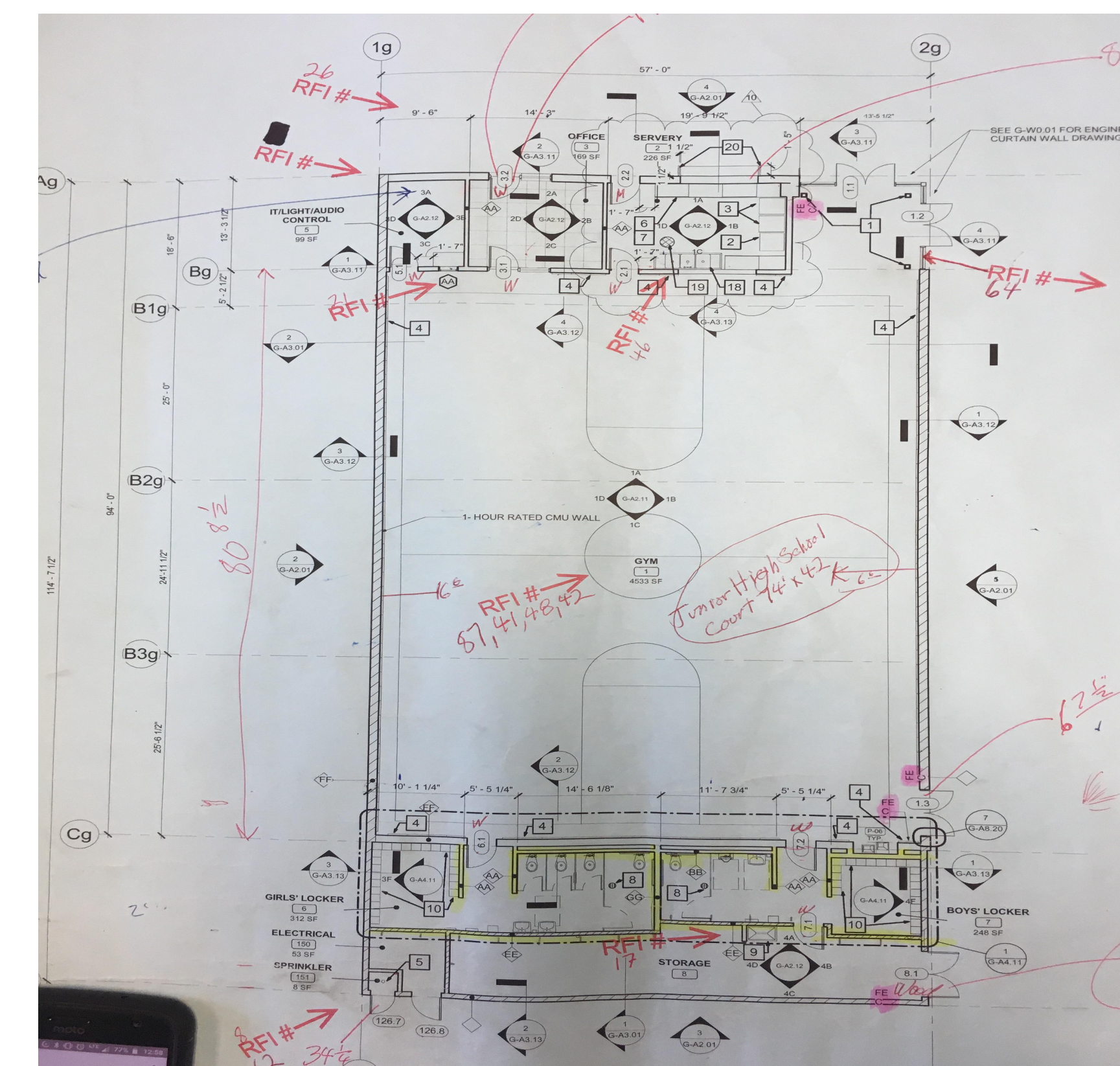
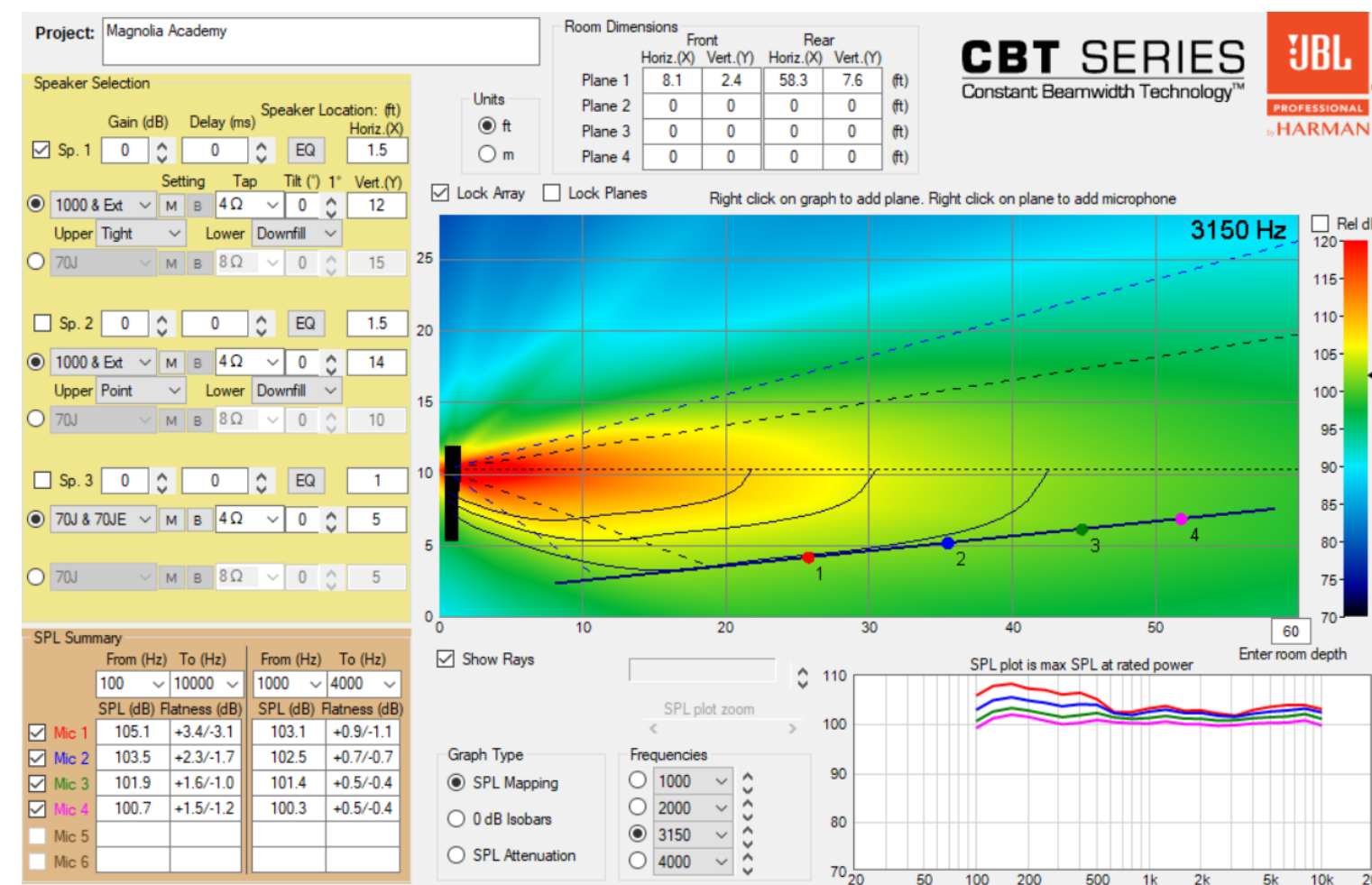
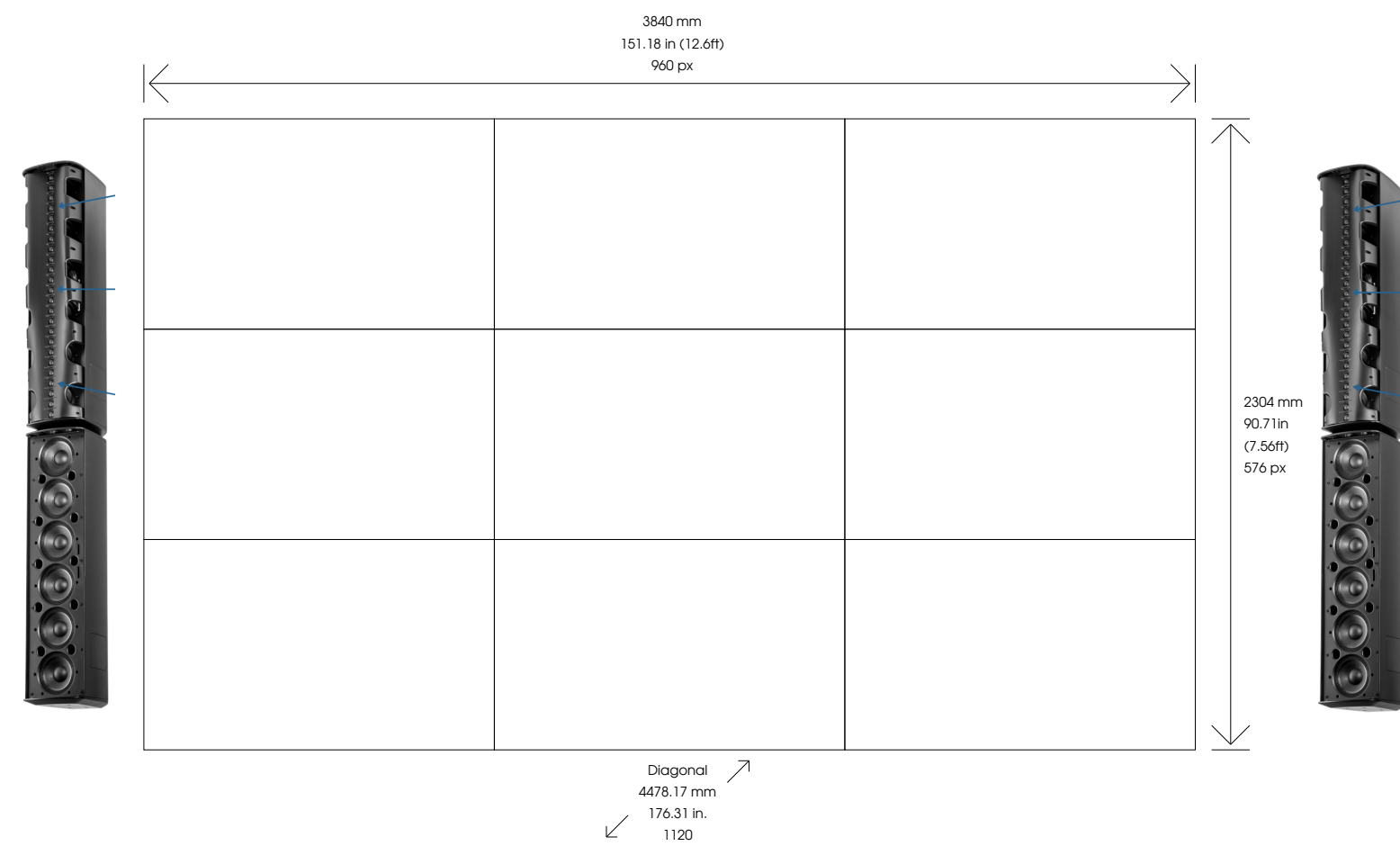
- The customer may decide not to provide credentials to AVI-SPL, and to provision the installed hardware themselves. In this case AVI-SPL will be unable to fully test the system before receiving sign-off for the installation. All system components will be tested individually to ensure proper stand-alone function, and project sign-off will be requested before technicians leave site.
- If AVI-SPL is unable to properly commission and test the system at the time of installation due to issues with access, an additional site visit may be required. Any additional visits will be billed at the standard contracted labor rate, provided Customer is at fault and approves additional cost in advanced and in writing, scheduling will be done on a best effort basis.

### Room Environmental Considerations

To maximize the user experience in a conferencing room, the following parameters should be observed:

- The room should have a measured ambient noise level of no more than NC35. For new spaces, the design parameters for the mechanical engineering within the room should have a target NC of 35 or less. Ambient noise includes noise from the air handling systems, mechanical systems and noises outside the building. Noise levels above this specification adversely affects the meeting environment and may degrade the overall audio quality and intelligibility of a conference call. This is especially important when ceiling microphones are utilized. If a problem is identified with ambient noise levels, AVI-SPL can work with your mechanical engineer to identify possible solutions to lower the NC rating and improve the meeting experience.
- Reverberation time (T60) for typical conference rooms should be less than 0.6 seconds in the 125 - 4000 Hz octave bands to provide an optimum meeting experience and acceptable audio quality in a conference call. A significant number of hard surfaces in a room (glass, drywall or other surfaces) can adversely affect audio intelligibility and the meeting experience overall. Acoustic treatment is advised for rooms with higher T60 levels. If the room requires acoustically treatment, AVI-SPL can provide direction and solutions to overcome this issue and enhance the meeting experience for the participants.
- Evenly distributed lighting is important for videoconferencing applications. Lighting on the faces of the participants should be at least 40-foot candles and should be evenly distributed throughout the camera's field of view. Where the camera's field of view includes windows, recommended window treatment should be employed to provide an acceptable background for the camera to view the participants.
- When microphones are used for local voice reinforcement, the amount of available gain before feedback is dependent on the microphone's location within the room. Placement of the microphone immediately below a ceiling speaker may adversely affect the overall required audio level and cause feedback. Care should be taken to reduce the volume level of the microphone or locate the microphone(s) correctly to minimize the possibility of feedback.







## 4.1 Vendor Qualifications and Experience

### 4.1.1 Vendor Description.

Tampa, FL-based AVI-SPL is a communication and collaboration solutions provider for businesses and organizations of all types. Our business is the sale and service of audio-visual, video conferencing, AV networking and control systems, enterprise video and digital content-sharing solutions and products.

Our company is the result of a 2008 merger between the top two system integration companies in North America: Audio Visual Innovations (AVI) and Signal Perfection Ltd (SPL). We have locations throughout North America, Europe and the Middle East. In the recent years, we have expanded our footprint, customer base and capabilities through the opening of our Frankfurt office and the acquisitions of Anderson Audio Visual, VideoLink LLC, Sharp's Audio Visual, Interactive Solutions, Inc., and Digital Video Networks. In 2020, we merged with Whitlock, a leading provider of AV and collaboration solutions. Through our experience and expertise, AVI-SPL provides forward-thinking solutions to the communication challenges of today and tomorrow. We continue to maintain the top position in our industry, completing over 8,000 projects on an annual basis and honoring more than 12,000 service contracts, while earning a reputation as the leader in customer satisfaction.

### References

#### Edmonton Public School Division

**Contact:** Aaron Muller

**Title:** Supervisor - Technology and Information Management

**Email:** [aaron.muller@epsb.ca](mailto:aaron.muller@epsb.ca)

**Phone:** (780) 429-8488

**Contract Amount:** \$135,000

**Scope:** This project included the design and installation of the LED Wall with Shot Clocks for Thelma Chalifoux School in Edmonton, Alberta. The system consisted of an LED video wall, shot clocks and scoreboard software by LightVU. The solution acts both as a display and a scoreboard in the gymnasium for sporting events, presentations and Town Halls. The solution has a protective surface in case of any stray balls or other environmental objects. The full size of the wall is 232 inches diagonally and was installed on a gym wall parallel with the court with the Shot Clocks mounted behind the backboard. The LED wall has a single source from a wall plate HDMI transmitter to the LED processor in the equipment rack. All of the head end equipment will be in a wall mounted rack.

- The LED wall consists of a 4x4 grid of LightVU Aurora P4 58" panels.
- The LED wall was wall mounted and will be fully serviceable from the front.
- A Crestron HDMI receiver will be located in a provided wall mounted rack.

### Sturgeon Public School Division

**Contact:** Shelley Greenwood

**Title:** Principal, Lillian Schick School

**Address:** 4509-54 Avenue, Bon Accord, AB T0A0K0

**Phone:** (780) 921-2200 Ext. 1810

**Email:** [sgreenwo@sturgeon.ab.ca](mailto:sgreenwo@sturgeon.ab.ca)

**Contract Amount:** \$48,000

**Scope:** AVI-SPL will supply and install a new LED Digital Scoreboard into the gymnasium at Lillian Schick School in Bon Accord, AB. The digital scoreboard will be installed onto the wall in the corner of the gymnasium. The scoreboard will be 118" diagonal in size. An HDMI wall plate will be installed near the gymnasium office to allow a user laptop to be presented. A wireless presentation device will be installed in the clients existing equipment rack to allow for wireless presentation from a user laptop. The supplied LightVu Scoreview software will reside on a client supplied, rack mounted PC.

### The Grande Prairie Public School Division

**Contact:** Peter Haiworonsky

**Address:** 10127 – 120 Avenue, Grande Prairie, AB

**Email:** [Peter.Haiworonsky@gppsd.ab.ca](mailto:Peter.Haiworonsky@gppsd.ab.ca)

**Contract Amount:** \$1,200,000

**Scope:** The Gym video system will consist of 4 scoreboard LED displays and (2) LED video walls for displaying content. Users will be able to control the scoreboard software which resides on rack mounted PC's in the AV rack room by connecting over Lan through the 2 Lan ports located in the Gym. There will be (2) HDMI wall plates located outside the gym office for connecting video sources. There will be (3) HDMI wall plates located in the Gym office for connecting video sources.



## 4.1.2 Qualifications and Experience of Key Personnel.

### Jourdan Finch, Account Manager

Jourdan Finch is a graduate of Cal State Long Beach with a BA in Philosophy. Jourdan brings her 9+ years of experience and expertise in selling integrated technology solutions to the education market. Coming from a history of working with educators, her passion is to improve student outcomes and the overall learning experience through innovative educational technologies. She strives to build lasting relationships with her customers and business partners. She believes that listening and asking the right questions leads to delivering curated solutions to meet and exceed her customers' goals.

### Fabian Barrera, Design Engineer

Over Fabian Barrera's 15 years in the AV industry, he has become an expert in delivering the design phase of client projects. Fabian meets with clients to understand their desired outcomes so he can design an AV solution that meets their needs. He also works closely with the construction team to ensure projects are properly conceptualized and stay on budget.

#### Certifications and Education:

- Associates in Science, Computer Aided Drafting and Design, ITT TECH, West Covina
- CTS
- Dante Certified Level 1
- Crestron NVX Design certified
- Extron AV Associate

### Steve Ornelas, Project Manager

Over Steve Ornelas' 32 years in the AV industry, he has successfully managed the project needs of federal and local government agencies, commercial businesses, and education customers. Steve believes in the project management processes and has always excelled at managing turmoil. His strengths include construction management, subcontractor management, regional installation and service management, internal and external client relations. labor force management, training of subordinates and peers. Steve approaches each project by learning how the client expects the system to work and making sure this coincides with the contract verbiage. He then works diligently to meet the understood scope of work expectations in a timely manner and per the client's timeframe. Having knowledge of the system's functionality helps Steve communicate unforeseen issues that may arise and offer solutions to the client to work through these problems.



### 4.1.3 Insurance

<b>ACORD</b>		<b>CERTIFICATE OF LIABILITY INSURANCE</b>			DATE (MM/DD/YYYY) 4/17/2022 4/16/2021		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
<b>PRODUCER</b> Lockton Insurance Brokers, LLC 777 S. Figueroa Street, 52nd Fl. CA License #0F15767 Los Angeles CA 90017 (213) 689-0065				<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL: ADDRESS:			
<b>INSURED</b> 1474013 AVI-SPL, LLC Audio Visual Innovations (AVI) Signal Perfection Limited (SPL) 6301 Benjamin Rd, Suite 101 Tampa FL 33634				<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>	
				INSURER A: Berkley National Insurance Company		38911	
				INSURER B: Federal Insurance Company		20281	
				INSURER C: Tri-State Insurance Company of Minnesota		31003	
				INSURER D:			
				INSURER E:			
INSURER F:							
<b>COVERAGES</b> AUDFI01 <b>CERTIFICATE NUMBER:</b> 17370617 <b>REVISION NUMBER:</b> XXXXXXXX							
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liab  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:	N	N	TCP 7015801-11	4/17/2021	4/17/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/POF AGG \$ 3,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp Ded \$1,000	N	N	TCA 7015963-11 (MA)	4/17/2021	4/17/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX Coll DED \$ 2,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0	N	N	TCP 7015801-11	4/17/2021	4/17/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N	TWC 7015802-11	4/17/2021	4/17/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A B	<input type="checkbox"/> Auto Liability (AOS) <input checked="" type="checkbox"/> XS Liability	N	N	TCA 7015962-11 (AOS) 9365-0662	4/17/2021 4/17/2021	4/17/2022 4/17/2022	\$1,000,000 CSL Any/Owned/Hired \$15,000,000 Ea Occ/Agg
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) *Auto (AOS) \$1,000 Comp Ded, \$2,000 Coll Ded*							
<b>CERTIFICATE HOLDER</b>				<b>CANCELLATION</b> See Attachment			
17370617 Evidence of Insurance				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
				AUTHORIZED REPRESENTATIVE 			

## 4.2 Cost

## Investment Summary

Prepared For:	<b>Spencer Solomon</b>
	<b>Magnolia Science Academy</b>
	<b>2840 W 1st St</b>
	<b>Santa Ana, CA 92703-4102</b>

Prepared By:	<b>Jourdan Finch</b>
Date Prepared:	<b>01/25/2022</b>
Proposal #:	<b>376742-3</b>
Valid Until:	<b>02/25/2022</b>

<b>Total Equipment Cost</b>	<b>\$79,688.30</b>
-----------------------------	--------------------

Includes cable, connectors, hardware, switches, relays, terminal blocks, panels, etc., to ensure complete and operational system

<b>Professional Integration Services</b>	<b>\$23,998.00</b>
--	--------------------

Includes engineering, project management, CAD, on-site installation and wiring, coordination and supervision, testing, checkout, owner training, etc. performed on the Owner's premises. Also includes all fabrication, modification, assembly, rack wiring, programming, warranties, etc., some performed at AVI-SPL

<b>Direct Costs</b>	<b>\$588.24</b>
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Includes non equipment or labor costs, such as travel expenses, per diem, lift and vehicle rentals

<b>General &amp; Administrative</b>	<b>\$2,280.34</b>
-------------------------------------	-------------------

Includes all G & A expenses: vehicle mileage, shipping and insurance, as applicable

<b>Services - Room Support and Maintenance</b>	<b>\$4,849.62</b>
--	-------------------

Includes post-installation support and maintenance options selected for installed rooms

<b>Subtotal</b>	<b>\$111,404.50</b>
<b>Tax</b>	<b>\$7,562.09</b>
<b>Total</b>	<b>\$118,966.59</b>

**\* ANY and all applicable taxes will be included upon invoicing**

**Purchase orders should be addressed to AVI-SPL LLC**

Due to global semiconductor ("chip") shortages and supply chain disruptions pricing quoted in this proposal may change. Installation schedules are subject to current (daily) product availability and may be delayed or postponed.

Signed	Printed	Date
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## Room Summary - Gymnasium System

### Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<b><u>DISPLAY SYSTEM</u></b>			
LIGHTVU	LIGLV2149	DIGITAL SCOREBOARD- AUTORA P4 176" DIAG WI WALL MOUNT & HD2 AURORA FLAT WALL MOUNTING SYSTEM & 5% SPARE PARTS	1	\$47,510.26	\$47,510.26
LIGHTBU	LIGMISCH	MISC BRICK MOUNTING HARDWARE	1	\$3,733.33	\$3,733.33
		<b><u>PRESENTATION SYSTEM</u></b>			
OFE	OFE	CLIENT FURNISHED PRESENTATION SOURCE WITH HDMI OUTPUT (Owner Furnished Equipment)	1	OFE	OFE
EXTRON ELECTRONICS	EXT60142152	TRANSMITTER, LONG DIST DTP FOR HDMI-DECORA WALLPLATE, BLK 330'	1	\$493.33	\$493.33
APPLE COMPUTER	APPMR912LLA	APPLE TV 32GB (Owner Furnished Equipment)	1	OFE	OFE
MIDDLE ATLANTIC	MIDU1	1 SPACE (1 3/4") RACKSHELF	1	\$41.40	\$41.40
LIBERTY WIRE AND CABLE	LIBHDPMM06F	CABLE, 6' PREMIUM HDMI 18G CERTIFIED HIGH SPEED W/ETHERNET	1	\$14.71	\$14.71
OFE	OFE	CLIENT PROVIDED COMPUTER RULLING SCORE BOARD SOFTWARE	1	\$0.00	\$0.00
MIDDLE ATLANTIC	MIDU2	2 SPACE (3 1/2") RACKSHELF	1	\$47.05	\$47.05
LIBERTY WIRE AND CABLE	LIBHDPMM06F	CABLE, 6' PREMIUM HDMI 18G CERTIFIED HIGH SPEED W/ETHERNET	1	\$14.71	\$14.71
		<b><u>VIDEO SWITCHING AND DISTRIBUTION</u></b>			
EXTRON ELECTRONICS	EXT60161501	SWITCH, 8IN 4K/60 SEAMLESS PRESENTATION	1	\$3,278.41	\$3,278.41
LIBERTY WIRE AND CABLE	LIBHDPMM06F	CABLE, 6' PREMIUM HDMI 18G CERTIFIED HIGH SPEED W/ETHERNET	1	\$12.53	\$12.53
		<b><u>AUDIO SYSTEM</u></b>			
JBL	JBLCBT1000	SPEAKER, HIGH-OUTPUT 2-WAY LINE ARRAY COLUMN BLACK (EACH)	2	\$1,823.06	\$3,646.12
JBL	JBLCBT1000E	SPEAKER, EXTENSION FOR CBT 100 LINE ARRAY, BLACK (EACH)	2	\$997.52	\$1,995.04
QSC	QSCPL380	AMPLIFIER, 2-CHANNEL POWERLIGHT 3 SERIES	1	\$2,192.72	\$2,192.72

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Mfg	Model	Description	Qty	Unit Price	Extended Price
QSC	QSCCORE110F	SYSTEM, UNIFIED SERIES CORE W/ 24 LOCAL I/O CHANNELS, 1RU	1	\$2,670.45	\$2,670.45
SHURE	SHUQLXD12485G50	BODYPACK AND VOVAL COMBO SYSTEM W/ WL 185 AND SM58	2	\$1,325.68	\$2,651.36
SHURE	SHUUA860V	ANTENNA, PASSIVE OMNI DIRECTIONAL	2	\$268.81	\$537.62
SHURE	SHUMISC	BULK RG8 CABLE FOR ANTENNAS	1	\$278.41	\$278.41
SHURE	SHUUA845UWB	ANTENNA & POWER DISTRIBUTION SYSTEM, 5-WAY	1	\$736.25	\$736.25
		<b>CONTROL SYSTEM</b>			
CRESTRON	CRETS770BS	TOUCH SCREEN, 7" TABLETOP, BLACK SMOOTH	1	\$1,136.36	\$1,136.36
CRESTRON	CRERMC4	CONTROL SYSTEM, 4-SERIES	1	\$568.18	\$568.18
CRESTRON	CREPWE4803RU	PoE INJECTOR, UNIVERSAL 100-250 VOLTS AC	1	\$56.82	\$56.82
CRESTRON	CREXPANEL	CONTROL CONTROL FOR COMPUTERS & IPADS client to provided Ipad and Crestron App	1	\$0.00	\$0.00
		<b>EQUIPMENT RACK &amp; MISC</b>			
MIDDLE ATLANTIC	MIDCWR1232PD	DATA WALL CABINET, 12 SPACE 32"D W/PLEXI DOOR	1	\$670.91	\$670.91
MIDDLE ATLANTIC	MIDPD915R	POWER STRIP, 9 OUTLET, SINGLE 15 AMP CIRCUIT	1	\$100.23	\$100.23
MIDDLE ATLANTIC	MIDUD2	2 SPACE (3 1/2") UTILITY DRAWER, BLACK POWDER CO	1	\$104.32	\$104.32
				<b>Subtotal</b>	<b>\$72,490.52</b>

## Room Support and Maintenance

Elite Maintenance Services - Room; 12-months

**\$4,849.62**

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## 4.3 Product Information

This document contains LIGHTVU's response to:

## **Magnolia Public Schools - Request for Proposals to Provide an LED Video Wall at Magnolia Science Academy Santa Ana**

### **Who Is LIGHTVU**

#### **About LIGHTVU**

LIGHTVU's story begins in 2010, when Mark Silvius, a Canadian entrepreneur, was serving as technology consultant for primary and higher education institutions in Canada. Mark himself, similar to ~65% of people in the world, is a visual learner. Mark often reflected on his own educational journey, during which he felt many educational spaces lacked the ability to create meaningful visual experiences. This feeling was especially true in historically low-tech education spaces, such as atriums and gymnasiums.



Mark always had a deep interest in enhancing the world around him using modern technology. Naturally, Mark thought big screens could be a good way to enhance the visual capabilities of educational spaces.

Mark asked himself, why wasn't this already being done in North America. In terms of creating large format visual experiences using widely accepted display technology at the time, a few challenges existed (and still exist) for mainstream technologies, such as TV's and projectors:

- Bright spaces severely impact the image quality of even the highest end TV's and projectors meaning tedious management of ambient lighting would always be required
- The size of TV's are limited, and so, large format screens require a combination of multiple TV's which results in unappealing seams and often mis-alignment
- TV's and projectors have a relatively short lifespan 2-5 years, so over time operating costs add up and are an issue for maintaining large format TV or projection solutions
- Specific to gymnasiums, TV's and projectors are not meant to sustain impacts from flying basketballs, preventing damage requires additional layers of protection

In 2010, Mark thought there had to be better video technology available to accomplish large format digital experiences. Mark quickly found that direct view LED technology was being used in other countries around the world to create the high quality visual experiences he had been searching for.

Mark began research and development on a Canadian-made line of direct view LED display solutions for education, specifically for atriums and gymnasiums. Mark's vision became LIGHTVU LED Display Solutions and impact resistant LED scoreboard media walls quickly became by far the most progressive and most sought after solution offered by LIGHTVU for education. Today, LIGHTVU is a leading Canadian direct view LED video wall solution manufacturer and service provider. Countless primary and higher education institutions trust LIGHTVU for the large format screens and LIGHTVU solutions have become the new standard for modern education video technology in large spaces.

### **About Mike Fisette, LIGHTVU Western North America Sales Manager**

Mike Fisette represents LIGHTVU as Western North America Sales Manager. Mike is based in Sherwood Park, Alberta, Canada and has over 15 years in creating and supporting unique visual experiences. Mike takes great pride in his role of enhancing educational spaces across Western North America and strongly believes in the value of modern visual communication in progressive learning environments.



## **LIGHTVU Aurora Series Direct View LED Scoreboard Media Wall Solution Performance Specifications**

### **LED Video Wall Specifications**

1. Made in Canada

LIGHTVU's Aurora Series LED Scoreboard Media Wall solution is made in Alberta, Canada. For a virtual walkthrough of LIGHTVU manufacturing facilities and experiential showroom, contact [sales@lightvu.com](mailto:sales@lightvu.com)

2. Maximum pixel pitch: 4mm

LIGHTVU's Aurora Series 4mm pixel pitch is optimized for gymnasium environments. An appropriate pixel pitch is required for respective viewing distances for the space a LIGHTVU LED video wall is operating in. The maximum pixel pitch for high school gymnasiums is 4mm pixel pitch, any larger and the image becomes grainy, any tighter and the feasibility of impact resistance is lost. LIGHTVU's 4mm pixel pitch is specifically designed for high school gymnasiums.



3. Impact resistant indoor SMD LED technology. Include with submission a demonstration of impact resistance for the LED video wall.

LIGHTVU's Aurora Series LED Scoreboard Media Wall solution is very unique in terms of the impact resistance of the solution. No protective cover is required for gymnasium environments. LIGHTVU's LED modules have LED pixels recessed into a protective masking which defends against impacts from sports equipment. For a demonstration of Aurora Series impact resistance refer to video demonstration: <https://www.youtube.com/watch?v=gjXpRiJApce>

4. Edge protection on top, bottom, right, and left sides of the LED video wall to protect LED modules from physical damage upon impact. Include with submission a demonstration of impact resistance for the LED video wall.

Additionally with respect to impact resistance, LIGHTVU's Aurora Series LED Scoreboard Media Wall solution is also very unique in terms of the impact resistance for the outside edges of of the solution. No Through experience in the field, 5 years ago LIGHTVU's LED Scoreboard Media Wall was improved with edge protection for all outer edges of the LED video wall to protect edges of screen from impact damage. For a demonstration of Aurora Series impact resistance refer to video demonstration: <https://www.youtube.com/watch?v=gjXpRiJApce>

5. Minimum brightness: 1600 nits

Much like the 4mm pixel pitch, LIGHTVU's Aurora Series LED Scoreboard Media Wall solutions are designed to provide 1600 nits of brightness which is the standard required for quality display in bright gymnasium environment (with the lights ON). 1600 nits is the optimal brightness for LED video walls in school gymnasium, or equivalent, lighting environment. Competitor products carrying lower brightness than 1600 nits are not sufficient for the ambient lighting conditions in a gymnasium.

6. Lifetime: 100,000 hours

LIGHTVU confirmed, 100,000 hour lifespan for the solution. Refer to LIGHTVU Aurora Series spec sheet.

7. Complete front service capability where all active components of the display can be serviced from the front without removing the LED video wall from its mounted position. Include with submission a demonstration of complete front service capability for the proposed LED video wall.

LIGHTVU's Aurora Series LED Scoreboard Media Walls are built for ease of complete front serviceability. Once the LIGHTVU solution is installed, the LED video wall will never have to come down from its mounted position as every active component of the solution is serviceable from the front. For a demonstration of Aurora Series front serviceability refer to video demonstration: <https://www.youtube.com/watch?v=gjXpRiJApce>

8. Include 5% spare parts (LED modules, power supply, receive card, fan, cables). Include with submission a list of spare parts included.

LIGHTVU confirmed, all LIGHTVU orders include 5% spare parts. List of included parts is dependent on screen size selected and will be provided with the technical documentation should an order be placed with LIGHTVU. NOTE: Additional spare parts may be purchased. Up to 15% additional spare batched LED modules are recommended to prolong the uniform lifespan of the display.

9. Minimum five (5) year warranty on LED video wall.

LIGHTVU confirmed five (5) year warranty included as standard warranty for LIGHTVU's LED Scoreboard Media Wall solution. Extended warranty can be purchased for a warranty period of up to 10 years

#### **Video Wall Mount System Specifications:**

1. Wall mount system supplied and supported by LED display manufacturer. Provide with submission engineer stamped drawings of the mounting system.
2. Micro adjustment (X,Y,Z-axis) capabilities to level and plumb mount and panels.
3. Full video wall assembly including LED display and mounting system not to exceed 186mm depth

LIGHTVU confirmed Aurora Series LED video wall mounting system meets all specifications listed herein. Refer to Aurora Series mount drawings for full details respective to selected screen size.

#### **Scoreboard Software Specifications**

1. Include with submission PC based scoreboard software and demonstration of software.

Magnolia Public Schools has already received a demonstration of ScoreVU. Additional virtual demonstration can be accommodated if desired.

2. Capable of three outputs (minimum).
  - a. main scoreboard display,
  - b. shot clock display,
  - c. controller display
3. Ability to define pixel-to-pixel output of the scoreboard and shot clock displays
4. The software must have customizable game settings depending on rules
5. Ability to customize the colours, logos, backgrounds displayed on the scoreboard

6. The software should have an API which streams live game data (time, score, fouls, etc) so it can be integrated with 3rd party systems (Scoreboard, lower-thirds displays, digital signage systems, websites, etc)
7. The software should have an API which enables control of the scoring / timing system for integration with 3rd party control systems (Crestron, Extron, AMX, etc)
8. The software should allow the ability to upload media files (crowd pumpers) which can be triggered by pressing user-defined hotkeys.

LIGHTVU confirmed - ScoreVU scoreboard software meets all specifications defined herein. LIGHTVU's 2-hour end user training is sufficient for staff to learn the features and functionality of the software. Additional ScoreVU training sessions are held virtually third week of September and third week of January every year. Contact [support@lightvu.com](mailto:support@lightvu.com) for more information on ScoreVU training.

#### **LED Processor Specifications**

1. Front panel controls and LCD display for parameter adjustment
2. High definition content protection (HDCP) capable
3. Ability to be controlled (switch inputs, adjust brightness, recall presets, etc.) via ethernet commands (UDP) from a control system (Crestron, AMX, Extron, etc...)
4. Include the following inputs (minimum)
  - a. HDMI
  - b. DVI
  - c. VGA x 2
  - d. DP

LIGHTVU confirmed the proposed LED processor meets the performance specifications listed herein. Refer to the LED processor spec sheet for full details.

#### **Manufacturer Specifications**

1. The manufacturer of the LED video wall system must be represented and distributed in North America. Include with submission full contact information (phone number, email, complete address) for the North American manufacturer..

LIGHTVU confirmed virtual experiential LIGHTVU LED showroom tour link

<https://www.youtube.com/watch?v=PDt9bPtYAEQ>

LIGHTVU headquarters complete address: 120 Portage Close, Sherwood Park, Alberta, Canada, T8H2W2.

LIGHTVU phone: 1 (855) 514-4888

LIGHTVU email: [sales@lightvu.com](mailto:sales@lightvu.com)

LIGHTVU website: [www.lightvu.com](http://www.lightvu.com)

2. The manufacturer of the LED video wall system must have a full-service repair center(s) located in North America. Include with submission complete contact information (phone number, email, complete address) for the full-service North America based repair center(s).

LIGHTVU confirmed, same address and contact information as listed above

3. Manufacturer will provide on-site installation support for the complete installation and commissioning of LED video wall system in order to ensure proper alignment of LED panels and sign off on the LED video wall system. Include with proposal contact information (name, email, phone number) for the manufacturer representative that will be on site.

LIGHTVU confirmed

LIGHTVU representative: Nicholas Meier, Project Coordinator

Phone: 1 (780) 288-2508

Email: [nicholas.m@lightvu.com](mailto:nicholas.m@lightvu.com)

4. End customers must have the option to attend factory training on repair and maintenance of the display provided by the manufacture of the LED video wall system. The training will allow the end user to perform guided repairs and maintenance without voiding the product warranty.

LIGHTVU confirmed, Magnolia Public Schools can opt in to have technical staff trained and certified to carry out basic maintenance and/or warranty procedures on the LIGHTVU solution. Training must be scheduled with LIGHTVU and is coordinated on a case-by-case basis. Contact [support@lightvu.com](mailto:support@lightvu.com) for more information.

5. LED video wall manufacturer must have a pixel-to-pixel camera calibration system to perform calibration when an LED module is replaced for repair or maintenance to match the replacement modules to the color and brightness of its surrounding LED modules.

LIGHTVU confirmed, pixel-to-pixel calibration system is available to perform calibration when an LED module is replaced. Pixel-to-pixel calibration is optional and must be purchased if desired. All LIGHTVU LED video walls come factory calibrated, however, further field calibration can be accommodated if deemed necessary.

6. Provide with the proposal minimum three (3) references of similar projects in North America

Edmonton Public School Division

Aaron Muller

[aaron.muller@epsb.ca](mailto:aaron.muller@epsb.ca)

Learning and Technology

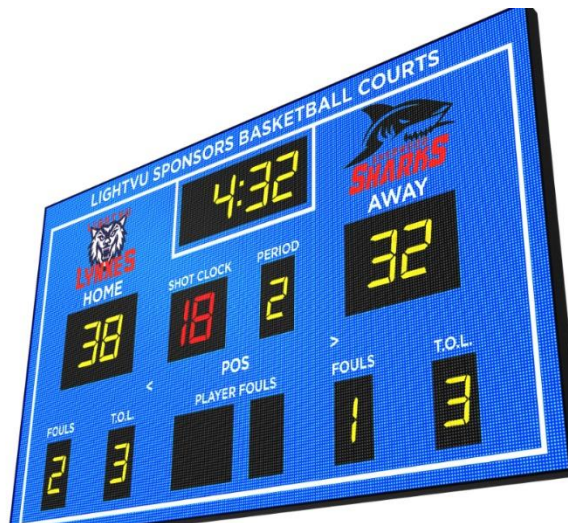
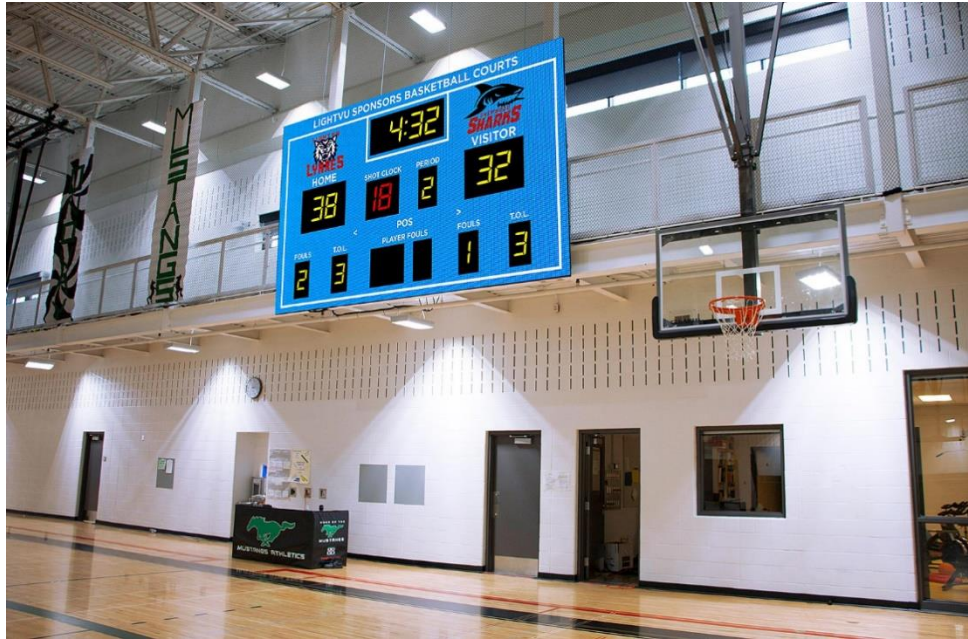
Sturgeon Public School Division

Clark Ball  
cball@sturgeon.ab.ca  
Athletic Director

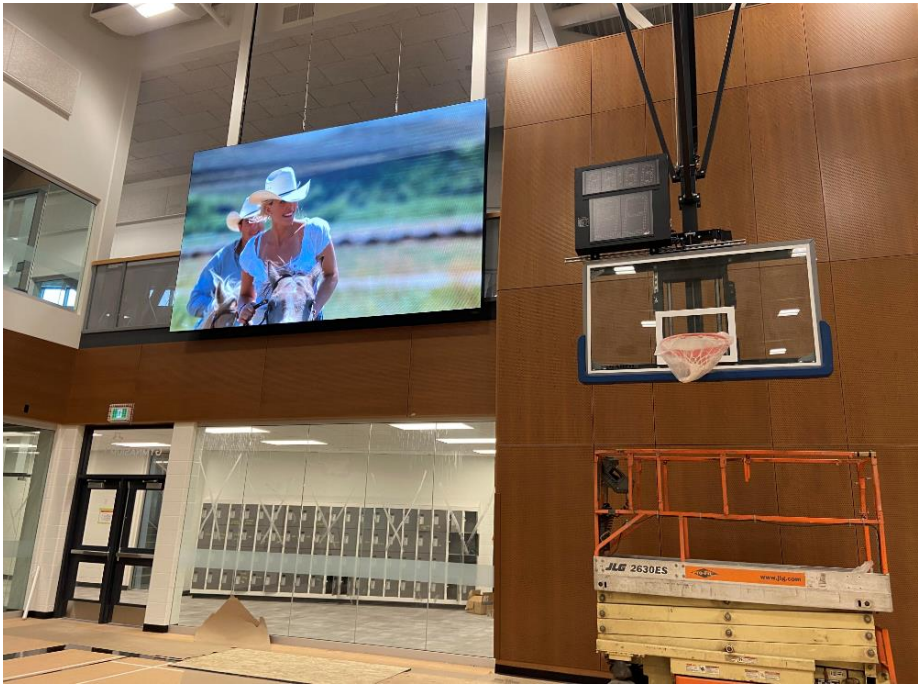
Grande Prairie Public School Division  
Dwayne Wynnychuk  
dwayne.wynnychuk@gppsd.ab.ca  
IT Technician

7. The manufacturer must maintain an inventory of warranty replacement parts of the same batch (where applicable) in a North America service center.

LIGHTVU confirmed, an inventory of warranty replacement parts of the same batch (where applicable) is maintained in the North American service center.









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# LIGHTVU

AVI-SPL - JORDAN F - MAGNOLIA SCIENCE ACADEMY - 143-INCH LIGHTVU AURORA LED SCOREBOARD MEDIAWALL SOLUTION PROJECT

 **AURORA SERIES**

January 12, 2022



**QUOTE**

Quote ID: X-2EkFQw3XfM  
 Revision Number: 5  
 AVI-SPL - Jourdan F - Magnolia Science Academy - 143-inch LIGHTVU  
 Aurora LED Scoreboard Mediawall Solution  
 Date: 02/16/2022  
 Expires: 12/20/2021

**TO:** AVI-SPL  
**FROM:** LIGHTVU Inc.  
 #30, 120 Portage Close  
 Sherwood Park, AB  
 T8H 2W2

Mike Fisette

Jourdan Finch

ITEM	Product Description	SKU	QTY	MSRP PRICE	UNIT PRICE	EXT PRICE
1	<b>Digital Scoreboard - Aurora P4 143" Diag - w/ Wall Mount &amp; HD2 Controller - 768x480</b>	LV2144	1	\$69,068.00	\$29,470.00	\$29,470.00
1.1	Aurora P4 - 47" 1024x640 - 1920 Hz	LV0055	9			
1.2	- Aurora Flat Wall Mounting System	LV1425	1			
1.3	Andromeda HD-2 Scaling Controller	LV1371	1			
1.4	- 4m / 12ft 12/3 SJOW Feeder 120V 20A	LV0500	1			
1.5	- 4.5m / 14ft 12/3 SJOW Feeder 120V 20A	LV0502	1			
1.6	- 5m / 16ft 12/3 SJOW Feeder 120V 20A	LV0501	1			
1.7	- Power and data Interconnecting Cables	-----	1			
1.8	Aurora P4 1920 Magnetic Module Spare 256mm x 128mm (64px x 32px)	LV0624	9			
1.9	- 5% Spare Parts (Power Supply, Receive Card, Fan etc)	-----	1			
1.10	SCOREVU License	LV1461	1			
1.11	LIGHTVU Two Hour Remote Training Session	LV1782	1			
1.12	LIGHTVU Simple Logo Reveal	LV1841	1			
1.13	- 5 Year Extended Warranty on LED Cabinets	-----	1			
2	<b>- LIGHTVU Remote Installation Support Services</b>	-----	1	\$5,676.00	\$2,548.00	\$2,548.00
2.1	LIGHTVU Onsite Installation Support (first day)	LV2118	1			
2.2	LIGHTVU Onsite Installation Support (secondary days)	LV2119	1			
3	<b>- Shipping to site</b>	-----	1	\$8,238.00	\$4,390.00	\$4,390.00
	<b>SUBTOTAL</b>					\$36,408.00
	<b>OPTIONAL ADD-ONS</b>					
4	<b>Aurora P4 1920 Magnetic Module Spare 256mm x 128mm (64px x 32px)</b> Additional 10% Batched Spare Modules Brings Total Batched Spare Modules Up To 15% (Optional but Recommended)	LV0624	27	\$2,457.00	\$46.00	\$1,242.00
5	<b>LIGHTVU Onsite Calibration (per day)</b>	LV1570	1	\$5,628.00	\$2,798.00	\$2,798.00

**Notes:**

**LIGHTVU Onsite Installation Support (first day):**

- LIGHTVU Product Installation Support Scope of Work
- Unpacking, inspecting and inventory of LIGHTVU supplied products
  - Layout and configuration of the mount / mounting system where supplied by LIGHTVU
  - Installation of the LED cabinets onto the mounting system
  - Interconnection of the LED cabinets
  - Connection of the LED cabinets to power and data infrastructure where the infrastructure matches the provided requirements
  - Testing, alignment and commissioning to factory specifications

**Partner Product Installation Scope of Work**

- Technicians will assist LIGHTVU to unpack, examine, and inventory all products
- Technicians will fasten the mounting system to structure.
- Technicians will assist placement of product and associated equipment into position
- Complete necessary connections and alignments based on factory specifications

Notes







# AURORA SERIES

- The FAE support provided by LIGHTVU is not a turn-key installation service
- It is expected that the reseller provide at least 1 (one) qualified technician and 1 (one) labourer for the entire duration of the installation
- LIGHTVU is not responsible for the signal and power cable infrastructure, cable pulling or termination
- Any change in scope by customer may result in additional fees

Refer to the full LIGHTVU Installation Support Scope of Work document for further details.

## Terms:

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**Warranty:** Warranty information can be found at <https://www.lightvu.com/warranty>

**Payment Terms:** As per dealer agreement.

**Shipping:** F.O.B. Sherwood Park, Alberta. Cost of shipping extra unless otherwise stated

**Spare Parts:** Includes 5% Spare Parts

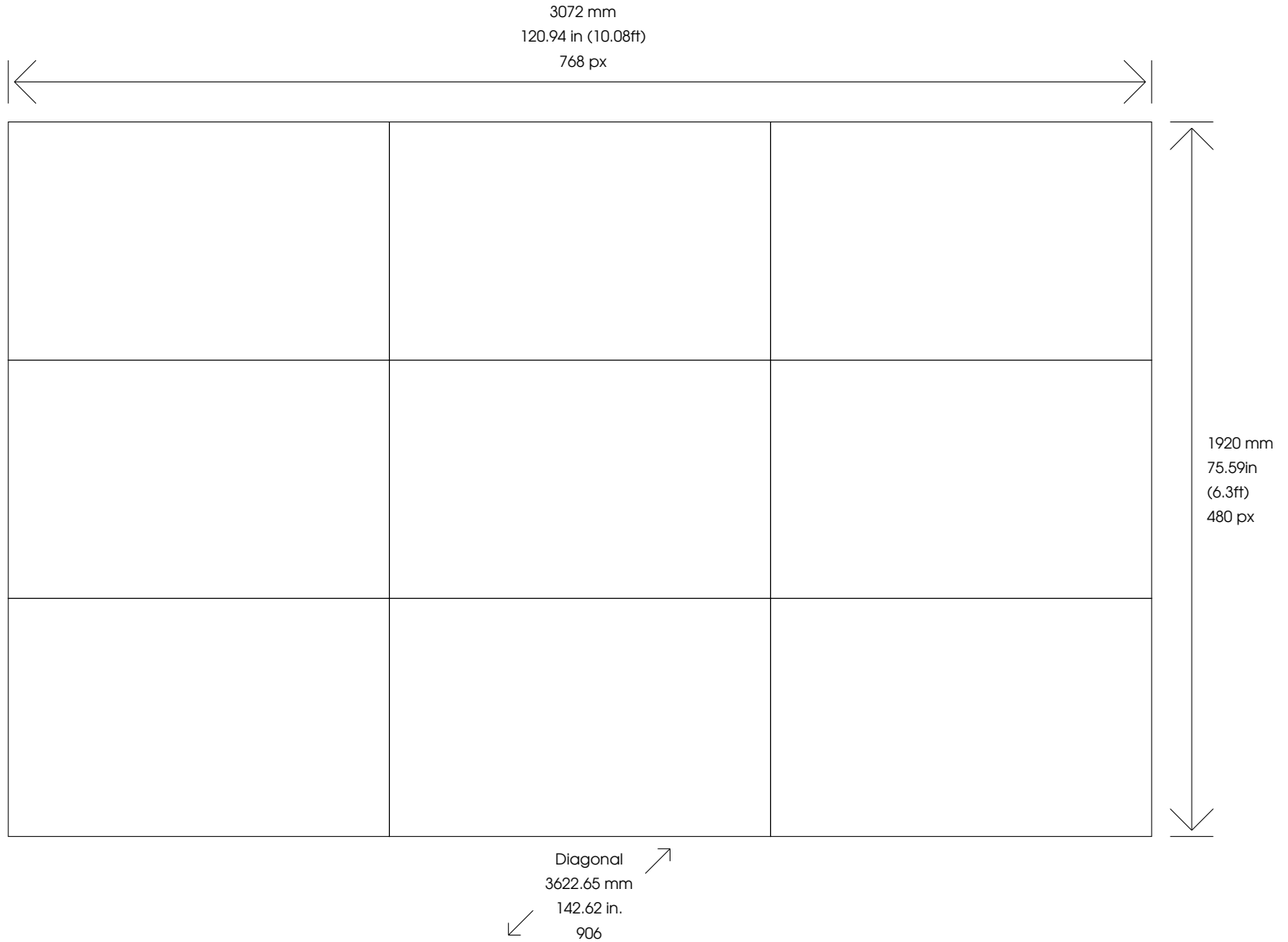
**Purchase:** If the quotation is acceptable, please issue a purchase order to LIGHTVU, [orders@lightvu.com](mailto:orders@lightvu.com), attached with a copy of the quote. The purchase order will be subject to acceptance or rejection by LIGHTVU. Upon approval, an order confirmation will be sent.

**Currency:** All prices quoted in US dollars

**Standard lead time:** 90 to 120 days



# AURORA SERIES





# AURORA SERIES

Aurora P4 - 47" 1024x640 - 1920 Hz

LV0055

Property	Unit	Value	
Display technology	Pixel Pitch	mm (inch)	4
	Brightness	nits	1600
	Viewing Angle - Horizontal	deg.	160
	Viewing Angle - Vertical	deg.	120
	Pixel Type & Configuration	RGB	3-in-1 SMD
	Resolution per Cabinet	-	256(w) x 160(h)
	Dot per Cabinet	-	40960
	Dot per sq. Meter	-	62500
	Colours	-	16.5 Million
	Grey Scale (linear)	Levels	65,536 levels per color
	Contrast Ratio	-	10000:1
	Display Refresh Rate	Hz	1920
	Physical	Cabinet Width	mm (inch)
Cabinet Height		mm (inch)	640 (25.2)
Cabinet Diagonal		mm (inch)	1208 (47.54)
Cabinet Depth		mm (inch)	87 (3.43)
Cabinet Weight		Kg	25.4
Cabinet Area		Sq. m.	0.655
Cabinet Material		-	Aluminum / steel
Cabinet Type		-	Indoor - fixed installation
Recommended Minimum Viewing Distance		m	4
Recommended Best Viewing Distance		m	5
Mounting System		Custom	
Environment	Operating Temperature Range	deg. C	5 - 50
	Humidity Operating Range	RH	10 - 90
	Lifetime	Hours	100,000
Power	Input Voltage (nominal)	VAC	120
	Power Draw	W/Cabinet Avg (Max)	150W (450W)
	Current (120V @ 60Hz)	Amps Avg (Max)	1.3 (3.75)
Warranty	Manufactured	Designed and manufactured in Canada	
	Warranty	5 year manufacturers parts and labour limited warranty. LIGHTVU extended warranty up to 10 years.	
Certifications	CEC Certification	CE FCC RoHS cETL	





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# LIGHTVU

AVI-SPL - JORDAN F - MAGNOLIA SCIENCE ACADEMY - 176-INCH LIGHTVU AURORA LED SCOREBOARD MEDIAWALL SOLUTION PROJECT

 **AURORA SERIES**

January 12, 2022



**QUOTE**

Quote ID: X-GgUaXGuYW2  
 Revision Number: 4  
 AVI-SPL - Jourdan F - Magnolia Science Academy - 176-inch LIGHTVU  
 Aurora LED Scoreboard Mediawall Solution  
 Date: 02/16/2022  
 Expires: 12/20/2021

**TO:** AVI-SPL  
**FROM:** LIGHTVU Inc.  
 #30, 120 Portage Close  
 Sherwood Park, AB  
 T8H 2W2

Mike Fisette

Jourdan Finch

ITEM	Product Description	SKU	QTY	MSRP PRICE	UNIT PRICE	EXT PRICE
1	<b>Digital Scoreboard - Aurora P4 176" Diag - w/ Wall Mount &amp; HD2 Controller - 960x576</b>	LV2149	1	\$82,748.00	\$37,058.00	\$37,058.00
1.1	Aurora P4 - 58" 1280x768 - 1920 Hz	LV0075	9			
1.2	- Aurora Flat Wall Mounting System	LV1427	1			
1.3	Andromeda HD-2 Scaling Controller	LV1371	1			
1.4	- 4m / 12ft 12/3 SJOW Feeder 120V 20A	LV0500	1			
1.5	- 4.5m / 14ft 12/3 SJOW Feeder 120V 20A	LV0502	1			
1.6	- 5m / 16ft 12/3 SJOW Feeder 120V 20A	LV0501	1			
1.7	- Power and data Interconnecting Cables	-----	1			
1.8	Aurora P4 1920 Magnetic Module Spare 256mm x 128mm (64px x 32px)	LV0624	14			
1.9	- 5% Spare Parts (Power Supply, Receive Card, Fan etc)	-----	1			
1.10	SCOREVU License	LV1461	1			
1.11	LIGHTVU Two Hour Remote Training Session	LV1782	1			
1.12	LIGHTVU Simple Logo Reveal	LV1841	1			
1.13	- 5 Year Extended Warranty on LED Cabinets	-----	1			
	USD\$2,400 LIGHTVU scoreboard grant applied as up front discount					
2	<b>- LIGHTVU Remote Installation Support Services</b>	-----	1	\$5,676.00	\$2,548.00	\$2,548.00
2.1	LIGHTVU Onsite Installation Support (first day)	LV2118	1			
2.2	LIGHTVU Onsite Installation Support (secondary days)	LV2119	1			
3	<b>- Shipping to site</b>	-----	1	\$8,238.00	\$4,390.00	\$4,390.00
	<b>SUBTOTAL</b>					\$43,996.00
	<b>OPTIONAL ADD-ONS</b>					
4	<b>Aurora P4 1920 Magnetic Module Spare 256mm x 128mm (64px x 32px)</b> Additional 10% Batched Spare Modules Brings Total Batched Spare Modules Up To 15% (Optional but recommended)	LV0624	27	\$2,457.00	\$46.00	\$1,242.00
5	<b>LIGHTVU Onsite Calibration (per day)</b>	LV1570	1	\$5,628.00	\$2,798.00	\$2,798.00

**Notes:**

**LIGHTVU Onsite Installation Support (first day):**

LIGHTVU Product Installation Support Scope of Work

- Unpacking, inspecting and inventory of LIGHTVU supplied products
- Layout and configuration of the mount / mounting system where supplied by LIGHTVU
- Installation of the LED cabinets onto the mounting system
- Interconnection of the LED cabinets
- Connection of the LED cabinets to power and data infrastructure where the infrastructure matches the provided requirements
- Testing, alignment and commissioning to factory specifications

Partner Product Installation Scope of Work

- Technicians will assist LIGHTVU to unpack, examine, and inventory all products
- Technicians will fasten the mounting system to structure.
- Technicians will assist placement of product and associated equipment into position
- Complete necessary connections and alignments based on factory specifications





# AURORA SERIES

## Notes

- The FAE support provided by LIGHTVU is not a turn-key installation service
- It is expected that the reseller provide at least 1 (one) qualified technician and 1 (one) labourer for the entire duration of the installation
- LIGHTVU is not responsible for the signal and power cable infrastructure, cable pulling or termination
- Any change in scope by customer may result in additional fees

Refer to the full LIGHTVU Installation Support Scope of Work document for further details.

## Terms:

---

**Payment Terms:** As per dealer agreement.

**Shipping:** F.O.B. Sherwood Park, Alberta. Cost of shipping extra unless otherwise stated

**Spare Parts:** Includes 5% Spare Parts

**Purchase:** If the quotation is acceptable, please issue a purchase order to LIGHTVU, [orders@lightvu.com](mailto:orders@lightvu.com), attached with a copy of the quote. The purchase order will be subject to acceptance or rejection by LIGHTVU. Upon approval, an order confirmation will be sent.

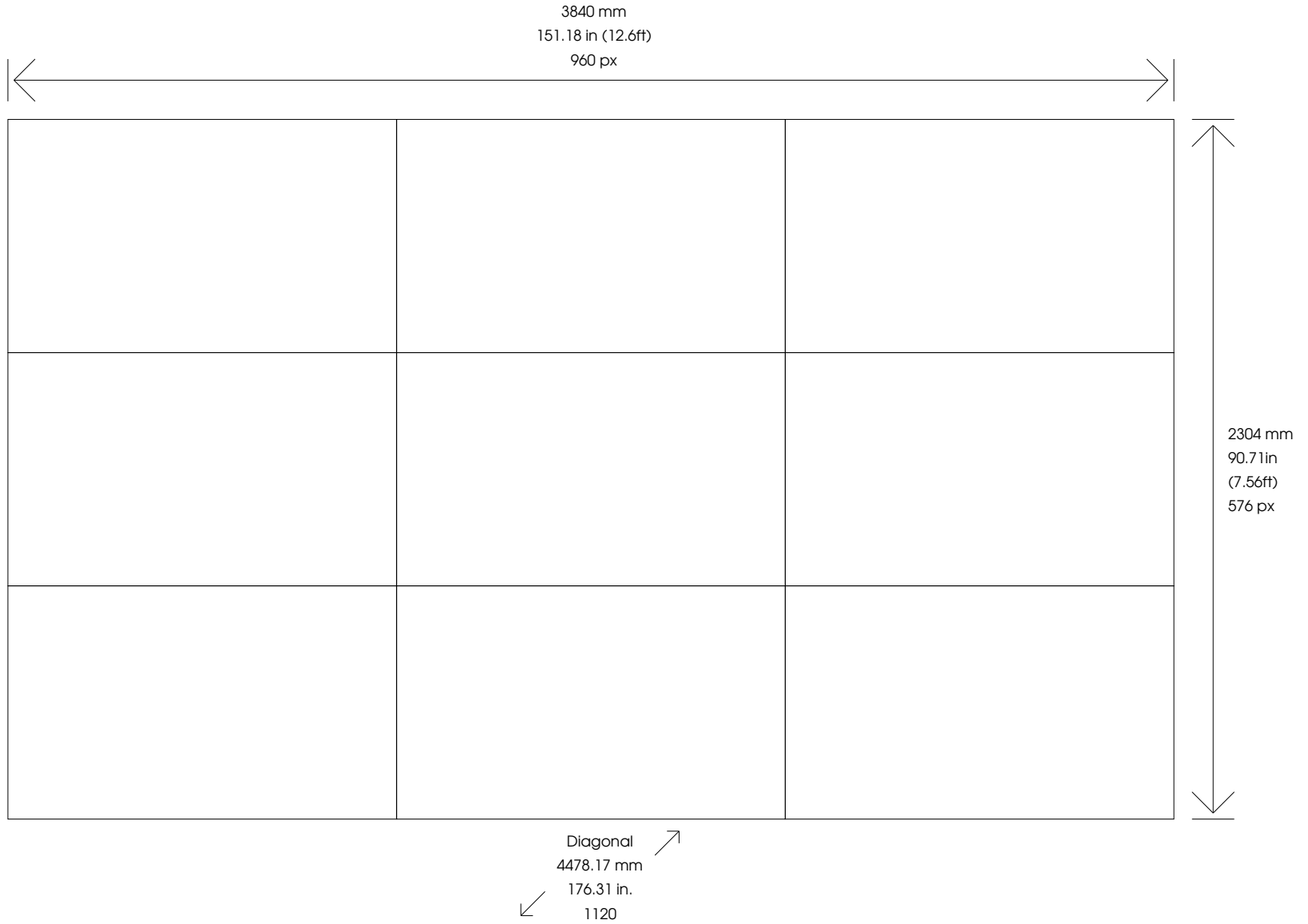
**Currency:** All prices quoted in US dollars

**Standard lead time:** 90 to 120 days

**Warranty:** Warranty information can be found at <https://www.lightvu.com/warranty>



# AURORA SERIES





# AURORA SERIES

Aurora P4 - 58" 1280x768 - 1920 Hz

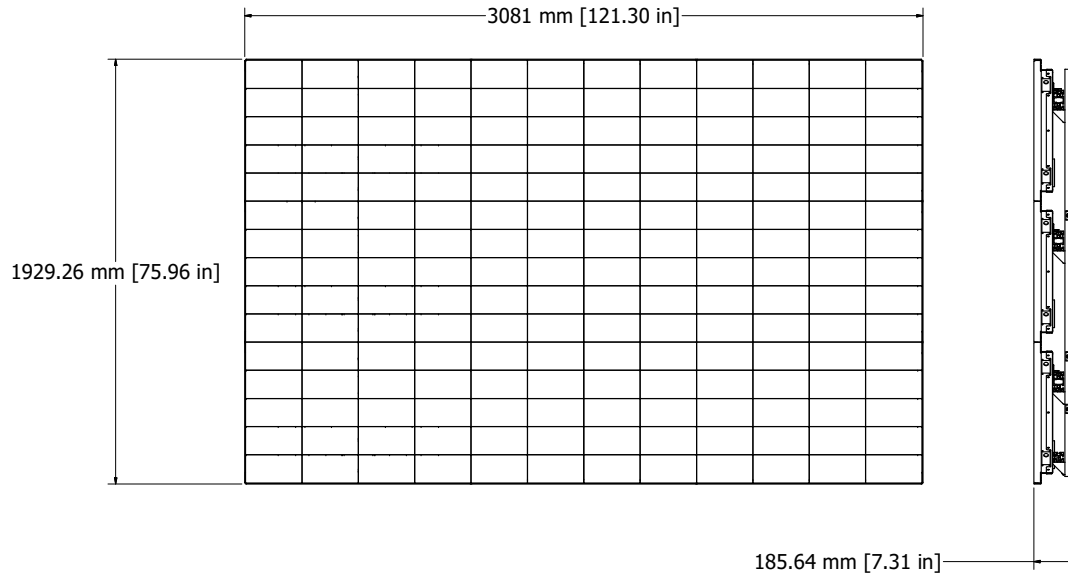
LV0075

Property	Unit	Value	
Display technology	Pixel Pitch	mm (inch)	4
	Brightness	nits	1600
	Viewing Angle - Horizontal	deg.	160
	Viewing Angle - Vertical	deg.	120
	Pixel Type & Configuration	RGB	3-in-1 SMD
	Resolution per Cabinet	-	320(w) x 192(h)
	Dot per Cabinet	-	61440
	Dot per sq. Meter	-	62500
	Colours	-	16.5 Million
	Grey Scale (linear)	Levels	65,536 levels per color
	Contrast Ratio	-	10000:1
	Display Refresh Rate	Hz	1920
	Physical	Cabinet Width	mm (inch)
Cabinet Height		mm (inch)	768 (30.24)
Cabinet Diagonal		mm (inch)	1493 (58.77)
Cabinet Depth		mm (inch)	87 (3.43)
Cabinet Weight		Kg	34
Cabinet Area		Sq. m.	0.983
Cabinet Material		-	Aluminum / steel
Cabinet Type		-	Indoor - fixed installation
Recommended Minimum Viewing Distance		m	4
Recommended Best Viewing Distance		m	5
Mounting System		Custom	
Environment	Operating Temperature Range	deg. C	5 - 50
	Humidity Operating Range	RH	10 - 90
	Lifetime	Hours	100,000
Power	Input Voltage (nominal)	VAC	120
	Power Draw	W/Cabinet Avg (Max)	214W (640W)
	Current (120V @ 60Hz)	Amps Avg (Max)	1.78 (5.25)
Warranty	Manufactured	Designed and manufactured in Canada	
	Warranty	5 year manufacturers parts and labour limited warranty. LIGHTVU extended warranty up to 10 years.	
Certifications	CEC Certification	CE FCC RoHS cETL	





# LV0643 - Aurora P4 47" 3x3 - 3072mm x 1920mm



## Thermal - Single Cabinet

100% Brightness Full White = 537 BTU/hr  
 100% Brightness Average Content = 177 BTU/hr  
 50% Brightness Average Full White = 242 BTU/hr  
 50% Brightness Average Content = 75 BTU/hr

## Thermal - Full Wall

100% Brightness Full White = 4833 BTU/hr  
 100% Brightness Average Content = 1593 BTU/hr  
 50% Brightness Average Full White = 2178 BTU/hr  
 50% Brightness Average Content = 675 BTU/hr

## Electrical - Single Cabinet

Voltage: 120 VAC Standard (208/204 Optional)  
 Current: 3.75 Amps Max @ 120 VAC

## Electrical - Full Wall

Voltage: 120 VAC Standard (208/204 Optional)  
 Current: 11.25 Amps Max @ 120 VAC Per Circuit;  
 Qty 3 - 20 A 120 VAC Circuits required (1 per row of cabinets) \*\*Note "15 Amp circuits may exhibit nuisance tripping due to in-rush current; 20 Amp circuits required"

## Data

Qty 1 - CAT6 Data circuit, 100m max total length

## NOTES:

1. Provide an unobstructed gap of 1.25" to all sides for cooling and service access.
2. The weight of the cabinets is 225 kg [496 lb]. The weight of the frame is 54.6 kg [120.4 lb]. The combined weight is 279.6 kg [616.4 lb].

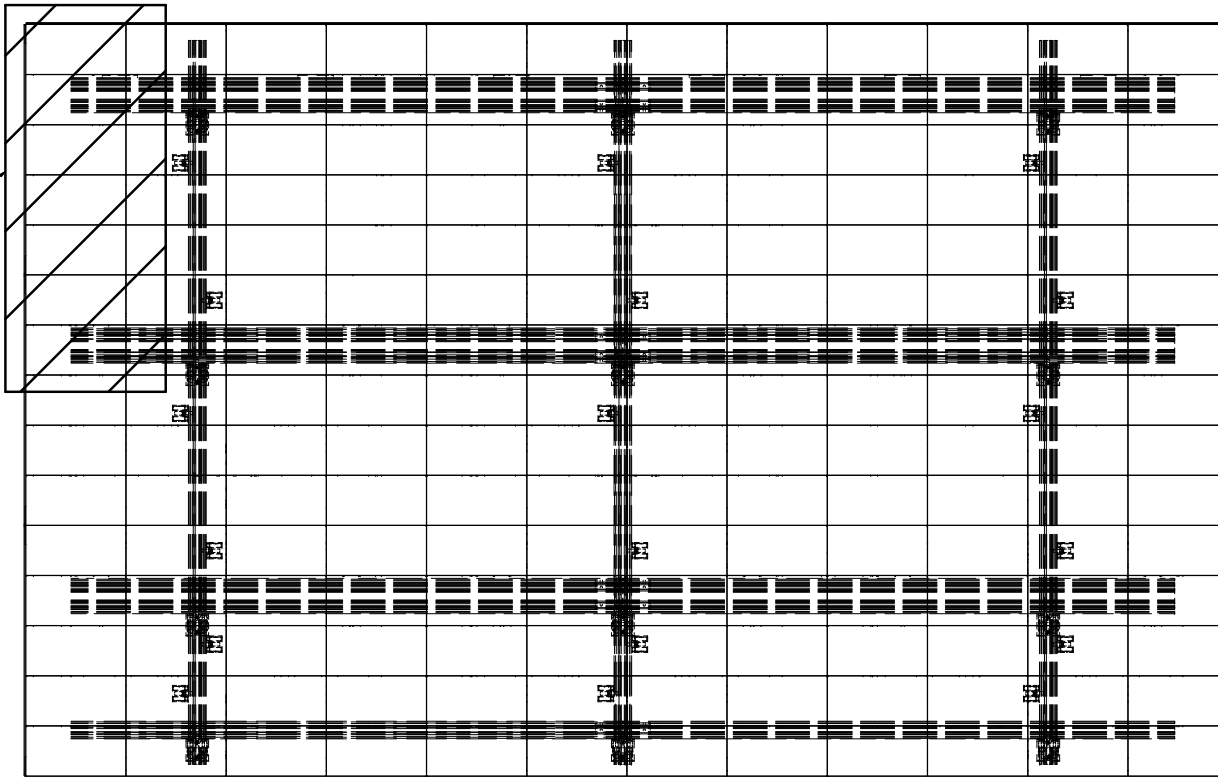


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DRAWN Nicholas Meier 5/29/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 5/29/2020	TITLE	
QA	LV0643 Aurora 3x3 P4 47" - Specifications	
MFG	SIZE	
APPROVED	DWG NO	REV
	D	Aurora P4 47 3x3
	SCALE	0.091
	SHEET 1 OF 2	

# Front View

NOTE



**NOTE:**

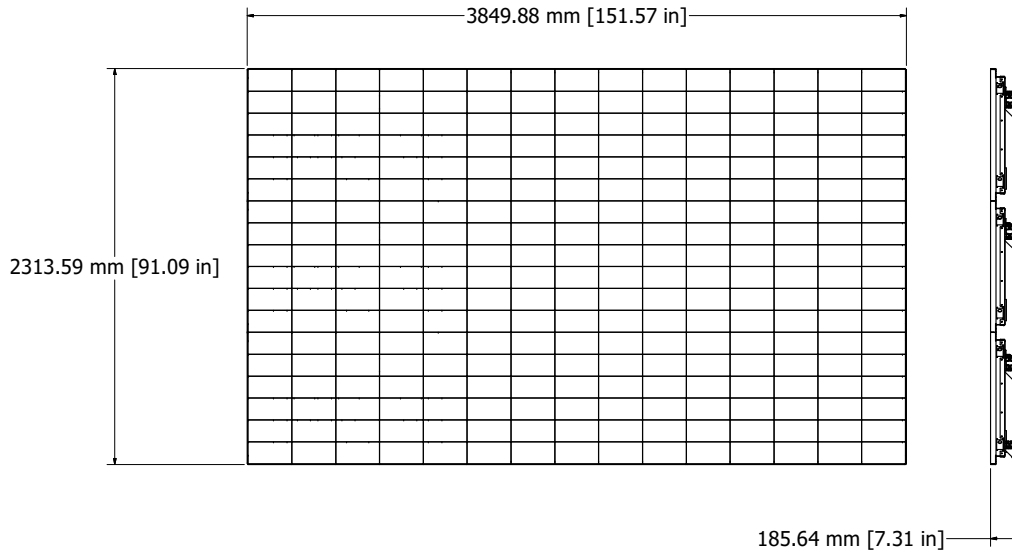
1. Recommended area for power connection. Area is outside of first vertical support.



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DRAWN Nicholas Meier 5/29/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 5/29/2020	TITLE	
QA	LV0643 Aurora 3x3 P4 47" - Specifications	
MFG	SIZE	
APPROVED	DWG NO	REV
	D	Aurora P4 47 3x3
	SCALE 0.161	SHEET 2 OF 2

# LV0403 - Aurora P4 58" 3x3 - 3840mm x 2304mm



## Thermal - Single Cabinet

100% Brightness Full White = 806 BTU/hr  
 100% Brightness Average Content = 266 BTU/hr  
 50% Brightness Average Full White = 382 BTU/hr  
 50% Brightness Average Content = 76 BTU/hr

## Thermal - Full Wall

100% Brightness Full White = 7254 BTU/hr  
 100% Brightness Average Content = 2394 BTU/hr  
 50% Brightness Average Full White = 3438 BTU/hr  
 50% Brightness Average Content = 684 BTU/hr

## Electrical - Single Cabinet

Voltage: 120 VAC Standard (208/204 Optional)  
 Current: 5.25 Amps Max @ 120 VAC

## Electrical - Full Wall

Voltage: 120 VAC Standard (208/204 Optional)  
 Current: 15.75 Amps Max @ 120 VAC Per Circuit;  
 Qty 3 - 20 A 120 VAC Circuits required (1 per row of cabinets)

## Data

Qty 1 - CAT6 Data circuit, 100m max total length

### NOTES:

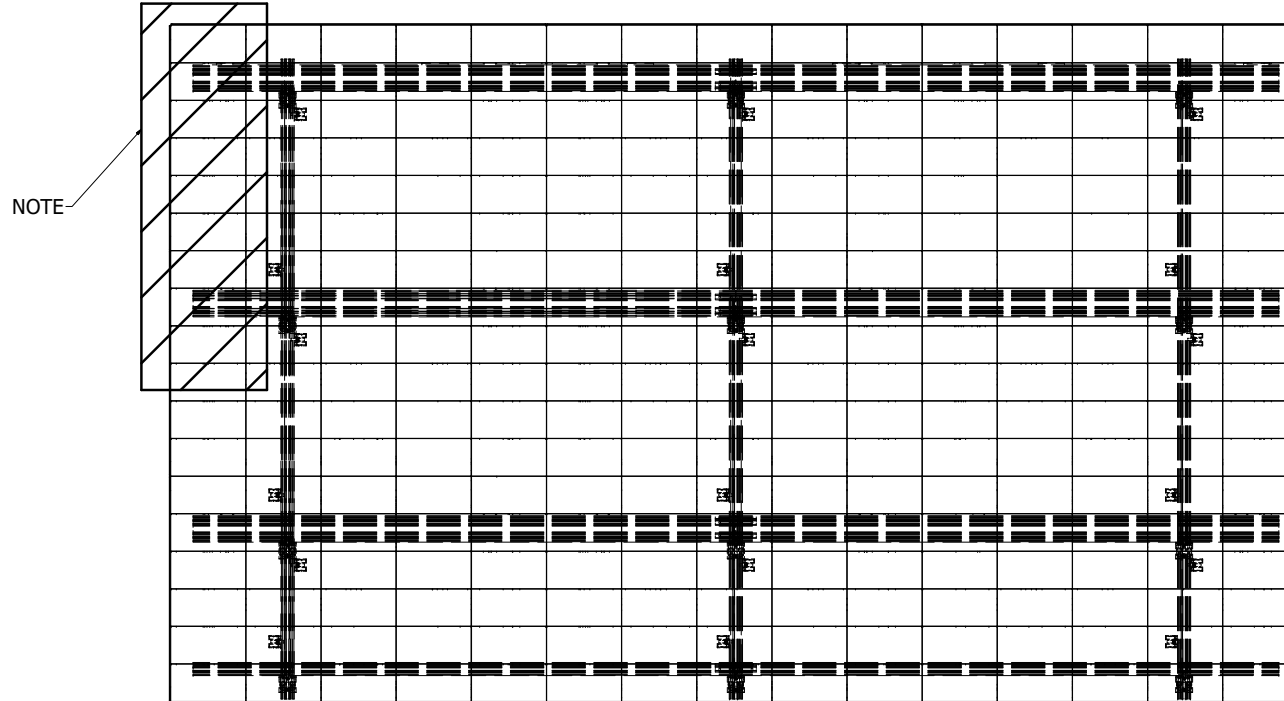
1. Provide an unobstructed gap of 1.25" to all sides for cooling and service access.
2. The weight of the cabinets is 306 kg [674.6 lb]. The weight of the frame is 68.7 kg [151.5 lb]. The combined weight is 374.7 kg [826.1 lb].



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DRAWN Nicholas Meier 5/28/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 5/28/2020	TITLE	
QA	LV0403 Aurora 3x3 P4 58" - Specifications	
MFG	SIZE	
APPROVED	DWG NO	REV
	D	P4 58 3x3 - Spec
	SCALE	0.071
	SHEET 1 OF 2	

# Front View



**NOTE:**

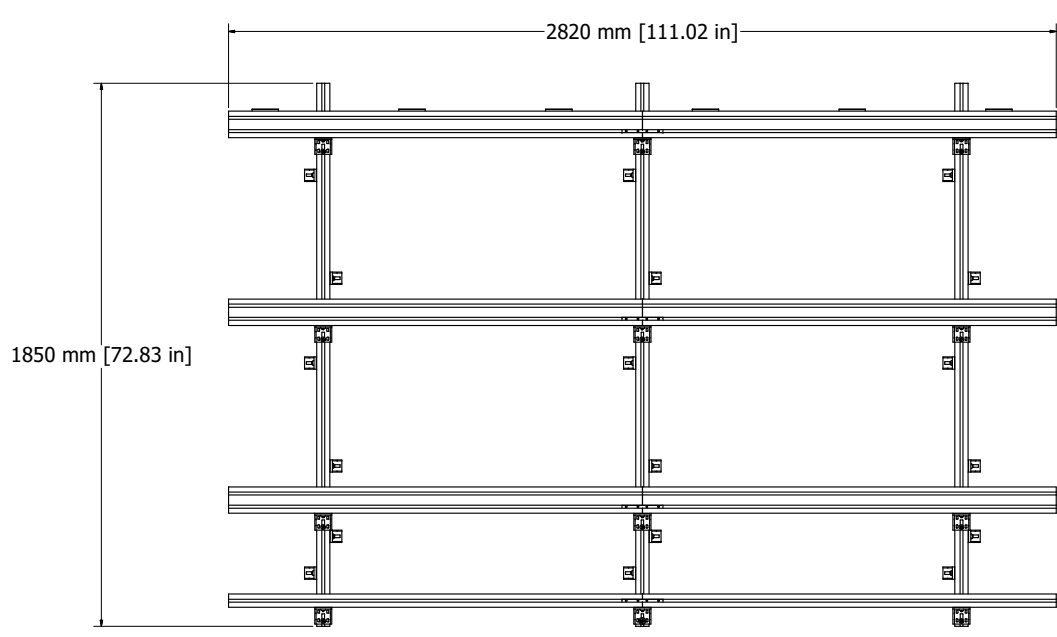
1. Recommended area for power connection. Area is outside of first vertical support.



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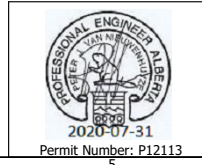
DRAWN Nicholas Meier	5/28/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk	5/28/2020	TITLE	
QA		LV0403 Aurora 3x3 P4 58" - Specifications	
MFG		SIZE	DWG NO
APPROVED		D	P4 58 3x3 - Spec
		SCALE	0.12
			SHEET 2 OF 2

# LV1425 - Aurora 47" 3x3 - 3072mm x 1920mm FLAT WALL MOUNTING SYSTEM



**NOTES:**

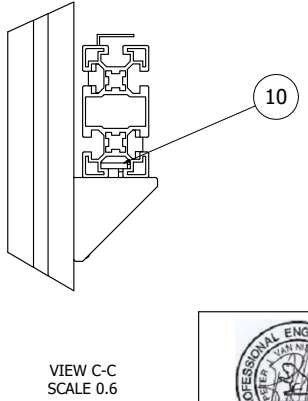
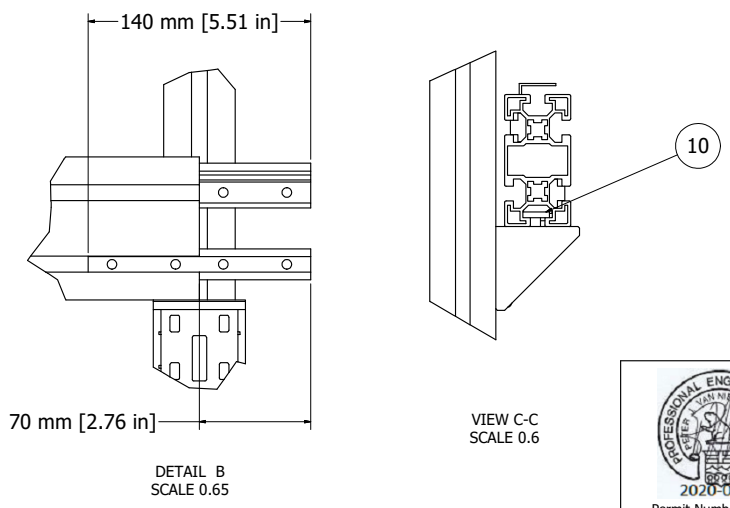
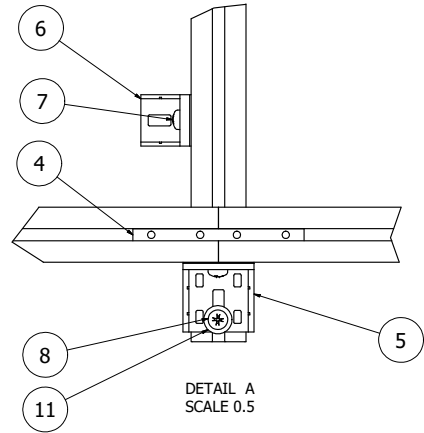
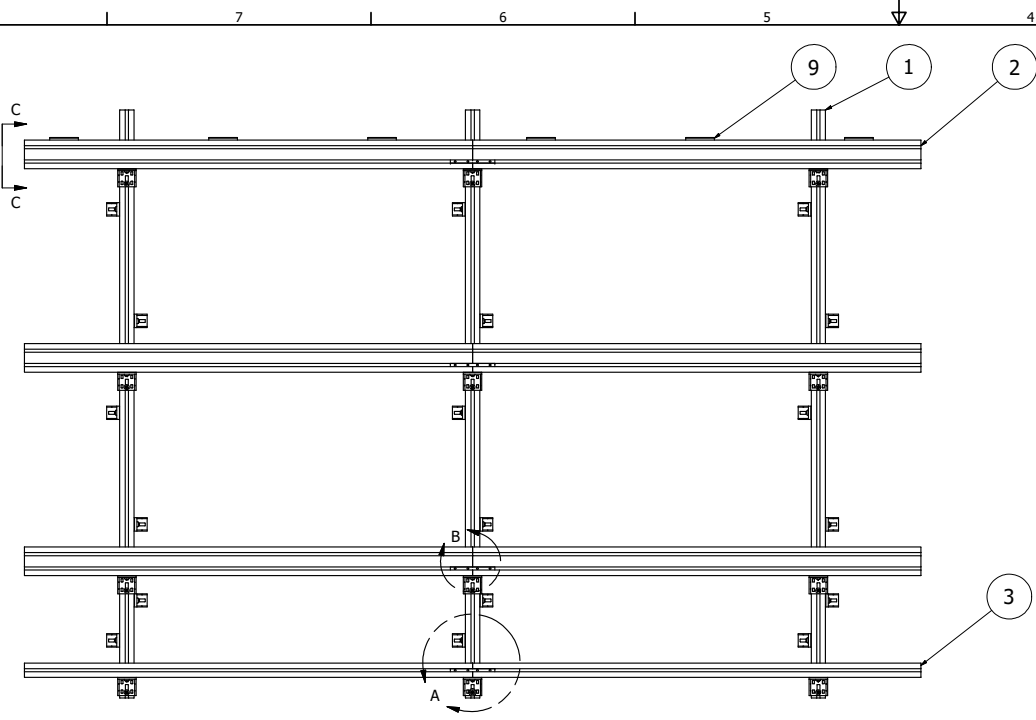
1. Provide an unobstructed gap of 1.25" to all sides for cooling and service access.
2. The weight of the frame is 54.6 kg [120.4 lb].



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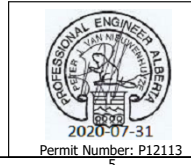
DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1425 Aurora 3x3 47" - Flat Wall Mount	
MFG	SIZE	
APPROVED	DWG NO	REV
	D	0
SCALE 0.12	47 3x3 - Base	
	SHEET 1 OF 6	

PARTS LIST		
ITEM	QTY	PART NUMBER
1	3	LV0240 - M-Extruded Al 45_45 - 185 cm
2	6	LV0754 - M-Extruded Al 45_90 - 141 cm
3	2	LV0755 - M-Extruded Al 45_45 - 141 cm
4	11	LV0412 - 4 Screw Joiner Bar
5	12	LV0413 - 60mm Gusset
6	18	LV0233 - 45mm Gusset
7	18	LV2117 - M8x22 Button Head
8	24	LV0563 - M8x20 Button Head
9	6	LV0232 - M-MD1026-Monitor Security Lock
10	42	LV0419 - M-MD1017-Square Nut M8
11	42	LV1919 - F-M8 Flat Washer



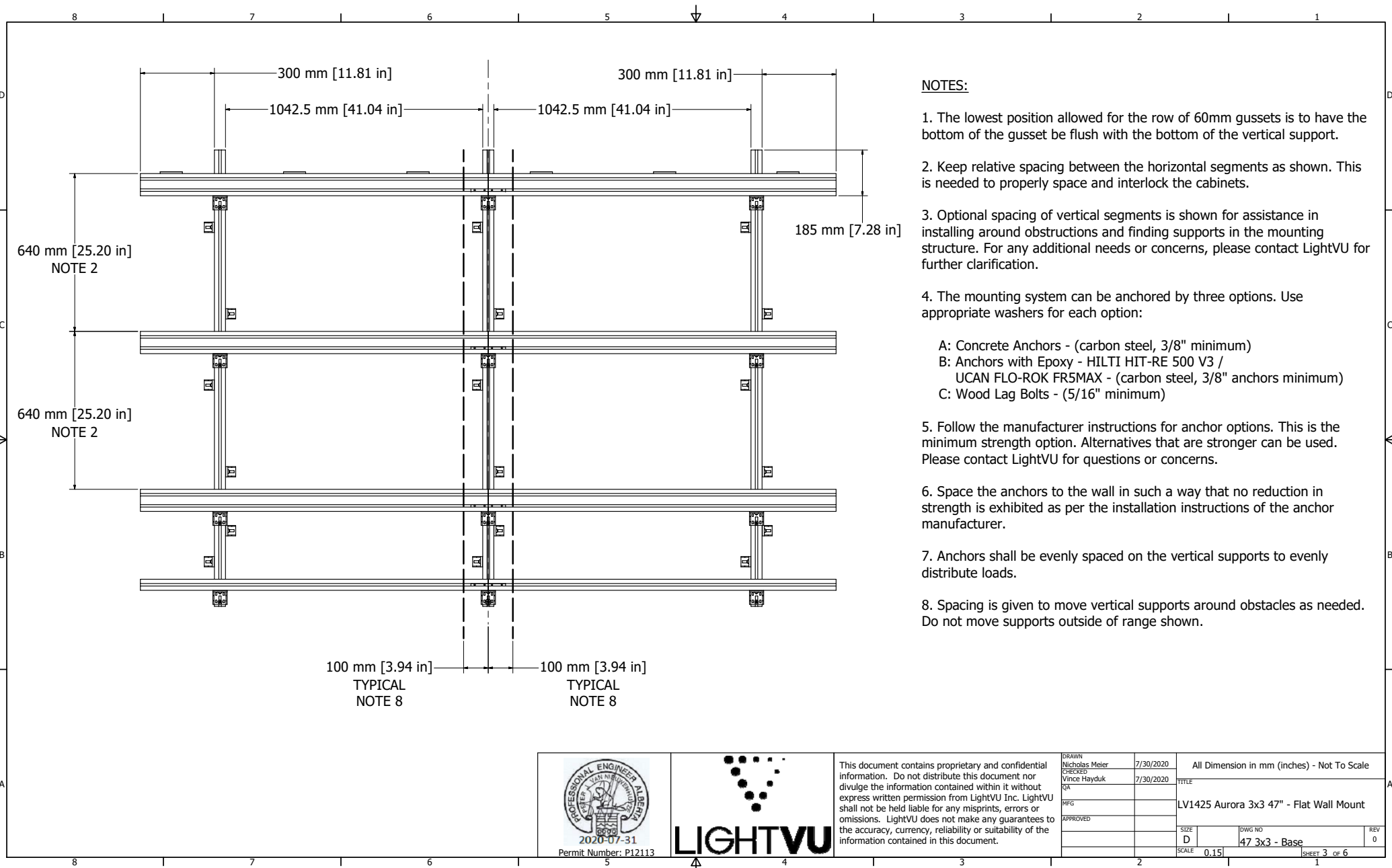
**NOTES:**

1. Connect 60mm gusset with M8x20mm bolt. Connect 45mm gusset with M8x22mm bolt. Use provided washers and square nuts to secure the gussets properly.
2. Connect 45mm x 90mm extrusion sections through joiner bars.
3. Torque all M8 bolts on the mount to 20 N-m (14.75 ft-lb). Torque joiner bar set screws to 10 N-m (7.38 ft-lb).



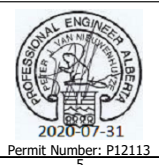
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DRAWN Nicholas Meier	7/30/2020	All Dimension in mm (inches) - Not To Scale
CHECKED Vince Hayduk	7/30/2020	
QA		TITLE
MFG		LV1425 Aurora 3x3 47" - Flat Wall Mount
APPROVED		SIZE
		DWG NO
		47 3x3 - Base
		SCALE
		0.13
		REV
		0
		SHEET 2 OF 6



**NOTES:**

1. The lowest position allowed for the row of 60mm gussets is to have the bottom of the gusset be flush with the bottom of the vertical support.
2. Keep relative spacing between the horizontal segments as shown. This is needed to properly space and interlock the cabinets.
3. Optional spacing of vertical segments is shown for assistance in installing around obstructions and finding supports in the mounting structure. For any additional needs or concerns, please contact LightVU for further clarification.
4. The mounting system can be anchored by three options. Use appropriate washers for each option:
  - A: Concrete Anchors - (carbon steel, 3/8" minimum)
  - B: Anchors with Epoxy - HILTI HIT-RE 500 V3 / UCAN FLO-ROK FR5MAX - (carbon steel, 3/8" anchors minimum)
  - C: Wood Lag Bolts - (5/16" minimum)
5. Follow the manufacturer instructions for anchor options. This is the minimum strength option. Alternatives that are stronger can be used. Please contact LightVU for questions or concerns.
6. Space the anchors to the wall in such a way that no reduction in strength is exhibited as per the installation instructions of the anchor manufacturer.
7. Anchors shall be evenly spaced on the vertical supports to evenly distribute loads.
8. Spacing is given to move vertical supports around obstacles as needed. Do not move supports outside of range shown.



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DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1425 Aurora 3x3 47" - Flat Wall Mount	
MFG	SIZE	DWG NO
APPROVED	D	47 3x3 - Base
	SCALE	0.15
		SHEET 3 OF 6

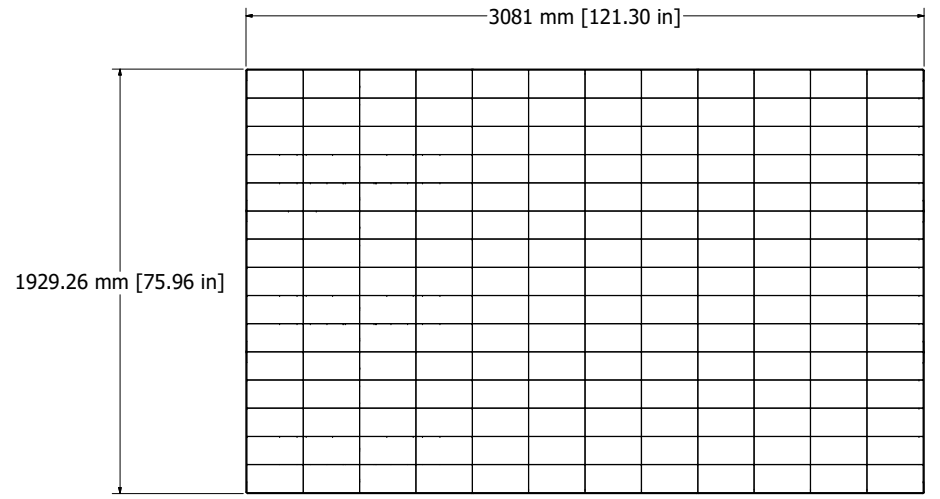
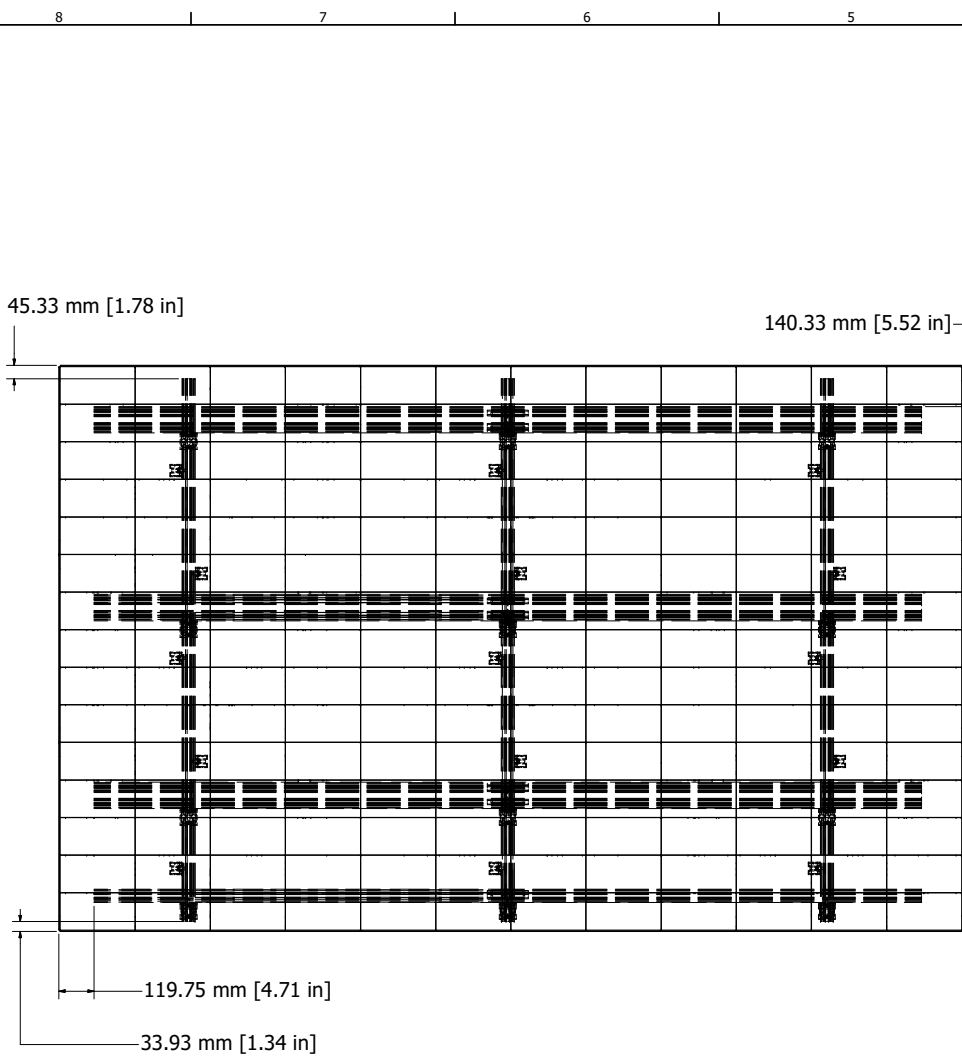
A

B

C

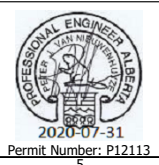
D





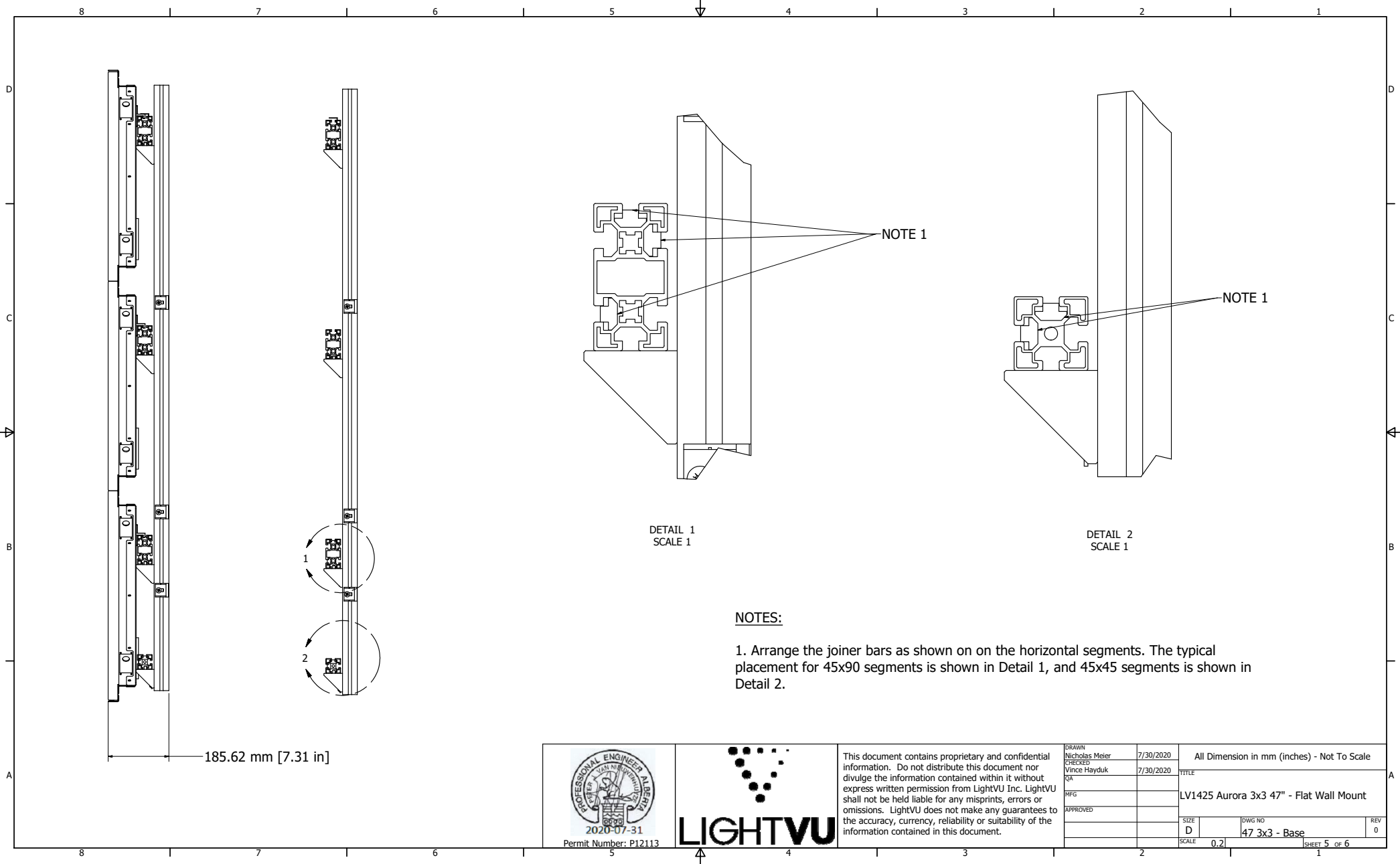
**NOTES:**

1. Center the cabinets on the mounting system horizontally.

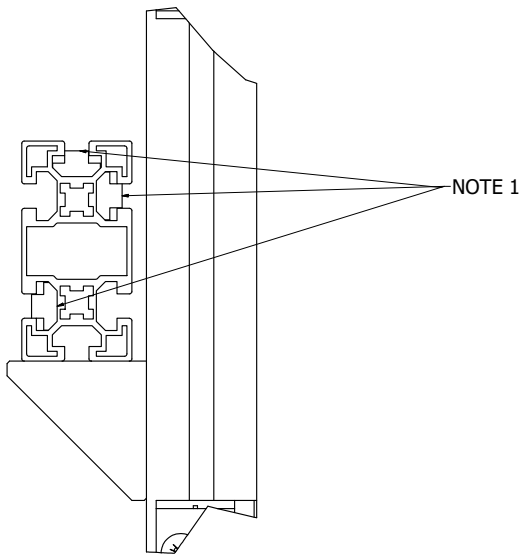


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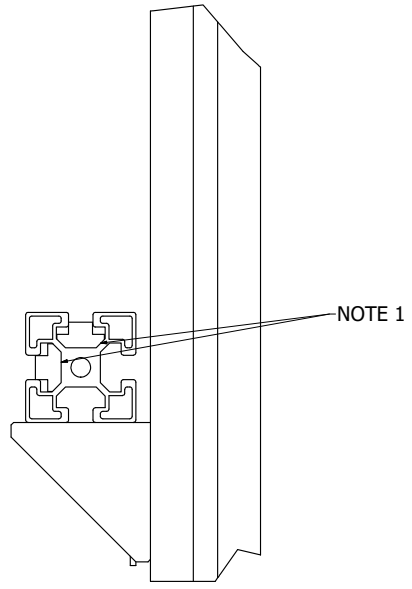
DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1425 Aurora 3x3 47" - Flat Wall Mount	
MFG	SIZE	
APPROVED	DWG NO	REV
	D	0
SCALE 0.12	47 3x3 - Base	
	SHEET 4 OF 6	



185.62 mm [7.31 in]



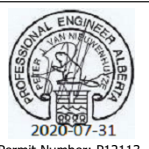
DETAIL 1  
SCALE 1



DETAIL 2  
SCALE 1

**NOTES:**

1. Arrange the joiner bars as shown on on the horizontal segments. The typical placement for 45x90 segments is shown in Detail 1, and 45x45 segments is shown in Detail 2.



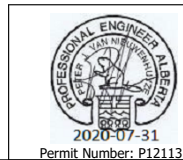
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DRAWN	Nicholas Meier	7/30/2020
CHECKED	Vince Hayduk	7/30/2020
QA		
MFG		
APPROVED		

All Dimension in mm (inches) - Not To Scale		
TITLE		
LV1425 Aurora 3x3 47" - Flat Wall Mount		
SIZE	DWG NO	REV
D	47 3x3 - Base	0
SCALE	0.2	SHEET 5 OF 6

**GENERAL NOTES:**

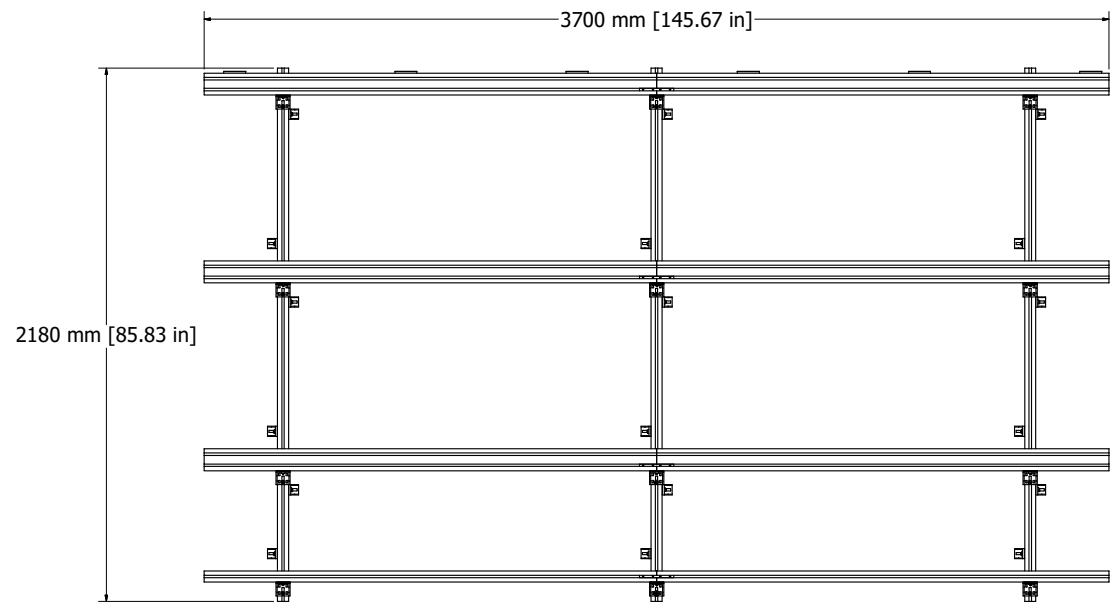
1. Use drawings provided by LIGHTVU at the initiation of each project to ensure that the most current drawings are used, reflecting any changes in material or installation procedures.
2. The information used in these drawings is to be used in conjunction with products that are specified and/or provided by LIGHTVU for the project. The use of the mount (or design) for any other products or services is prohibited. LIGHTVU shall not be liable for such use and all warranty shall be deemed void.
3. The contractor and/or owner shall bear responsibility for site safety as per the Occupational Health and Safety Act. Unless contractually stated otherwise, LIGHTVU assumes no responsibility for on-site worker safety other than their own employees.
4. The drawings provided show the completed mount and as such, do not include components that may be necessary for safe installation. The contractor is responsible for safety in and about the job site during construction including the design, erection, or operation of all temporary structures or equipment required for the completion of the work.
5. Any permits or permissions required for the installation of LIGHTVU products are the responsibility of the owner and/or contractor.
6. The design of the mount meets the loads specified by LIGHTVU's product. It is the responsibility of the owner and/or contractor to ensure that the installation meets the applicable building code, electrical code, or other regulatory standards that govern the product category and its installation at the desired installation location.
7. Fasteners provided by LIGHTVU as a part of the mount meet the design load for the product. Ensure that additional anchors and fasteners used to install the mount to the wall or building surface meet the minimum loading and design specifications set by the manufacturers. Options for available fasteners are given on sheet 3, which have been designed to use in conjunction with the mount. Follow all manufacturer's instructions and those provided by LIGHTVU. No reduction in strength capacity (as provided by the manufacturer) is to be observed in the installation of the mount. Any other anchors and/or fasteners used shall meet the minimum design yield strength of 940 MPa (137 ksi) for an M8 bolt. This substitution is for each anchor point between the mount and the installation surface as specified by the drawings, shown at each 45mm (1 anchor) or 90mm (2 anchors each) gusset that is provided to connect the mount to the installation surface.
8. LIGHTVU is not responsible for any adverse conditions affecting the mounting strength of the location in which the mount is installed nor the structural integrity of the parent material into which it is fastened.
9. Ensure that all instructions for installation are met as shown in these drawings. If questions or concerns arise, it is the responsibility of the contractor to contact LIGHTVU for resolution.



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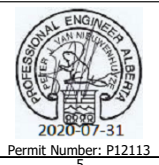
DRAWN Nicholas Meier	7/30/2020	All Dimension in mm (inches) - Not To Scale
CHECKED Vince Hayduk	7/30/2020	
QA		TITLE
MFG		LV1425 Aurora 3x3 47" - Flat Wall Mount
APPROVED		SIZE
		DWG NO
		D
		SCALE
		47 3x3 - Base
		REV
		0
		SHEET 6 OF 6

# LV1427 - Aurora 58" 3x3 - 3840mm x 2304mm FLAT WALL MOUNTING SYSTEM



**NOTES:**

1. Provide an unobstructed gap of 1.25" to all sides for cooling and service access.
2. The weight of the frame is 68.7 kg [151.5 lb].

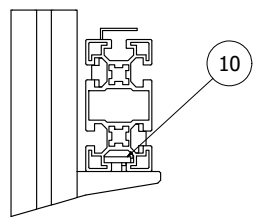
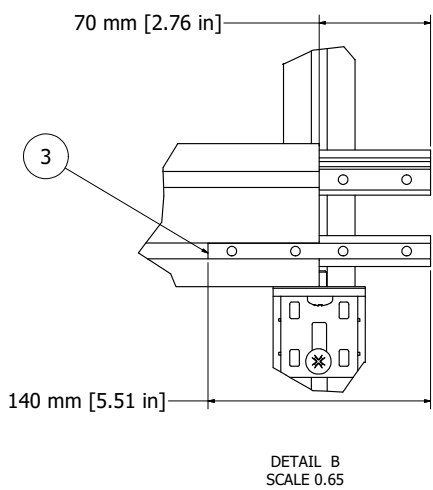
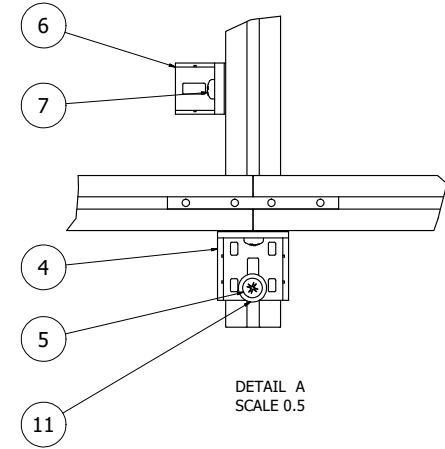
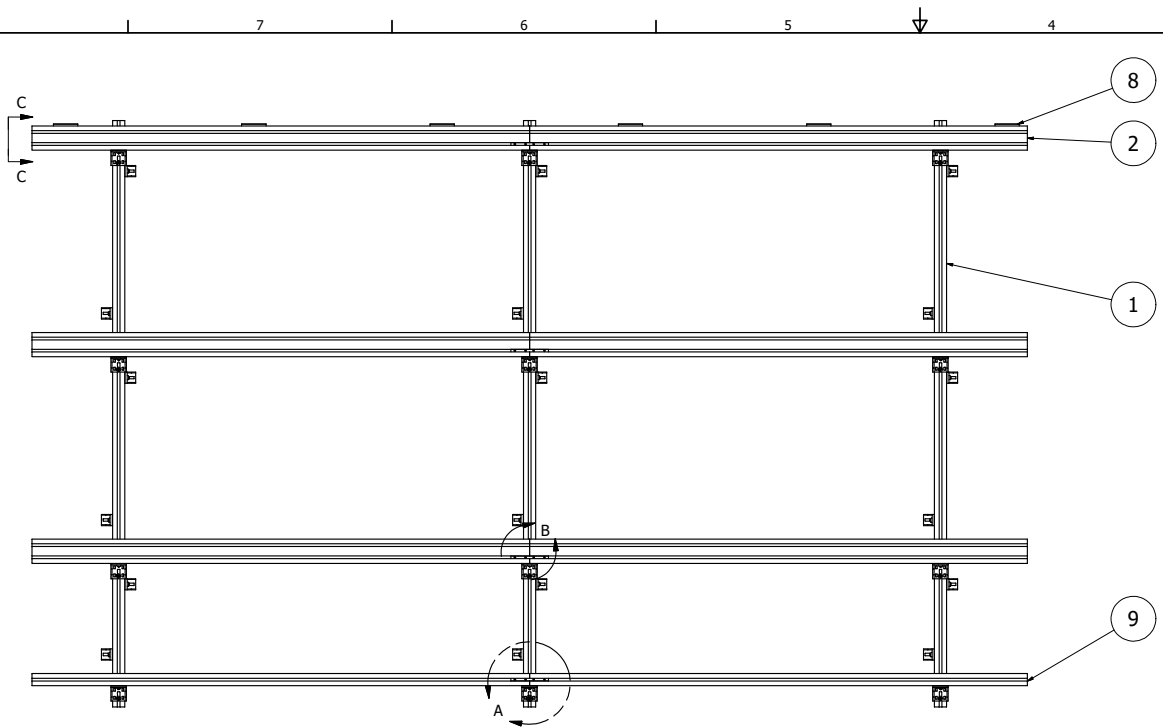


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DRAWN	Nicholas Meier	7/30/2020
CHECKED	Vince Hayduk	7/30/2020
QA		
MFG		
APPROVED		

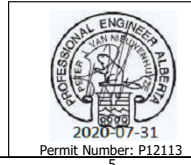
All Dimension in mm (inches) - Not To Scale		
TITLE		
LV1427 Aurora 3x3 58" - Flat Wall Mount		
SIZE	DWG NO	REV
D	58 3x3 - Base	0
SCALE	0.10	
SHEET 1 OF 6		

PARTS LIST		
ITEM	QTY	PART NUMBER
1	3	LV0756 - M-Extruded Al 45_45 - 218 cm
2	6	LV0750 - M-Extruded Al 45_90 - 185 cm
3	11	LV0412 - 4 Screw Joiner Bar
4	12	LV0413 - 60mm Gusset
5	24	LV0563 - M8x20 Button Head
6	18	LV0233 - 45mm Gusset
7	18	LV2117 - M8x22 Button Head
8	6	LV0232 - M-MD1026-Monitor Security Lock
9	2	LV0240 - M-Extruded Al 45_45 - 185 cm
10	42	LV0419 - M-MD1017-Square Nut M8
11	42	LV1919 - F-M8 Flat Washer



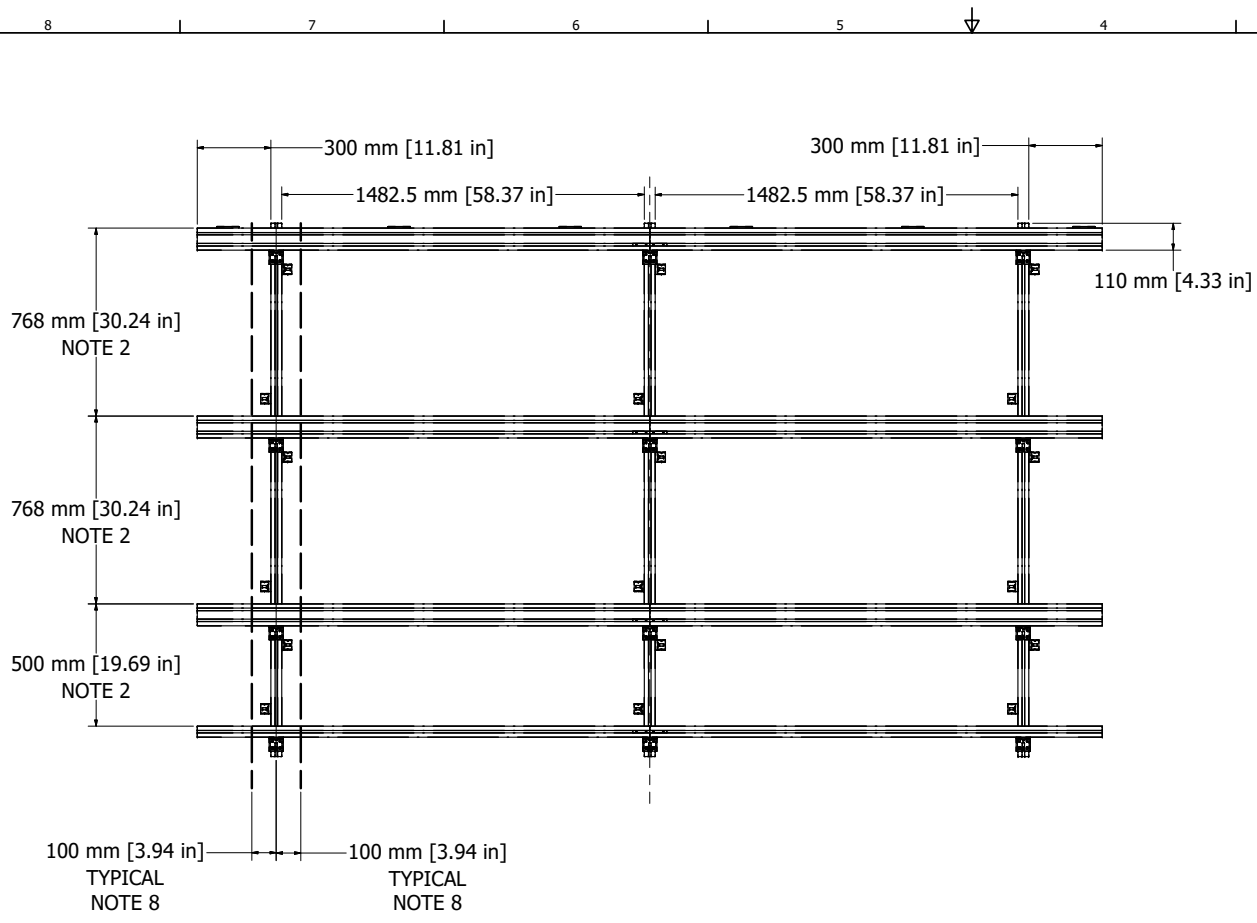
**NOTES:**

1. Connect 60mm gusset with M8x20mm bolt. Connect 45mm gusset with M8x22mm bolt. Use provided washers and square nuts to secure the gussets properly.
2. Connect 45mm x 90mm extrusion sections through joiner bars.
3. Torque all M8 bolts on the mount to 20 N-m (14.75 ft-lb). Torque joiner bar set screws to 10 N-m (7.38 ft-lb).



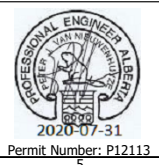
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DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1427 Aurora 3x3 58" - Flat Wall Mount	
MFG	SIZE	DWG NO
APPROVED	D	58 3x3 - Base
	SCALE	0.111
		REV 0
		SHEET 2 OF 6



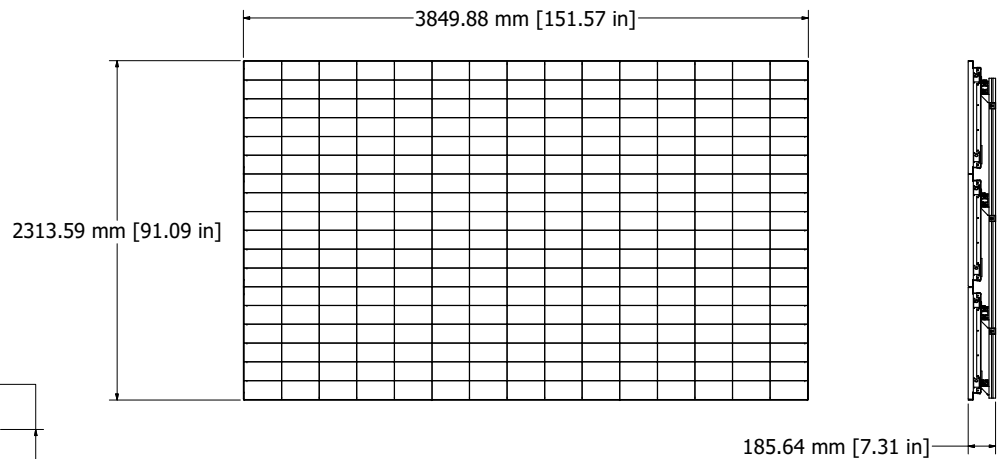
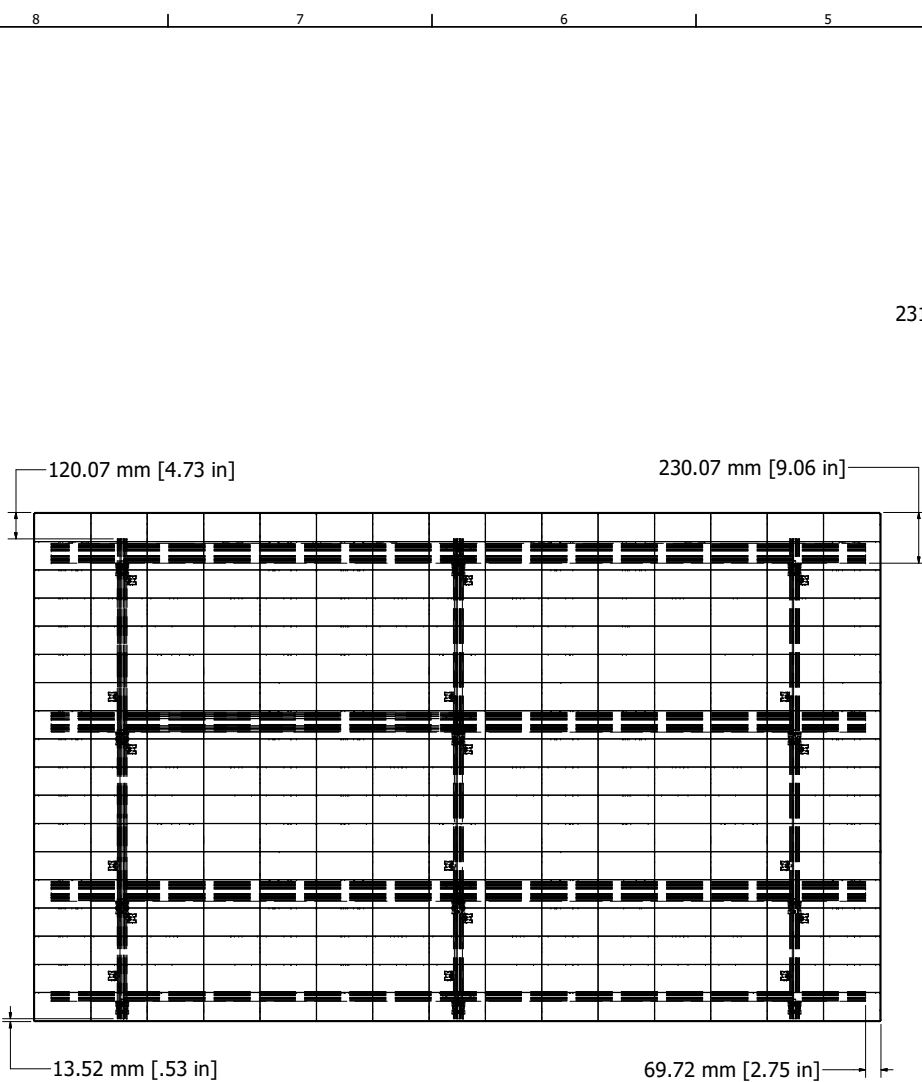
**NOTES:**

1. The lowest position allowed for the row of 60mm gussets is to have the bottom of the gusset be flush with the bottom of the vertical support.
2. Keep relative spacing between the horizontal segments as shown. This is needed to properly space and interlock the cabinets.
3. Optional spacing of vertical segments is shown for assistance in installing around obstructions and finding supports in the mounting structure. For any additional needs or concerns, please contact LightVU for further clarification.
4. The mounting system can be anchored by three options. Use appropriate washers for each option:
  - A: Concrete Anchors - (carbon steel, 3/8" minimum)
  - B: Anchors with Epoxy - HILTI HIT-RE 500 V3 / UCAN FLO-ROK FR5MAX - (carbon steel, 3/8" anchors minimum)
  - C: Wood Lag Bolts - (5/16" minimum)
5. Follow the manufacturer instructions for anchor options. This is the minimum strength option. Alternatives that are stronger can be used. Please contact LightVU for questions or concerns.
6. Space the anchors to the wall in such a way that no reduction in strength is exhibited as per the installation instructions of the anchor manufacturer.
7. Anchors shall be evenly spaced on the vertical supports to evenly distribute loads.
8. Spacing is given to move vertical supports around obstacles as needed. Do not move supports outside of range shown.



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DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1427 Aurora 3x3 58" - Flat Wall Mount	
MFG	SIZE	DWG NO
APPROVED	D	58 3x3 - Base
	SCALE	0.11
		SHEET 3 OF 6
		REV 0



NOTES:

1. Center the cabinets on the mounting system horizontally.



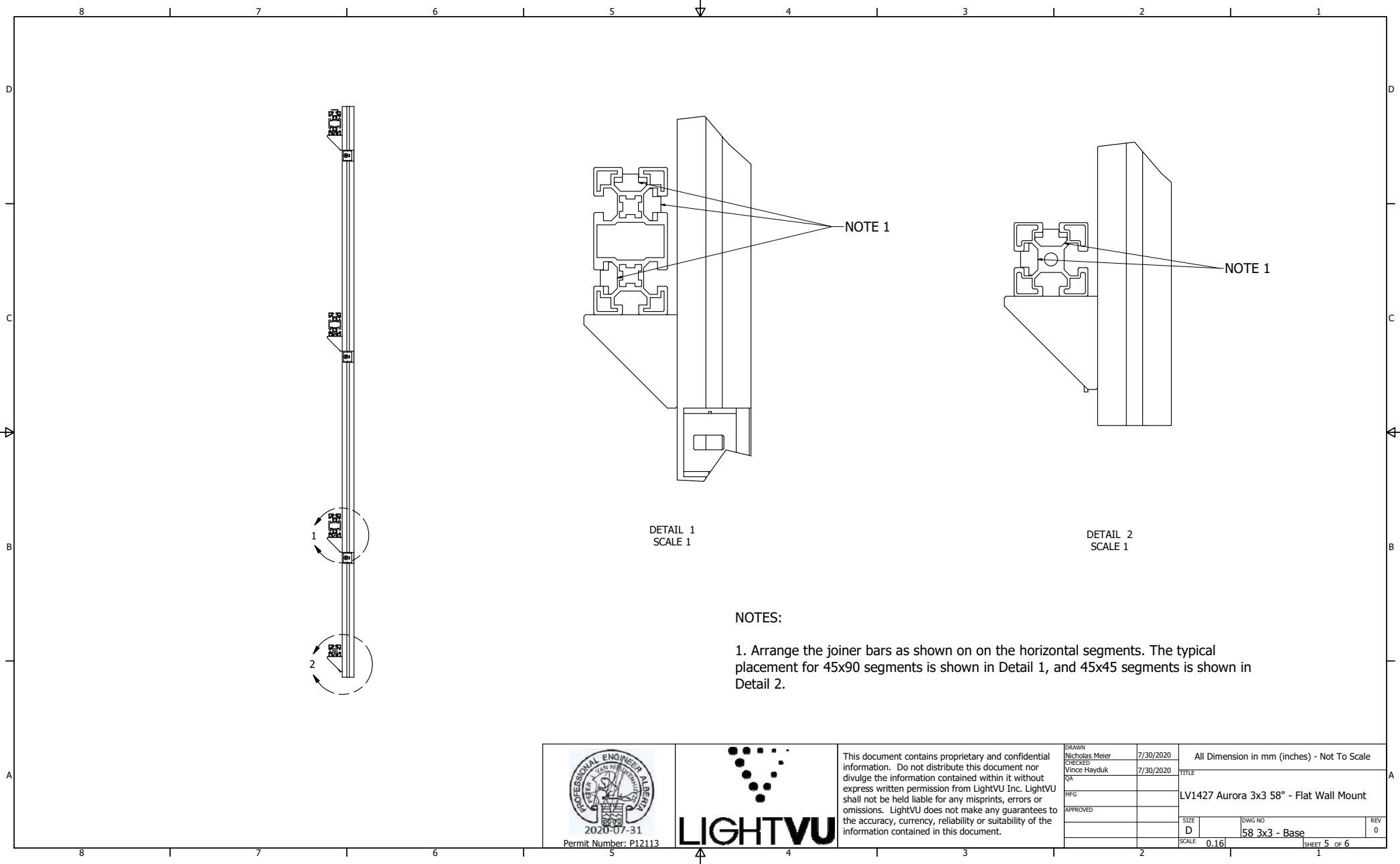
Permit Number: P12113



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DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1427 Aurora 3x3 58" - Flat Wall Mount	
MFG	SIZE	DWG NO
APPROVED	D	58 3x3 - Base
	SCALE	0.061
		SHEET 4 OF 6

REV 0



NOTE 1

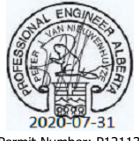
NOTE 1

DETAIL 1  
SCALE 1

DETAIL 2  
SCALE 1

NOTES:

1. Arrange the joiner bars as shown on on the horizontal segments. The typical placement for 45x90 segments is shown in Detail 1, and 45x45 segments is shown in Detail 2.



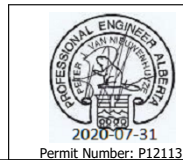
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DRAWN Nicholas Meier 7/30/2020	All Dimension in mm (inches) - Not To Scale	
CHECKED Vince Hayduk 7/30/2020	TITLE	
QA	LV1427 Aurora 3x3 58" - Flat Wall Mount	
MFG	SIZE	
APPROVED	DWG NO	REV
	D	0
SCALE 0.16	58 3x3 - Base	
	SHEET 5 OF 6	



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DRAWN Nicholas Meier	7/30/2020	All Dimension in mm (inches) - Not To Scale
CHECKED Vince Hayduk	7/30/2020	
QA		TITLE
MFG		LV1427 Aurora 3x3 58" - Flat Wall Mount
APPROVED		SIZE
		DWG NO
		D
		SCALE
		58 3x3 - Base
		REV
		0
		SHEET 6 OF 6



# Specifications

## Video Controller VX2U

## Overview

---

VX2U is a professional LED display controller of NovaStar. Besides having all the functions of an LED display controller, it also features powerful front end video processing. With high image quality and flexible image control, VX2U is able to meet the demands of media industry.

## Features

---

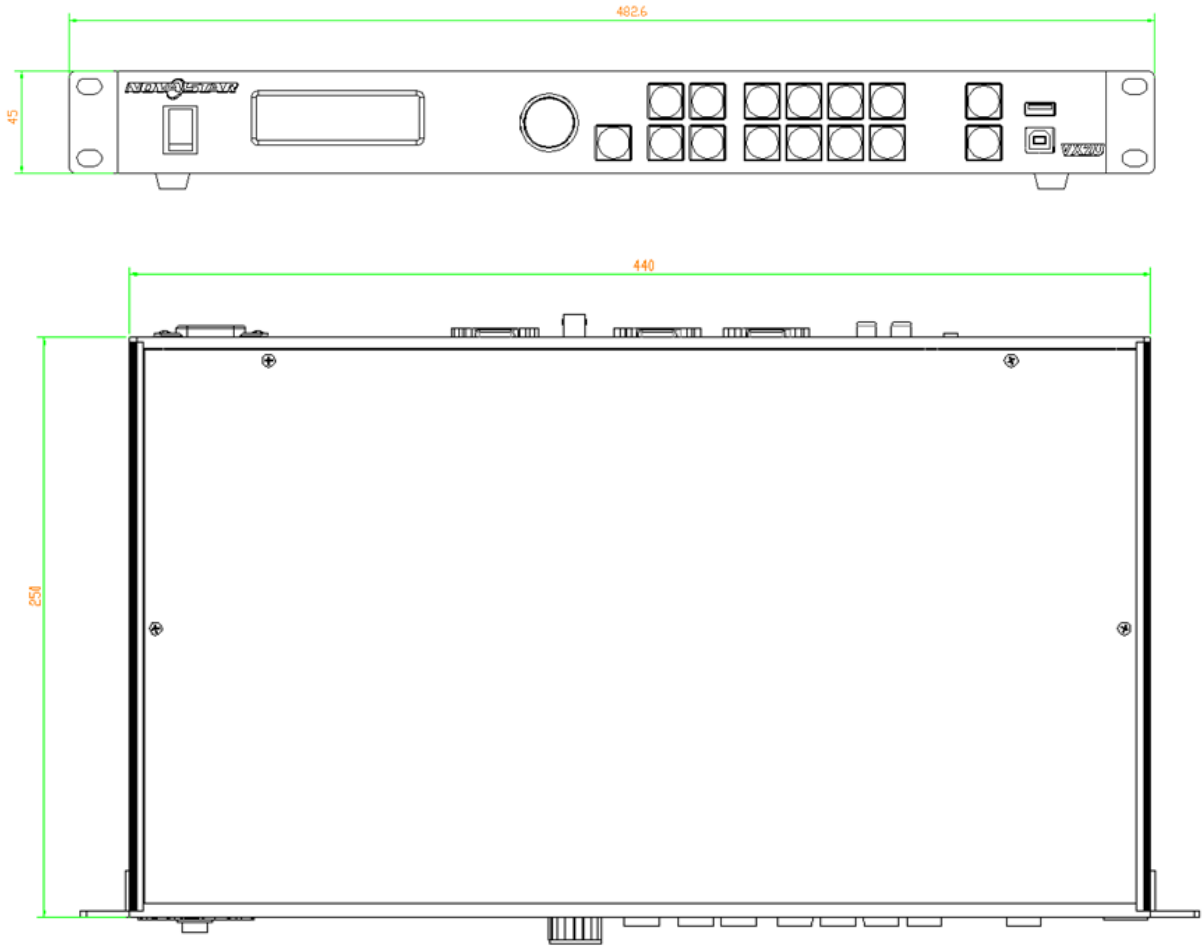
- 1) The inputs of VX2U include CVBS×2, VGA×2, DVI×1, HDMI×1 , DP×1 and USB×1. The supported input resolution is up to 1920×1200@60Hz. The input images of VX2U can be zoomed point-to-point according to the resolution of LED display.
- 2) With seamless quick switch and fade-in/ fade-out effects to enhance and present pictures of professional quality.
- 3) The location and size of PIP (Picture in Picture) can be adjusted, which can be controlled at will.
- 4) Adopts Nova G4 engine. The screen is stable and flicker free without scanning lines. Images are exquisite and have a good sense of depth.
- 5) Able to implement white balance calibration and color gamut mapping based on different features of LEDs used by screens to

ensure restoration of true colors.

- 6) HDMI/external independent audio input.
- 7) Supports high-bit video input, 10bit/8bit.
- 8) Loading capacity of video output: 1.3 million pixels.
- 9) Supports multiple controller montage for loading huge screen;
- 10) Supports Nova's new-generation pixel-by-pixel calibration technology and the calibration is fast and efficient.
- 11) Computer software for system configuration is not necessary. The system can be configured by one knob and one button. All can be done just by fingers. That's what we called **Touch Track**.
- 12) Adopts an innovative design to implement smart configuration. Screen settings can be completed within 30 seconds, which has greatly shorten the preparation time.
- 13) With an intuitive LCD interface and clear button indicator lights to simplify the control of the system.

# Dimensions

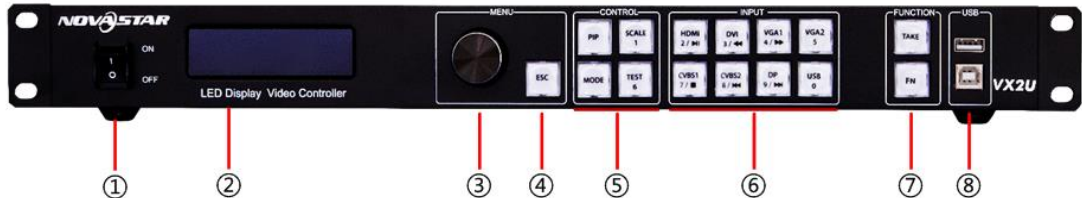
---



(mm)

# Appearance

## Front panel



<p>①: <b>Power switch</b></p>	
<p>②: <b>Operation screen</b></p>	
<p>③: <b>Knob:</b> Pressing the knob indicates Enter or OK and rotating the knob means selection or adjustment.</p>	
<p>④: <b>ESC:</b> Escape current operation or option.</p>	
<p>⑤: <b>Four control shortcuts</b>  <b>PIP:</b> PIP turn-on/turn off. The lighting of this key represents the turn-on of PIP; otherwise, PIP is turned off.  <b>SCALE:</b> Picture zoom turn-on/turn off. The lighting of this key represents the turn-on of zoom function; otherwise, zoom function is unavailable.  <b>MODE:</b> Shortcut menu of loading or storage of display model. The key is light when entering the model or shortcut menu, in case of exiting, the key is not bright.  <b>TEST:</b> Shortcut key of turn-on/turn-off of testing picture. In case of entering testing picture, the key is bright; otherwise, the key is not bright.</p>	<p>Note: You can enter numbers, such as layer size and offset value, by pressing the number buttons. The number button will be highlighted after pressed.</p>
<p>⑥: <b>Shortcuts for switching of 8 signal input sources</b> Press to set as main screen input source, and long press to set as PIP input source. The setting result can be viewed on the operation screen while setting.</p>	
<p>⑦: <b>Function keys</b>  <b>TAKE:</b> Shortcut for screen switching. After pressing TAKE key, PIP will be enabled. Switching between MAIN and PIP will be realized after it is enabled.  <b>Fn:</b> Custom shortcut.</p>	
<p>⑧: <b>Flat mouth</b> (Type A USB) is USB interface for connecting USB drive;  <b>Square mouth</b> (Type B USB) is USB control interface to connect PC for communication.</p>	

## Rear Panel



**Tips:** In order to improve user' s experience, the layout of the interfaces may be adjusted a little. The figure above is only for reference.

<b>Inputs</b>	
Audio	Audio Input
DP	DP Input
HDMI	HDMI Input
USB	USB Input
DVI	DVI Input
VGA1~VGA2	2-Channel VGA Inputs
CVBS1~CVBS2	PAL/NTSC System Composite Video Input
<b>Outputs</b>	
DVI LOOP	DVI Loop Output
Monitor -DVI OUT1	DVI Monitoring Interface 1
Monitor -DVI OUT2	DVI Monitoring Interface 2
LED Out 1, 2	2 Gigabit Ethernet outputs. Only Ethernet port 1 supports audio output. When the multifunction card is connected for audio decoding, the multifunction card must be connected to the Ethernet port 1.
<b>Control</b>	
ETHERNET	Ethernet Control (Connect PC for communication or access network)
Square mouth(Type B USB)	USB Control (Connect PC for communication or USB cascade input)
Flat mouth(Type A USB)	USB cascade output
<b>Power</b>	
AC 100-240V ~ 50/60Hz	AC power interface

**Tip:** Type A USB interfaces on both the front and rear panel are not allowed to connect PC directly.

## Specifications

Input Index		
Port	Qty	Resolution Specifications
CVBS	2	PAL/NTSC
VGA	2	VESA Standard, support max. 1920×1200@60Hz input
DVI	1	VESA Standard (support 1080i input), support HDCP
USB	1	Multimedia file formats: avi, mp4, mpg, mkv, mov and vob Image file formats: jpg, jpeg, bmp and png
		Multimedia coding formats: MJPEG, MPEG-1, MPEG-2, MPEG-4, DivX, H.264, Xvid
HDMI	1	EIA/CEA-861 standard, in accordance with HDMI-1.3 standard, support HDCP
DP	1	VESA Standard

Output Index		
Port	Qty	Resolution Specifications
DVI LOOP	1	Consistent with DVI input
DVI	2	Monitoring output connector Up to 1920×1200@60Hz output resolution
LED OUT	2	2 Gigabit Ethernet outputs. Only Ethernet port 1 supports audio output. When the multifunction card is connected for audio decoding, the multifunction card must be connected to the Ethernet port 1. Maximum horizontal resolution is 3840 pixels. Maximum vertical resolution is 1920 pixels.



Overall Specifications	
Input Power	AC100 ~ 240VAC, 50/60Hz
Overall Power Consumption	25W
Operating Temperature	-20~60°C
Dimensions	482.6×250×45 (mm)
Weight	2.55 Kg

## Appendix

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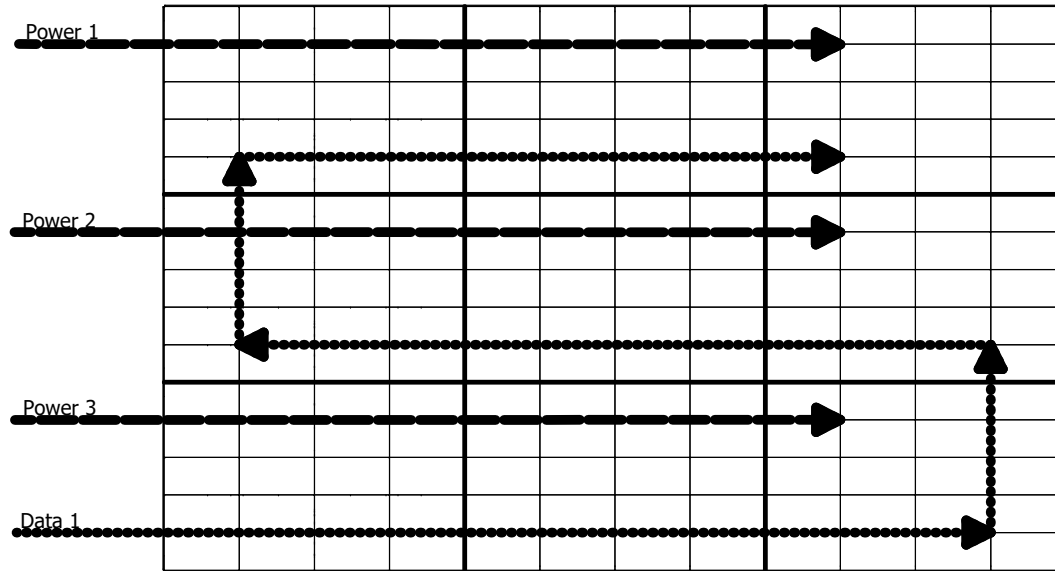
### Conflict list of PIP signal sources

		Input Source of Main Channel							
		HDMI	DVI	VGA1	VGA2	CVBS1	CVBS2	USB	DP
PIP Input Source	HDMI	Gray	×	√	√	√	√	√	√
	DVI	×	Gray	√	√	√	√	√	√
	VGA1	√	√	Gray	×	√	√	√	√
	VGA2	√	√	×	Gray	√	√	√	√
	CVBS1	√	√	√	√	Gray	×	√	√
	CVBS2	√	√	√	√	×	Gray	√	√
	USB	√	√	√	√	√	√	Gray	√
	DP	√	√	√	√	√	√	√	Gray

- √ denotes the input sources can be used by both the main screen and PIP at the same time.
- × denotes the input sources cannot be used by both the main screen and PIP at the same time.
- Gray denotes the main screen and PIP use the same input source.

# Aurora P4 47" 3x3 3072mm x 1920mm POWER AND DATA WIRING DIAGRAM

## Top - Front Side



## Bottom



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DRAWN Nicholas Meier 6/1/2020	CHECKED Vince Hayduk 6/1/2020	All Dimension in mm (inches) - Not To Scale	
QA		TITLE Aurora 3x3 P4 47" - Wiring Diagram	
MFG		SIZE D	DWG NO Aurora P4 47 3x3 Wiring
APPROVED		SCALE 0.12	REV SHEET 1 OF 2

## CABINET ARRANGEMENT

### Top - Front Side

LV0723	LV0724	LV0725
LV0726	LV0727	LV0728
LV0729	LV0730	LV0731

### Bottom

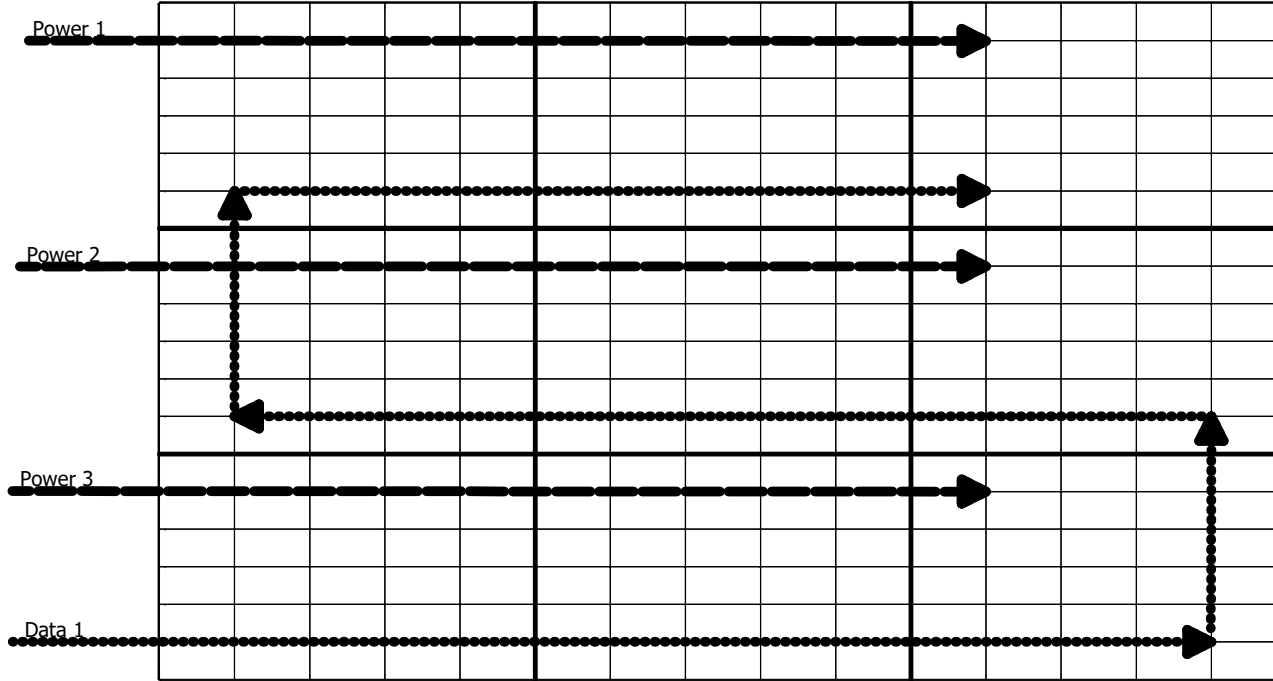


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DRAWN	Nicholas Meier	DATE	6/1/2020	All Dimension in mm (inches) - Not To Scale
CHECKED	Vince Hayduk	DATE	6/1/2020	
QA		TITLE		
MFG		Aurora 3x3 P4 47" - Wiring Diagram		
APPROVED		SIZE	DWG NO	REV
		D	Aurora P4 47 3x3 Wiring	
		SCALE	SHEET 2 OF 2	

# Aurora P4 58" 3x3 3840mm x 2304mm POWER AND DATA WIRING DIAGRAM

## Top - Front Side



## Bottom



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DRAWN Nicholas Meier	6/1/2020	All Dimension in mm (inches) - Not To Scale
CHECKED Vince Hayduk	6/1/2020	
QA		TITLE
MFG		Aurora 3x3 P4 58" - Wiring Diagram
APPROVED		SIZE
		D
		DWG NO
		Aurora P4 58 3x3 Wiring
		SCALE
		0.12
		REV
		SHEET 1 OF 2

**CABINET ARRANGEMENT**  
**Top - Front Side**

LV0511	LV0569	LV0277
LV0513	LV0507	LV0510
LV0508	LV0532	LV0512

**Bottom**



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DRAWN Nicholas Meier 6/1/2020	6/1/2020	All Dimension in mm (inches) - Not To Scale
CHECKED Vince Hayduk 6/1/2020	6/1/2020	
QA		TITLE
MFG		Aurora 3x3 P4 58" - Wiring Diagram
APPROVED		SIZE
		D
		SCALE
		DWG NO Aurora P4 58 3x3 Wiring
		REV
		SHEET 2 OF 2

## 4.4 Warranty Information

- 5 year manufacturer warranty
- 1 year service contract



# Services and Support

## Global Support and Maintenance

AVI-SPL’s Global Support and Maintenance offerings provide world-class services designed to help you achieve the most uptime and the best return on investment (ROI) from your technology. We apply our 40 years of experience with 700+ manufacturer technologies to be the services partner you can count on.

Our offering provides positive business outcomes by ensuring your collaboration technology solutions work as expected for end users. Support minimizes system downtime and maximizes system performance, meeting your organization’s collaboration objectives.

AVI-SPL provides 24x7 support and certifications in a diverse set of competencies that cover your entire organization. With 800+ full-time employees dedicated to service delivery distributed between our four GSOCs and local offices around the world, we have the ability to meet your local and global needs.

### Service Levels Available:

	Essential (T&M)	Enhanced	Elite
Unlimited Remote Help Desk, 24x7		●	●
Unlimited Onsite Support, 8x5			●
In Manufacturer-Warranty Hardware	●	●	●

Support Services are provided on a per-room or per-project basis.

### Essential (Time and Materials)

Full suite of Global Support offerings available in a noncontract form, all billable at standard AVI-SPL rates.

#### Billable Offerings:

- Remote Help Desk, 24x7 Specialist Remote Support
- On-site Technical Dispatch
- Parts Repair and Replacement

### Enhanced

- Offers unlimited remote help desk support – available 24x7x365.
- Facilitates the repair or replacement of manufacturer programs for applicable hardware.
- Access to software updates and upgrades for hardware covered by manufacturer program.
- Use of online incident reporting tool for easy ticket awareness.
- Eligibility for discounted hourly rates when other Global Support services not included in the Enhanced offering are requested.

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**Elite**

- Repair or replacement programs of manufacturer programs for applicable hardware.
- Access to software updates and upgrades for manufacturer program covered hardware.
- Insight into an online incident reporting tool for easy ticket awareness.
- Eligibility for discounted hourly rates when other Global Support services not included in the Enhanced offering are requested

**AVI-SPL Global Support and Maintenance PLUS Options**

**Plus Options are available at an additional cost.**

Our Global Support and Maintenance PLUS Options are additions to the standard offering, customized to your unique environment. PLUS options allow us to take on more of the risk associated with aging equipment, help prevent unexpected expenses, and provide an accelerated on-site response time to get spaces up and running. Add one or multiple options to enable the flexibility needed.

Extended Hardware Warranty	Corrective Maintenance Visit
Accelerated Onsite Response: 4 Hour or Next Business Day	Loaner Equipment
Preventative Maintenance Check	Consumable Replacement

**Extended Hardware Warranty\***

We cover repair or replacement cost of malfunctioning equipment. Unforeseen expenses drop significantly as we assume the risk of replacement parts of aging equipment.

\*Owner Furnished Equipment not Included

**Enhanced On-site Response**

Optional Next Business Day or four-hour on-site response (each purchased separately) provide the fastest response possible to keep mission-critical situations from escalating.

\*Not available in all areas. Subject to AVI-SPL approval

**Preventative Maintenance Check**

Discover a potential issue before a meeting. On-site visits work around scheduled use of space to ensure equipment is kept in optimal operating conditions. On-site technicians complete a standard checklist and make recommendations to enhance reliability, features, and security.

- **New Offering:** Add a sanitizing deep clean to your preventative maintenance visit. Our manufacturer-approved sanitizing methods ensure your surfaces are safe while not damaging your technology.

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### Corrective Maintenance Visit

On-site maintenance visits can be purchased up-front and scheduled after a fault has been found to resolve a hardware or software issue and bring the room back to operating specifications.

### Consumable Replacement

Proper maintenance is essential to ensuring equipment reaches its maximum lifespan. Mitigate unknown expenses by including high-volume points of failure (examples include: lamps, bulbs, filters, fuses, batteries).

\*Not available in all areas. Subject to AVI-SPL approval

## Managed Services

AVI-SPL's Managed Services provides technical know-how and purpose-built management tools that **improve the user experience, increase reliability, and reduce IT administrative cost** for collaboration environments of all sizes and complexity.

Collaboration technologies are rapidly evolving. Demands for easy-to-use and reliable communication tools are increasing exponentially. IT teams struggle to support a landscape of platforms, cloud services, room technologies, and solution-based management tools that continuously change. AVI-SPL's Managed Services solves these IT team challenges, providing the technical specialists and a holistic management tool. This streamlines management, improves support responsiveness, and aligns the specific technical expertise needed to ensure your business communications tools are available when you need them.

AVI-SPL's Managed Services is a cloud-based solution with Global Service Operations Centers (GSOC) distributed across the globe. Our team of audio-visual and UCC-certified technicians operate 7x24x365 and follow ITIL best practices. Powered by AVI-SPL Symphony, this team supports the world's largest and most complex collaboration environments.



Symphony is AVI-SPL's proprietary user experience management application. Architected from its core to be extendable, scalable, vendor agnostic, and secure, Symphony is the dynamic management application that responds to the collaboration challenges of today and tomorrow. Combining our 40+ years of collaboration experience with the power of single-pane insight enables AVI-SPL to improve the collaboration experience and deliver the reliable business benefits expected from your investment.

All of this with a year-over-year customer satisfaction rating average of 94%.

### Managed Services Starter Package

AVI-SPL's Managed Services solution includes **device monitoring and control, reporting, analytics, and technical incident management support services**. Because it is a cloud-based solution, deployment is both easy and flexible. The Symphony

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platform allows for configurable parameters to accommodate workflow, environment, interface, and incident management processes to meet your desired experiences and environments.

Inherently scalable, Managed Services is offered as a comprehensive starter package consisting of the core technical support services and software-based toolsets necessary for a successful collaboration experience. The starter package, available with flexible term options, supports up to 25 rooms inclusive of all audio-visual and video conferencing room devices. Our Managed Services can easily scale to support additional rooms, infrastructure devices, third-party integration, third-party cloud administration services, and full-featured video conferencing support and conference automation.

Symphony monitors all IP-enabled room devices, including AV and video conferencing devices, persistently verifying equipment is ready for use and operating within desired parameters.

When a threshold-based condition is detected, Symphony generates an alert and corresponding ticket. The global AVI-SPL technical help desk performs its investigation and manages the incident through resolution.

Symphony provides management reporting and analytics for real-time insights into inventory, users, incidents, and usage. Our services managers work directly with customer-service owners and stakeholders to foster continual improvement in their management philosophy, and proactively identify experience, environment, and cost optimization opportunities.

### Starter Package Included Services

- Room monitoring and control – up to 25 rooms
- Alerting, ticking and incident management
- Portal reporting and analytics
- Symphony cloud connector
- Remote connectivity services

### Included Customizations

- Customized portal and email logos
- User registration process
- Monitoring thresholds and restrictions
- LDAP integration for single sign on

## Service with Insight

AVI-SPL's Managed Services Service includes a robust suite of online analytics and reporting available on a 7x24 basis. Access to reports is controlled by individual user account, and permissions can be granted by the AVI-SPL help desk or by any customer user who is set up as an account administrator.

- **Analytics** – display data in a dashboard format, providing a visual representation of the data in chart/graph format. Flexible date ranges are supported. Each chart is dynamically customizable, with options to change visualization type, filtering, and, where applicable, drill down/drill up features. Full dashboards or individual dashboard charts can be copied or printed.
- **Reports** – display data in a traditional report tabular format. Data can be manipulated within the report to sort, filter, and change date range criteria. Data can be copied from the interface or exported into a .xlsx or .csv format.

## Service Management Support

The AVI-SPL Account team is responsible for assuring customer satisfaction and provides the following account team resources:

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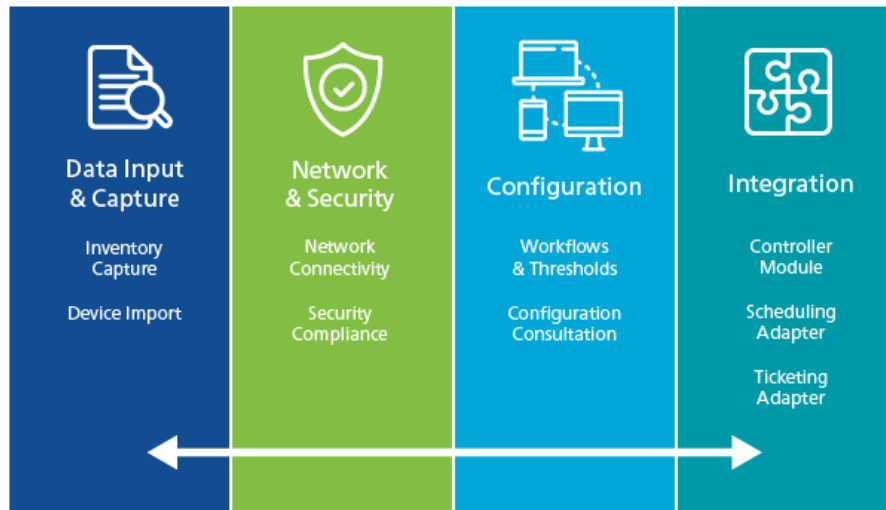
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- **Account Manager (AM)** – responsible for the overall customer relationship, the account manager ensures AVI-SPL solutions meet customer business needs. Account managers provide life cycle relationship management, working to ensure the solution evolves with changing environments as well as with customer collaboration support strategies.
- **Service Delivery Manager (SDM)** – responsible for ongoing service quality assurance, the SDM provides direct customer support for service billing inquiries, subscription monitoring, Symphony release and maintenance notifications, service performance monitoring, reporting, and end-user web-based training.

### Symphony - Simple from the Start

Every Symphony subscription service is assigned an AVI-SPL project manager and service readiness engineer to ensure your success during the first 90 days of service transition.

The project manager will provide you with expert guidance. They will assist you with gathering the required service



information and with configuring your Symphony environment so that it aligns with your business rules.

Our project management team is your single point of contact for data, network and security, and configuration. Our complete integration management ensures our project resources are coordinated and aligned with your project stakeholders.

### Managed Services: Available Options

#### Private Cloud

Managed Services Private Cloud provides an exclusive cloud environment dedicated to the subscribed customer. Hosted in AWS, Managed Services Private Cloud offers enhanced security, flexibility, and data control. Based on customer need, private cloud instances may be hosted in North America or EMEA.

#### Additional Rooms

Symphony scales to any size environment. Room subscriptions can be added at any time, with package options for an additional 25, 100 or 250 rooms.

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## **Infrastructure Monitoring and Support**

Add infrastructure devices for monitoring and support and control to the Starter Package subscription. The infrastructure license provides monitoring and support services for up to 10 infrastructure devices, including video bridge and call control devices.

## **Ticket Adapter License**

Integrate your support workflow seamlessly with the Symphony Ticket Adapter License (TAL). TAL provides bi-directional synchronization of tickets between Symphony and third-party ticketing systems like ServiceNow and Salesforce.com.

## **Scheduling Adapter License**

Simplify room and conferencing scheduling with the Symphony Schedule Adapter License (SAL). SAL provides uni-directional calendaring integration between Symphony and third-party scheduling systems, including Office 365.

## **Automated Conferencing**

Symphony delivers a robust suite of conference automation capabilities, including web-based reservations and automated conference launching that includes special handling rules for VIP conferences.

## **Producer Attended Conferencing**

For solutions that include video bridging infrastructure, the customer can schedule a live AVI-SPL conference producer for a setup meet-and-greet, or to be present throughout your entire conference.

## **Conference Recording Services**

Conference recording is available on a conference-by-conference basis for any scheduled producer-attended conferencing. Conference recording is enabled from the AVI-SPL cloud with no hardware or software requirements for the customer. Recording fees are based on a pay-as-you-go hourly basis. Recordings are hosted for 30 days, during which time they are available for streaming and downloading.

## **Cloud Video Bridging Services**

Cloud Video Bridging Services is ideal for customers who do not wish to invest in video infrastructure or who are looking migrate to Infrastructure as a Service (IaaS) solutions. Managed Services customers who subscribe to Cloud Video Bridging Services can elect from a usage or flat rate billing program. Conference support options include fully automated or high-touch attended conference on a conference-by-conference basis. Either conference experience is supported on a 7x24 basis by a live technical help desk for in-conference assistance.

## **Connectivity and Security Options**

While going to the cloud is a significant business trend, not all organizations allow connectivity over the public internet. AVI-SPL offers a variety of secure connectivity options, including IPSec VPN connections or network termination services for customer-supplied dedicated circuits.

## **End-User Training**

Remote end user training is an available option for purchase by SYaaS customers. End-user training is delivered via webinar for up to 25 participants.

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## Leasing Through AVI-SPL

With the power of [AVI-SPL's Global Financial Services](#) on your side, you'll reduce the total cost of ownership of the technology solutions you rely on for business success. By financing your technology through our leasing program, you minimize costs while conserving capital for daily business needs and other strategic investments.

Your hardware, software, support, and services can be combined into one convenient, predictable monthly payment. And you can refresh to new technology that matches your future business needs while avoiding expensive support renewals.

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## AVI-SPL Symphony: User Experience Management Application

AVI-SPL Symphony is a User Experience Management Application for collaboration technologies that simplifies user engagement, improves meeting success, and enables business outcomes. It is a multi-tenant cloud-based application, focused on monitoring, controlling, scheduling, ticketing, and analyzing of the supporting meeting technology estate within your organization. Deploying Symphony provides an integrated end-to-end collaboration workflow, a single-pane view into the supporting technology estate, and actionable business intelligence. This drives the desired user experience and adoption.

Symphony's simple, clean interfaces provide in-depth looks into the system to easily identify problems and troubleshoot and resolve system issues. Proactive management enables you to save the meeting before end users are impacted. Analytics enable problem management, root cause analysis, and other actionable business intelligence to enable your organization to make improvements with confidence.

Providing the deepest look into complete environments, Symphony natively integrates with a variety of devices to provide rich monitoring, ticketing applications, and scheduling applications.

Highlights of the Symphony application include:

### Integrated Workflow



Activate services from your native workflow. Symphony combines trouble tickets, scheduling, and cloud video service launching into a centralized operation. Integrating with third-party applications and platforms delivers a global lens into your investments and provides a seamless meeting experience.

### Single-Pane View



View your entire environment – not just a piece of it – from one portal. With the vast number of manufacturers being deployed in a collaboration environment, management of technologies is resulting in technical resources and administrators operating different tools depending on the technologies in place. With a single portal to see the health, scheduling, and ticketing of rooms, you can proactively monitor and resolve before meetings and users are impacted.

### Actionable Business Intelligence



Technology investments are targeted to enable business success. It's important that you know where your teams are engaging with technology, how your technology is fairing, and that you're maximizing technology and real estate investment. Symphony provides the data behind your environments – you'll be able to see if your teams prefer huddle spaces in San Diego or conference rooms in Boston.

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## Technology Training

When investing in technology, you need to ensure adoption and utilization by your workforce to maximize ROI. We want your deployment to be a success and engagement an enjoyable experience for your end user. Each company has unique needs and workforce composition, so each training approach will be custom designed to your company.

Trainings utilize a variety of methods, including:

- In-Person Trainings
- Video Trainings
- Post-Training Video Refreshers
- Assessment and Feedback Surveys
- Quick Reference Guides

## Collaboration Services

AVI-SPL's Cloud Collaboration Services empower the people in your organization to work effectively together by providing useful, reliable, and intuitive communication tools. This goal is made even easier through collaboration services that do away with the need to purchase infrastructure and that put the power of collaboration in the hands of your team members.

These services include:

- Hosted Infrastructure Services (registration and call control)
- Concierge scheduling and production of your video conferencing calls through our Symphony® user experience management application
- Virtual Meeting Room, a self-service video collaboration solution

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## Corporate Overview

### Your Digital Workplace Services Partner

AVI-SPL is a digital workplace services provider that helps organizations around the world improve their team collaboration and business value through collaboration solutions. From offices in North America, Europe and the Middle East, and through a worldwide network of engineering resources, we deliver transformative solutions and services vital to the success of your organization.

We design, deploy, manage and support the systems and environments that empower meaningful communication and collaboration. Through this transformation, we help you improve workflows and the user experience while also easing the manageability of your technology solutions.

AVI-SPL works diligently to be a single, reliable resource for improving your organization's ability to communicate and collaborate. Through partnerships with highly regarded collaboration companies, construction firms, architects, and consultants, we design, build, integrate, manage and support solutions, systems, and experiences that deliver state-of-the-art communications and collaboration. No other company can match our ability to handle every aspect of your integration project, from understanding your goals to providing ongoing support. When you partner with AVI-SPL, you're working with:

### A Partner Working in Your Interests

- Experienced and financially stable technology contractor with a **global operational delivery model**.
- Providing **innovative, award-winning solutions** that are effective and aligned with your needs. Our solutions reflect the trends and technologies shaping professional collaboration and the workplace.

### A Knowledgeable Collaborator

- Most **qualified team of engineers and technicians** in the industry.
- **In-house capabilities** to design, install and manage complex audio, video, collaboration and communication technologies.
- **Certified to implement collaboration solutions** from industry leaders like Microsoft, Poly, Cisco, NEC, and Crestron.

### An Experienced Services Provider

- Wide-ranging **technical integration capabilities**, construction experience, and engineering resources to support projects of any scale and in environments as varied as stadiums, boardrooms, hospitals, and classrooms. Our experience spans over 40 years. We support our clients through our Global Service Operations Centers, which provide 24/7 help desk support.
- **Expert engineering** with the highest per capita number of technical employees of any AV solutions provider.
- **Award-winning conferencing services** that include customizable room and device monitoring, cloud-based scheduling and management for meeting rooms and the technology enabling them, and analytics reports that provide actionable business intelligence.

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We take your investment in collaborative solutions as seriously as you do. That's why we're with you every step of the way, making sure you have the support to keep your business running smoothly and that you get the return on investment you expect.

Our diverse portfolio features solutions in the corporate, education, and government sectors, including Fortune 500/Global 1000 boardrooms, military base operation centers, and education campuses. On most projects, we collaborate with architects, consultants, designers, and end users like you.

AVI-SPL's expertise includes partnerships with the industry's top technology providers, highly skilled and certified technicians, and comprehensive support that is setting the standard in the collaboration industry.

The hallmark of AVI-SPL's client success has been our ability to keep pace with the technology trends that drive the way businesses operate, and to innovate and improve upon them so that we can offer customers a standard of quality that no other company can match.

- **86% of Fortune 100** and **70% of Fortune 500** companies are AVI-SPL customers
- **120,000+ projects** completed in **80 countries**
- **12,000+ service contracts** with **1,500 ticketed cases resolved** each month
- **3,400+ employees** in **57 offices** across North America, Europe, and the Middle East
- Partnerships with the **leading technology providers** so we can craft the right solution for every client

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# Project Implementation Process

## Integration Process

AVI-SPL is dedicated to giving you with technically sound, well-integrated, and user-friendly solutions. To that end, AVI-SPL utilizes a six-step process that ensures seamless communication and transition from project conception to project completion.

The beginning of the process is essential to the success of the implementation and Customer Care Services that ensure acclimation, adoption, and continued use of the technology.

The scope of this Design Proposal is summarized in Phases I & II. Phases III – VI outline the process through to completion including implementation of the concierge level service requested by the client.

### Phase I - Consultation

The consultation process is the foundation of the system design and capabilities. During this process, we meet with key personnel to gain a thorough understanding of needs, objectives, and issues:

- Architectural Criteria
- Style of Meeting
- Visual Media
- Computer Display
- Audio Systems
- Audio Conferencing
- Video Conferencing
- Control options
- Static Display
- Supplemental (Multi-room tie-in, connection type, network interconnection, existing equipment)
- Schedule (design/construction documents, construction, AV installation, occupancy)
- Contacts (client, architect/interior designer, general contractor, other)

### Phase II - Engineering & Design

AVI-SPL appoints a Project Engineer, who will team up with your AVI-SPL Account Manager and follow your project through to completion. During this phase, the information acquired during the needs analysis is developed into a technically sound and functional system design. The Project Engineer and AVI-SPL Account Manager perform a feasibility study. This study includes an examination of the desired capabilities, architectural, environmental, and technical details of your system. During the engineering and design process, we select the appropriate equipment, hardware, and software. The result of the engineering and design process is a system designed specifically to meet the requirements and environmental conditions that are unique to your application.

The goals for this phase of the project are:

- Verify initial design concepts
- Verify location of all devices
- Validate the design's performance and concepts
- Provide any value engineering and performance enhancement recommendations
- Convert concept drawings to schematic, "build to" shop drawings
- Submit final shop drawings and hardware list for approval prior to procurement and construction.

The documents created by the Systems Group engineering team include but are not limited to:

- Rack elevations
- Patch bay elevations
- Lighting fixture locations
- Custom assembly details

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- Panel details
- Verification of conduit requirements
- Verification of junction box requirements
- Creation of fabrication documentation including wire numbers
- Verification of wire types
- Speaker cluster rigging design
- Creation of accurate hardware/bill of quantities (BOQ) list
- Create cut sheet books for hardware
- Items
- Provide other submittals as required

At the conclusion of Phase II, the project’s design is finalized, all areas of system performance have been optimized, and the hardware parts lists, as well as the engineering drawings, are given final approval. The on-site pre-wiring shall immediately begin.

### Phase III: Pre-Installation

AVI-SPL’s senior procurement managers will begin procurement of the hardware required for the system.

Procurement is prioritized between:

- Items immediately required for the initial on-site pre-installation by our installation team
- Long lead items
- Custom panels and custom/project specific hardware items
- All other hardware items
- Engineering and development of custom control software

The procurement manager informs our project manager of any discontinued, new models or upgraded products on the hardware list. In these instances, AVI-SPL submits cut sheets on any new hardware items for approval and substitution into the system.

The fabrication process begins upon receipt of product. AVI-SPL’s fabrication team utilizes the approved engineering drawings to build the systems. All system fabrication work is performed at our fabrication facility.

AVI-SPL’s fabrication process includes:

- Quality control inspection of all hardware items prior to integration into the various systems
- Preparation of internal areas of the racks for installation of cabling
- Installation of internal rack power distribution systems
- Installation of hardware into the racks as shown on the rack elevation drawings
- Installation of internal rack wiring
- Verification of internal rack wiring and wire/cable numbering
- Installation of interconnection wiring between the racks
- Testing of individual racks
- Installation of control software
- Testing and operating of multiple racks as a complete system
- “Burn in” quality-control testing of multiple racks as a complete audio-visual system
- Initial modifications to show control software
- Acceptance of tested and “burned in” systems by the project manager and senior engineer
- Photographic documentation of racks and other hardware items
- Disassembly of racks in preparation for shipping and palletized as per AVI-SPL’s custom shipping standards
- Delivery of the racks to the site via dedicated air ride trucks

The careful testing and “burn in” of the completed systems in the fabrication shop will prevent the likelihood of discrepancies encountered during the onsite installation and testing.

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## Phase IV: On-site Installation

The on-site installation effort is coordinated by project manager and lead installer. The lead installer will be on site directing the installation teams. Prior to delivery and installation of pre-assembled systems, AVI-SPL field verifies conformance of installed cabling and other conditions necessary to ensure efficient integration of systems and devices. The team of on-site personnel will vary in number depending on the task requirements for that day. The project manager determines the correct resources required for the specific installation tasks. The AVI-SPL lead installer, project manager, and engineer carefully supervise our subcontractor. Depending on the required tasks, our daily on-site installation crew will include:

- AVI-SPL Project Manager
- AVI-SPL Lead Installer
- Installation Personnel as necessary

When required, AVI-SPL provides:

- Senior Engineers
- Field Engineers
- Supplemental Field Technicians
- Test and Adjust Engineers
- Specialty Labor as required

Once the installation is complete, the systems are carefully checked and brought on line. The final phases of the project begin.

## Phase V: Commissioning, Testing, and Adjustments

During this phase, the complete testing and final adjustments of the systems are made. Our project manager coordinates with the project team as required to complete successful testing and tuning of the system, including testing far-end Customer Care connections. Our factory-trained service engineers travel to the job site to commission the system. All installation work is thoroughly checked prior to 'turn on.' Errors or problems are corrected, and all equipment is adjusted for optimal performance in accord with the project specifications.

The test and adjustment team consist of:

- Owner's Technical Representatives
- AVI-SPL's Project Manager

The result of phase V is the shortest possible final punch list. Our projects typically have short punch lists thanks to:

- Adherence to our quality assurance program
- Correcting site-specific problems as they are detected
- Installation of fully tested and "burned in" electronic hardware
- Termination into fully tested and verified cabling and far end connections

By adhering to these engineering policies and standards, the final punch list for projects of this type is typically limited to just a few items.

## Phase VI: Training – As Required

Training is available throughout the project. We recommend the owner's technical representative visit AVI-SPL's fabrication facility for initial familiarization with the system during the in-house testing phase. The fabrication manager will:

- Provide a comprehensive review of the system's hardware
- Review the system's cabling and wire numbering methods
- Discuss maintenance issues for the system
- Demonstrate initial operation of the system

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The owner's technical team may observe how the system interconnects to the building's pre-installed cabling during installation and commissioning. Once the system is operational, we provide three levels of "hands on" training to the onsite operational personnel.

Training is provided to:

- System Operators (personnel who are qualified to operate the various systems)
- System Technicians (personnel who provide on-site maintenance to the systems)
- System Assistants (personnel who assist the operators and technicians)

AVI-SPL produces operator manuals and other documentation to support the systems as required.

## Process Control & Documentation

Reports and documentation are all standardized. Reporting and documentation for all project activities are stored in a centralized database for efficient access by integral departments (purchasing, distribution, systems integrations, account management etc.). All systems integration projects are overseen by AVI-SPL's Chief Operating Officer (COO). The COO is responsible for overseeing all documentation and daily operational activities throughout our national systems integration network. Documentation and purchase orders are reviewed regularly by the corporate office.

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## 4.5 Schedule

- IKO—One week after PO processed
- EKO—One week after IKO
- Product ordered one week after PO processed
- Installation and equipment delivery is TBD pending supply chain

## 4.6 Contract

AVI-SPL LLC agrees to sign an agreement with the Owner in the form of Exhibit B—AIA Document A105-2017.

## Quality Assurance Commitment

AVI-SPL is committed to ensuring your satisfaction through quality products, design, integration, and exceptional service. Our project managers, engineers, and technicians are all trained to adhere to high standards. For larger projects, we assign a program manager who is accountable for the quality assurance and success of your project.

To ensure your project meets our high standards, we have developed an internal quality process based on recognized objectives:

- **Assess** business processes and **propose** and **steer** a sustainable communications plan.
- **Apply best practices** to engineering end-to-end solutions tailored to customer need and environment.
- **Build and test new systems** at our fabrication facilities for on-time delivery and integration at customer site under guidance of experienced project management team.
- **Accelerate return on investment** by fostering end-user adoption through training and documentation library.
- **Ensure value** with 24/7 help desk support, GSOC services, managed services and strategic on-site solutions.

We begin each project by taking the time to understand the needs of our clients. We then tailor our quality management oversight to meet those needs. Our program manager has the ultimate responsibility for quality management during the project.

Quality management has equal priority with deliverable execution, schedule management and cost control. We establish processes and procedures necessary to provide cost-effective services that are fully acceptable to our clients.

For larger projects, AVI-SPL follows processes of ensuring the project teams have the communication tools and processes to ensure a successful project for all.

Our Innovation Council has taken the lead in preparing a set of guidelines and templates for our sales team to work with so that you receive a clearly defined set of processes that will guide our work on your behalf.

## Certifications and Training

Because AVI-SPL is committed to providing our clients with the highest level of service, we have established performance standards that reach beyond those of industry organizations. Before granting increased responsibilities to our technical staff, we enroll them in courses that ensure they have the skills to support your project.

AVI-SPL coursework includes AVIXA certifications such as CTS, CTS-I, and CTS-D, and technology-specific training from suppliers. Topics of study include digital signal processing, video conferencing, control systems, data networking, cloud collaboration, and many others that are essential to creating the systems that benefit organizations of all types.

All project managers have earned certifications based on Project Management Institute (PMI) standards. Our design engineers must be certified with a minimum of a CTS-D, and most have a BSEE degree. Programmers must be trained and certified by AMX or Crestron or both to obtain the position of senior programmer.

Our staff are continually receiving education from industry and manufacturer partners. We provide career ladders and advancement incentives, and we are happy to say that our employees are constantly growing, thriving, and advancing within AVI-SPL. With our teams at your call, you receive the benefit of certified staff who will deliver the best possible solution to your collaboration needs.

Our standards conform to the following trade and regulatory bodies:

- AQAV
- OSHA-Occupational Safety and Health Administration
- NFPA-National Fire Protection Agency
- NEC-National Electrical Code
- UL-Underwriters Lab
- AIA-American Institute of Architects
- CSI-Construction Specifications Institute
- AGC-Associated General Contractors
- SEI-Structural Engineering Institute
- GPN Certified Agent and Resale Host
- Express Foundation

## Strategic Technology Partners

AVI-SPL's long-term relationships with the top manufacturers in the AV and collaboration industry translates into outstanding experiences for our clients. The volume of our work empowers us to choose the best manufacturers based on their product quality and customer service. Some of our preferred partners include:

**Abjen****AMX**  
by HARMAN  
audio-technicaavocor<sup>™</sup>**BELDEN**  
SENDING ALL THE RIGHT SIGNALS<sup>®</sup>**biamp.****BOSE**<sup>®</sup>**C2G**  
A brand of **Canon** **CHIEF**<sup>™</sup>**CHKISTIE**<sup>®</sup>  
CISCO**ClearOne.** **Comprehensive**  
CORPORATE COMPANY **CRESTRON.****DA-LITE**<sup>®</sup>  
**DRAPER**<sup>®</sup>**EPSON**<sup>®</sup>  
EXCEED YOUR VISION **Extron.**  
HARMAN  
A SAMSUNG COMPANY**HITACHI**  
Inspire the Next **LIBERTY**  
AV SOLUTIONS  
A SUBSIDIARY OF MESCO DISTRIBUTION, INC.**logitech** Microsoft  
Middle Atlantic Products **MITSUBISHI**  
MULTITACTION NanoLumens<sup>®</sup>**NEC** **ONELAN****Panasonic****peerless-AV**<sup>®</sup>**PLANAR**  
A LEYARD Company **poly** **PREMIER**  
MOUNTS **SALAMANDER**  
DESIGNS**SAMSUNG** **SENNHEISER****SHARP**<sup>®</sup>  
**SHURE**  
SOUND EXTRAORDINARY**SONY**<sup>®</sup>  
**WINDY CITY WIRE**<sup>®</sup>  
CABLE & TECHNOLOGY PRODUCTS, LLC

## AVI-SPL Corporate Certifications

We are authorized resellers of all products we sell. Our Preferred Partner Program ensures that we receive the best pricing, priority inventory, reduced shipping cost, and expedited warranty service. These benefits are passed on to you as an AVI-SPL customer.

A sampling of our manufacturers and certifications:

- AMX
- AVIXA
  - AV Provider of Excellence (APEX)
- Barco
- Biamp
- Bosch Security
  - Praesideo
  - Surveillance
  - Access Control
  - Network Video Recording
- C3
  - Accredited Employer
  - Craft Training Champion
- Chief
- Cisco - Premier Certified Partner
  - Cloud and Managed Services Premier Partner (CMSP)
  - Video and TelePresence as a Services (TPaaS)
  - TelePresence Video Master Partner ATP
  - Video Advanced Satellite Partner (Canada)
  - Video Advanced and Select Partner (U.K.)
  - Commercial Team Advisory Board for Collaboration
  - Advanced Collaboration Architecture Specialization
  - Express Foundation Specialization
  - Small and Midsize Business Specialization (Canada and U.K.)
- ClearOne
- Crestron
  - Elite Platinum Partner
  - Enterprise Alliance
- Crown
- Extron
- ISO 9001
- Kramer
- Microsoft
  - Gold Communications
  - Gold Project and Portfolio Management
  - Silver Windows and Devices
  - Surface Hub Authorized Reseller
- National Systems Contractor Association
  - Tier 4
- NEC
- Poly
  - Polycom Platinum Solution Advisor
- QSC
- Shure
- SMART
  - Platinum Service Partner
- Soundweb London
- Yamaha

## Employee Certifications

Our employees hold a wide range of certifications from industry and manufacturer partners. A highlight of these certifications is listed here. If you require a certification not listed here, or further documentation, we will provide it to you upon request.

- **AMX**
  - o ACE Certified (Expert: Integration, Digital Signage, Programming, Installation, Design, RMS)
- **Audinate**
  - o Dante Level 1 & 2
- **AVIXA**
  - o 567 employees- CTS
  - o 54 employees- CTS-D
  - o 106 employees- CTS-I
  - o 24 employees- (CTS-D and CTS-I)
- **Barco**
  - o Specialist -Transform-N
- **Biamp**
  - o Vocia
  - o Audia
  - o Tesira, TesiraFORTE, TesiraSERVER, TesiraLUX
- **Cisco**
  - o Certified Design Associate (CCDA)
  - o Certified Design Professional (CCDP)
  - o Certified Network Professional (CCNP), CCNP Voice (CCNP-V)
  - o Sales Expert
- **ClearOne**
  - o Technical Specialist
- **CompTIA**
  - o CompTIA Net+
  - o CompTIA A+
  - o CompTIA Security+
- **Crestron**
  - o Master Programmer
  - o Certified Crestron Programmer (CCP, Silver, and Gold)
  - o Crestron SIMPL# and SIMPL#Pro Certification
  - o Master Technology Architect
  - o Digital Media Networking Certification (M-NVX)
  - o DM Certified Designer– 4K (DMC-D-4K)
  - o DM Certified Engineer – 4K (DMC-E-4K)
  - o NVX
- **Extron**
  - o XTP Systems
  - o Certified Programmer
- **ITIL**
  - o V4
  - o IT Expert
- **ISF Imaging Science Foundation**
  - o Commercial Certification (ISF-C)
- **LEED**
  - o Advanced Professional
- **Microsoft**
  - o Certified Systems Engineer
  - o Certified Systems Administrator
  - o Certified Professional
  - o Surface Hub Installation, Configuration, Technical Support, and Sales
- **OSHA**
  - o 10 and 30-Hour Safety
- **Pexip**
  - o Certified Technology Expert
- **Project Management Institute**
  - o PMP
- **Polycom**
  - o PCVE
- **QSC**
  - o Q-SYS Level 1 & 2
- **Shure**
  - o Shure Systems Integration Level 1 & 2
- **SIP School**
  - o SSSA – SIP School Certified Associate (Voice over IP)



## Office Locations

### United States

#### **Arizona**

Phoenix  
Tucson

#### **California**

Berkeley  
Los Angeles  
Sacramento  
San Diego  
San Francisco  
Silicon Valley

#### **Colorado**

Denver  
Denver VNOG

#### **Florida**

Ft. Lauderdale  
Jacksonville  
Orlando  
Tampa (Global HQ)

#### **Georgia**

Atlanta

#### **Illinois**

Chicago

#### **Maryland**

Columbia

#### **Massachusetts**

Boston  
VideoLink Boston

#### **Michigan**

Detroit  
Grand Rapids

#### **Minnesota**

St. Paul

#### **Nebraska**

Omaha

#### **New Hampshire**

Nashua

#### **New Mexico**

Albuquerque

#### **New York**

New York

#### **North Carolina**

Charlotte  
Durham  
Greensboro

#### **Ohio**

Cleveland

#### **Pennsylvania**

Philadelphia  
Pittsburgh

#### **Tennessee**

Memphis  
Nashville

#### **Texas**

Austin  
Dallas  
Houston

#### **Utah**

Salt Lake City

#### **Virginia/DC**

Richmond  
Sterling  
Virginia Beach

#### **Washington**

Seattle

#### **Wisconsin**

Milwaukee

### Canada

#### **Alberta**

Calgary  
Edmonton

#### **Nova Scotia**

Halifax

#### **Quebec**

Montreal

#### **Ontario**

Ottawa  
Toronto

#### **Saskatchewan**

Saskatoon

#### **British Columbia**

Vancouver

### United Arab Emirates

Dubai

### United Kingdom

London  
(European Headquarters)

#### **Germany**

Frankfurt

### APAC

Hong Kong  
Singapore

## Client List

We value our clients' trust and strive to earn it at every level of service.

### Enterprise:



### Financial:



### Education:



### Government:



### Healthcare:



### Hospitality:



### Sports & Entertainment:



### House of Worship:



### Technology:



### Energy:



## Exclusive Programs

### Strategic Accounts Program

AVI-SPL's Strategic Accounts Program provides access to exclusive benefits and dedicated team members to ensure workplace technology success. This accredited and award-winning program's mission is to establish and maintain a trusted advisor business partnership that produces mutual innovation and value co-creation, resulting in measurably improved outcomes for our designated strategic accounts.

From C-level executive sponsorship to a dedicated global team of account management, program management, and service delivery, our team provides the partnership you need to achieve technology success for facilities and employees in any location. Our unique ability to combine global oversight with local resources, centralized planning, standards management, and 24x7 support provide the best possible client experience.

Awards from the Strategic Account Management Association include:

- Outstanding Program of the Year
- Best quantification of Customer Value Solutions
- Customer Impact through digitalization

### Self-Service Customer Purchasing Portals

AVI-SPL provides custom-branded, secure purchasing portals for our key accounts. Our team will customize your password-protected portal based on your specific business needs.

Self-service portals include:

- Place, track, and change orders
- Create document libraries
- Create and save technology standards or room templates
- Custom purchasing tools to:
  - Upload and submit purchase orders
  - Pay by credit card or purchase order
  - Place tax-exempt orders directly from the custom catalog
  - See order history
  - Track spending

We also support punchout and hosted catalogs to centralize your company's purchasing and invoicing. Our custom catalogs integrate with major e-procurement portals, including Ariba, SciQuest, Perfect Commerce, SAP and more.

## AVI-SPL in the Community

### Minority Business Enterprise (MBE) Outreach

AVI-SPL recognizes the need for diversity through maximizing MBE participation in all areas of our business operations.

AVI-SPL's Corporate Diversity Policy includes MBE outreach as well as financial support protocols.

AVI-SPL has identified a process to represent our Good Faith Effort to meet the MBE requirements set for our clients and our partners.

To reach these goals, we partner with associations that support MBE including:

- Professional Women in Construction (By State)
- Minority Supplier Development Council
- Association of Minority Contractors (By State)
- Division of Minority and Women's Business Development (By State)
- Equal Opportunity Review Commission (By State or City)

The minority firms we partner with can provide services and integration solutions. However, many of these firms lack the credit history that would allow them to bid on portions of the work that we do. They do not have the financial capacity to wait 30 to 60 days required for normal payment on large or continuous projects or opportunities.

In support of these partners, we offer:

- A lenient bonding position for MBE firms
- Assistance in payment terms
- Assistance in the accounts payable and purchasing areas

### Environmental and Sustainability Initiatives

AVI-SPL LLC is a digital enablement solutions provider that designs, deploys, integrates, manages, and supports on-site and cloud-based communications and collaboration technologies for organizations around the globe.

We employ over 3,000 people who work across more than 50 locations, including our physical office spaces, help desk facilities, and warehouses. The company does not manufacture technology, but we can provide sustainability information for supported manufacturers upon request.

As a company, we believe in corporate social responsibility and we uphold a set of core values to be good corporate citizens. We are committed to environmental sustainability and conduct our business in a manner consistent with responsible practices that contribute to reducing overall carbon footprint and protecting our environment.



## Initiatives and Processes

Through a multi-channel approach, we contribute to environmental sustainability in a variety of ways, including:

- **Technologies that reduce carbon emissions:** Enabling our own and our client's businesses with conferencing, collaboration, and event production technologies and infrastructure that eliminate the need for travel and associated carbon emissions.
  - Partnered with all major digital workplace systems manufacturers to design, deploy, and manage these systems for maximum return
- **Waste reduction and management:**
  - Providing service plans and preventative maintenance to extend the useful life cycle of technology deployments
  - Partnering with E-Smart Recycling to recycle end-of-life technologies and renew them to usable condition when possible; renewed technology is donated to after school programs
- **Innovation with features through AVI-SPL Symphony™ that enables greater sustainability actions:**
  - Enable analytics for carbon emissions saved via video conferencing usage.
  - Automated workflows that automatically power down meeting room and conferencing hardware when not in use to maximize energy savings; this is enabled through integration with room occupancy sensors and control systems
- **Ongoing sponsorship support** of industry-wide sustainability initiatives

Additionally, we are taking steps within our organization to promote internal corporate sustainability, including:

- Preferring resource-saving fixtures in our offices
- Utilizing building management tools to reduce energy usage
- Providing electric vehicle charging stations at many office facilities
- Company-wide days of service that include many environmental clean-up projects
- Reduction in use of plastic by providing filtered water stations and stainless steel water bottles

Understanding client needs regarding sustainability is crucial to our business success. Through our Customer Advisory Board, we directly solicit feedback from our clients on their goals, including environmental management. Applying this feedback to our designs, and providing it to our manufacturer partners directly, we shorten the product development loop to quickly bring energy-saving and sustainable products to market and utilization.

Technology only provides benefits when utilized. We are committed to growing our client's utilization of these technologies to provide full ROI of these systems, both financially and as part of their sustainability goals. From designing systems focused on the user experience, through Training and Adoption services to increase user comfort and knowledge, support policies that extend the useful life cycle of your systems, and our patented AVI-SPL Symphony user experience application, we promote sustainability throughout the full product life cycle. AVI-SPL Symphony provides proactive support to keep technologies online as well as actionable business intelligence demonstrating carbon and travel mile savings from video conferencing utilization.

Our corporate values include doing the right thing, and that includes working closely with our owner, architecture, and engineering partners to meet environmental goals. Our designers are trained in ensuring systems meet and exceed LEED standards when desired. Further, once a product reaches the end of its life cycle, we partner with E-Smart Recycling to reuse items in low-income after-school programs or recycle them once they are no longer useful. Learn more about our participation in this program [here](#).

AVI-SPL has taken a variety of steps to become a more sustainable company throughout our operations. We prefer resource-saving fixtures in our offices, such as replacing water fountains with reusable bottle fillers. Our offices utilize a

variety of energy-saving fixtures, including occupancy sensors that turn off lights and audiovisual equipment when a room is not being utilized. Many offices offer electrical vehicle charging stations, and we encourage alternative commuting options such as bicycling.

We look forward to a sustainable future. We are glad you are taking this step with us.

## Volunteer Initiatives

Since its founding, AVI-SPL has been committed to making a difference in the communities where we live and work, through both volunteer work and corporate donations. The AVI-SPL Community Relations Board meets on a monthly basis to share ideas about potential activities, generate strategic plans to maximize company effort and involvement and review incoming requests from within and outside of our organization to better our community. Some of the Community Relations Board outreach initiatives throughout the year include organizing food, clothing, toy and blood drives to support local charities, and assembling teams to work on Habitat for Humanity builds and food packaging events.



With support from AVI-SPL's executive management team, the AVI-SPL Employee Emergency Relief Fund was established as an independent non-profit organization; donations and distributions are tax deductible and tax; independent charter, board, and financials. Employees also donate PTO to a central pool for fellow employees to use in an emergency.

## Awards and Recognition

Our knowledge pool, ability to design and execute functional and appealing systems, and post-install support are second to none. We have received a wide range of industry and manufacturer recognition, including:

### 2021

- Partner of the Year Finalist -- Microsoft Surface Hub Reseller of the Year
- Commercial Integration BEST Award for Immersive Experience (Microsoft Welcome Wall)
- Strategic Account Management Association Excellence Awards, Outstanding Mature SAM Program
- Samsung Blue Partner of the Year, Display Awards

### 2020

- Systems Contractor News, Top 50 Systems Integrators, Ranked #1
- AV Awards, International Integrator of the Year
- IMCCA, UC Industry Impact Award
- Commercial Integrator BEST Award for Large-Scale Control System (AVI-SPL Symphony)
- rAVe Readers' Choice Awards, Favorite AV Dealer
- AVIXA AV Experience Awards, Best Collaborative Experience (Klarman Hall at Harvard Business School)
- Strategic Account Management Association Excellence Awards, Outstanding Young SAM Program

### 2019

- Systems Contractor News, Top 50 Systems Integrators, Ranked #1
- AV Awards, AV Management and Control Technology of the Year (AVI-SPL Symphony)
- AV Awards, International Integrator of the Year
- Strategic Account Management Association Excellence Awards, Outstanding Young SAM Program
- Systems Contractor News, Most Innovative IoT Product (AVI-SPL Symphony)
- Commercial Integrator, Integration Award for Top Campus Technology (Harvard)

### 2018

- Systems Contractor News Top 50 Systems Integrators, Ranked #1
- Commercial Integrator Integration Award for Best Meeting Room Project – Atmosphere Commercial Interiors
- Frost & Sullivan Global Managed Videoconferencing Service Growth Excellence Leadership Award
- Videxio Best Newcomer - Americas
- JLL Supplier of Distinction Award – Collaboration
- Samsung Platinum Partner of the Year
- Glassdoor Top 100 CEOs—John Zettel

### 2017

- Systems Contractor News Top 50 Systems Integrators, Ranked #1
- Commercial Integrator Integration Award for Best Corporate Campus Project—Zurich North America
- CRN Solution Provider 500, ranked #51



## Associations

To remain an industry-leading provider, AVI-SPL is a member of multiple trade groups and associations:



## Solutions for Every Digital Workplace Need

### Collaboration Needs to Feel Natural

Not everyone works and collaborates in the same way. In order to ensure your system works for you, our team starts every project with listening to your wishes and needs, observing your work styles, and understanding your institutional requirements and future needs. Only then do we begin to design a system centered around your organization's culture and business goals. When technology blends seamlessly with your preferences and workflows, your organization is empowered to work smarter and receive the full benefit of your technology investment.

A number of components combine in the modern office, classroom, or other tech-enabled space to improve user and business outcomes:

- **Team Collaboration**

The face-to-face conversations of a traditional video conference call is greatly improved when it includes the kind of real-time content collaboration that we expect from our UCC applications. Today's environment of multiple consumption methods – smartphone, laptop, or room-based system – require a robust yet flexible video and collaboration system that accommodates the real time collaboration. As experts in traditional video conferencing, we combine traditional installed systems with UCC cloud conferencing for the ultimate in stable, secure, and high-quality team collaboration.

- **Sound Systems**

“Can you hear me now” is great for commercials, but not so great when you are in a meeting and trying to work through an agenda. Our expert acoustic engineers will ensure that we are designing for the whole-room experience -- meeting volume needs and ensuring crisp, clear audio at every seat.

- **Combined AV + UCC Control and Management**

Gone are the days of fumbling through a variety of remotes and pushing buttons until you find the one works. Today's modern offices and classrooms have simple, combined interfaces to control your audio, video, meeting connection, wireless sharing, lights, shades, and more. We design full-room solutions that consider each of these elements and provide you with a single location to control room functions. These interfaces generally combine with your video conferencing systems, and many require just a single touch to join calls.

- **Enterprise Video**

Organizations that are empowered with enterprise video solutions and service can produce, distribute, manage, and analyze one-to-any live or on-demand video communications that inspire a video everywhere culture.

- **Digital Signage**

Digital signage has been shown to drastically improve engagement. Whether you are looking to communicate to your workforce, student population, or the general public, we design systems that reach your audience with scheduled and up-to-the-minute content. Our content team will work with your marketing and communications teams to ensure consistent, high-quality content is available to maximize your signage investment.

- **Holistic Approach to the Digital Workplace**

Collaboration is not limited to huddle spaces, labs, or offices. Common areas, break rooms, and lobbies are all part of the experience. From showstopping video walls in outdoor common spaces to sound masking in open offices, we create full building solutions that communicate your value and allow your collaboration to cross walls and oceans.

## Specialized Areas of Expertise

### Large Venues and Auditoriums

We design, build, and support solutions that meet the requirements of large-scale or engineering-intensive AV integration projects across a wide range of environments, including sports arenas and performing arts centers. We have the experience and leadership needed to work efficiently with the different trades on a job site so that our engineers can complete their work quickly and correctly.

#### Notable Qualifications

- NSCA Advanced Sound Design
- Track record of delivering solutions in highly complex, high-profile environments

### Network Operations Centers

AVI-SPL integrates video technology into mission-critical facilities for industries like aerospace, military, telecommunications, financial institutions, oil and gas, utilities, federal, state, and local governments and transportation. Our Control Room Group's whole-room approach takes into account sight lines, ergonomics, lighting, and types of information being monitored to create the right solution, within an environment that enables operators to have situational awareness so they can make timely decisions based on accurate, clearly presented information.

- Dedicated team of 50+ with certifications that include PMP, CTS, CTS-I, CTS-D and Top Security Clearance
- Manufacturer training in control system applications
- Active service of hundreds of control room installations across all vertical markets through 24/7/365 CRG help desk

### Advanced Visualization and Simulation

Our advanced visualization and simulation solutions immerse learners in a safe, shared virtual environments that generate detailed renderings of concepts and engineering diagrams for virtual-reality testing environments, high-definition exploration, training simulation, data visualization, product development, and model manipulation.

#### Notable Qualifications

- Dedicated team that focuses on what your organization wants to accomplish
- 50+ highly trained, highly skilled people with credentials that include PMP, CTS, CTS-I, CTS-D and Top Security Clearance, as well as specialty manufacturer training in visualization applications
- Wide range of products and expertise for multi-channel display and computer solutions to achieve high-fidelity images on virtually any screen shape. Our team helped create the largest medical school simulation practice in the U.S.

### Studio and Broadcast

AVI-SPL can produce your company's next all-hands town hall meeting; create exciting and compelling video content for your digital signage implementations; design, install and operate a state-of-the-art broadcast studio facility; or develop and produce branded communications for your organization that empowers you to reach a generation raised on YouTube and social media.

#### Notable Qualifications

- AVI-SPL company VideoLink specializes in live TV production and branded content – 8,000 TV interviews a year.
- Remote or on-site management of studio technology, including full-time on-site production support.
- HD and 4K live broadcast and post-production. Deep expertise in transmission.
- Patented ReadyCam Studio enables users to deploy and scale a remotely controlled, customized corporate video network that delivers low-latency, high-definition video anywhere in the world so you can respond to live TV requests and distribute executive communications.

### Government Contract Sales

AVI-SPL has a variety of federal and state contracts to provide product sales, installation, and support. If your purchase requires any contract compliance, we will fully comply with those terms. If you require a contract for which we are not listed, please contact us to discuss other purchasing options.

## Integration Inclusions & Exclusions

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### Inclusions

The following items are INCLUDED in this proposal unless specifically noted otherwise within this proposal document or scope of work statement:

- All equipment, wire and accessories required for a fully functional audio/visual system per the agreed upon scope of work.
- Non-union labor associated with audio/visual system engineering, installation, programming and testing.
- Documentation package including complete as-built AV system diagrams and manufacturer's operation manuals.
- Coordination and cooperation with the construction team in regards to installing the system.
- User demonstration of full AV system operation for final sign-off.

Any additional trips, labor or materials due to failure of the other work forces to have the audiovisual system rough-in work completed as anticipated and previously confirmed, will be added to the project billing as required.

Unless otherwise agreed in writing by AVI-SPL, all work performed by AVI-SPL will take place between the hours of 8:00 a.m. and 6:00 p.m. local time, Monday through Friday, excluding public and bank holidays. If AVI-SPL is required to perform work outside of these hours, customer will be charged AVI-SPL's standard overtime rates. Any changes in the hours or days of performance must be agreed to in writing by AVI-SPL.

Where applicable, the owner's architect will provide AVI-SPL's engineering department with all required architectural floor, reflected ceiling, building elevation, and section plans in AutoCAD® format at no charge to AVI-SPL.

### Exclusions

The following items are EXCLUDED from this proposal unless specifically identified otherwise within this proposal document or scope of work statement.

- All conduits, high voltage wiring panels, breakers, relays, boxes, receptacles, etc. Any related electrical work including but not limited to 110VAC, conduit, core drilling, raceway and boxes.
- Voice/data cabling, IE analogue phone lines, ISDN lines, network ports, etc.
- Network connectivity, routing, switching and port configuration necessary to support audiovisual equipment.
- Concrete saw cutting and/or core drilling.
- Fire wall, ceiling, roof and floor penetration, patching, removal or fire stopping.
- Necessary sheet rock replacement, ceiling tile, T-bar replacement and/or wall/ceiling repair.
- Any and all millwork (moldings, trim, etc.). All millwork or modifications to project millwork/furniture to accommodate the AV equipment is to be provided by others.
- Painting, patching or finishing of architectural surfaces.
- Permits (unless specifically provided for elsewhere in this proposal document or scope of work statement).
- Engineered (P.E.) seals and/or stamped structural/system details.
- HVAC and plumbing relocation.
- Rough-in, bracing, framing or finish trim carpentry for installation.
- Cutting, structural welding, or reinforcement of structural steel members required for support of assemblies, if required.
- Owner furnished equipment or equipment furnished by others that is integrated into the systems (as described above) is assumed to be current, industry acceptable and in good working order. If it is determined that this equipment is faulty upon installation, additional project charges may be incurred.
- Additional or specific manufacturer's "User Adoption" training.
- Additional costs for union labor.

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## General Terms and Conditions

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### 1. Applicability of Terms

1.1 These General Terms and Conditions (together with any addenda attached hereto and incorporated herein by this reference, the "Terms and Conditions") and the accompanying Audiovisual Solutions Proposal (the "Proposal") are the only terms and conditions which govern the sale of the equipment and any related software (the "Products") and services (the "Services") specified in the Proposal by AVI-SPL LLC ("Seller") to the buyer/customer identified in the Proposal ("Buyer"). Seller and Buyer may be individually referred to as a "Party" and collectively as "Parties."

1.2 The Terms and Conditions and the Proposal (collectively, the "Agreement") comprise the entire agreement between the parties, and supersede all prior or contemporaneous understandings, agreements, negotiations, representations and warranties, and communications, both written and oral. In the event of a conflict or inconsistency between the General Terms and Conditions and any addendum, the addendum shall prevail to the extent of such conflict or inconsistency. In the event of a conflict between the Terms and Conditions and the Proposal, the Terms and Conditions shall prevail to the extent of such conflict or inconsistency. Notwithstanding anything herein to the contrary, if a master services agreement signed by both Parties is in effect covering the sale of the Products and Services that are the subject of the Proposal, the terms and conditions of said agreement shall prevail to the extent they conflict or are inconsistent with these Terms and Conditions.

### 2. Acceptance and Modification of Terms

2.1 This Agreement shall not be binding upon Seller until accepted by Buyer as set forth in this sub-Section 2.1 and the earlier of Seller's confirmation in writing of Buyer's order and Seller's performance under the applicable Proposal. Buyer's signed acceptance of the Agreement, issuance of order against the Agreement, payment for any of the Products or Services contained in the Agreement, or receipt of the Products or Services contained in the Agreement, whichever occurs first, shall constitute Buyer's acceptance of this Agreement.

2.2 Any modification, addition to, or waiver of any of this Agreement shall not be effective unless in writing and signed by an authorized representative of Seller, and any different or conflicting terms appearing in Buyer's purchase order or other documents are expressly rejected by Seller. No relaxation, forbearance or indulgence by a Party in enforcing any of the terms and conditions of this Agreement or the granting of any time to the other Party shall prejudice or restrict the rights and powers of a Party hereunder, nor shall waiver of any breach hereof operate as a waiver of any subsequent or continuing breach hereof.

### 3. Delivery

3.1 Seller will use its best efforts to deliver the Products in accordance with the Buyer requested delivery date, subject to receipt of all necessary information from Buyer and Buyer's compliance with Seller's reasonable instructions for site readiness. Shipping and installation dates are approximate only, and Seller shall not be liable for failures of or delays in manufacture, delivery or installation resulting from any cause or causes beyond its reasonable control and without its fault or negligence.

3.2 Any delay due to causes beyond Seller's reasonable control and without Seller's fault or negligence shall extend delivery and installation dates to the extent caused thereby. Seller will use reasonable efforts to timely notify Buyer in the event of a delay. Buyer shall reimburse the Seller its reasonable additional expenses resulting from any Buyer-caused delay. When delivery of the Products is delayed at the request of the Buyer and the Products have already been shipped by Seller's vendor, Seller will place the Products in storage and invoice Buyer the price of such Products, which will be promptly paid. Seller shall not be liable, and the Buyer shall have no right to cancel or rescind this Agreement, in the event of any delay due to causes beyond Seller's reasonable control and without Seller's fault or negligence, and Buyer shall accept such delayed performance by Seller. The Buyer's receipt of the Products shall constitute a waiver of any claims for delay.

### 4. Billing and Payment Terms

Unless otherwise agreed in writing by Buyer and Seller in the Proposal, the total Proposal price, excluding the price for Stand-alone Services (as defined in this section), shall be billed as follows, subject to continuing credit approval: 50% down payment at time of order, 40% upon delivery at Seller; 10% upon project completion and Buyer sign-off or first beneficial use, whichever occurs first, payable net 30 from Buyer's receipt of invoice. For purposes of this Agreement, "Stand-alone Services" means any Services not attached to an installation project. Unless otherwise specified in the Proposal, Products are sold F.O.B. origin-Buyer to pay all shipping charges. If this Proposal covers Products or Services for more than one system, room, suite, or location, for purposes of payment in accordance with payment terms stated on the face hereof each room, suite, or location shall be treated as if the subject of a separate sale and payment made accordingly. Unless otherwise specified in the Proposal, all pricing and amounts are in US Dollars and all billing and payment shall be made in US Dollars.

### 5. Buyer in Arrears or Default

In the event Buyer is in arrears with any payment due from it to Seller at any time, whether in respect of the Proposal price or any other amount due from the Buyer to the Seller under the terms of this Agreement, the amount in arrears shall bear interest at the rate of 1.5% per month or the maximum rate permitted by applicable law, whichever is less, as from the date each amount falls due, pending actual payment thereof in full, without prejudice to any relief or remedy available to Seller. Upon notice to Buyer and without waiving any other rights or remedies to which it may be entitled, Seller shall have the right to suspend or terminate performance of the Services or delivery of the Products until payment of the amount in arrears is received, decide not to fulfill additional orders from Buyer and/or seek collection of all amounts due. Seller shall have no liability to Buyer for any such suspension or termination. In the event of any action by Seller to collect any amount not paid when due, Buyer will reimburse Seller for its costs of collection (including, without limitation, any reasonable attorneys' fees). In the event of Buyer's default, Seller may also, without notice, peaceably enter any premises in which the Products are located and remove, hold and sell them in accordance with applicable law, to satisfy in whole or in part Buyer's obligations.

### 6. Title and Risk of Loss

6.1 Title to the Products shall pass to Buyer upon delivery, subject to the manufacturer's or Seller's software license (if applicable) and a purchase money

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security interest retained by Seller in the Products sold and the proceeds thereof until payment of all amounts then due to Seller. Seller shall be entitled to remove the Products from the Buyer's premises if all payments are not made when due. Buyer agrees to reasonably cooperate with Seller in the execution and filing of financing statements under the Uniform Commercial Code or other documents as Seller reasonably requests to protect its security interest.

6.2 Risk of loss or damage to the Products or any part thereof shall pass to the Buyer upon delivery.

## 7. Installation and Site Preparation

7.1 Installation (e.g. field assembly, interconnection, equipment calibration and checkout) is to be performed by the Seller's trained technical employees. The Seller shall be entitled to employ subcontractors and/or agents to assist in or carry out, in whole or in part, the installation. In the event installation by Seller employees is prevented by trade unions, the Buyer shall arrange with the trade unions at its own expense to complete installation. The Seller is thereafter liable only for engineering supervision of installation.

7.2 The Seller shall reasonably coordinate and cooperate with other trades to facilitate satisfactory work progress. If the Seller's work in progress is impeded by other trades and/or contractors (excluding the Seller's own subcontractors) or by scheduling delays due to the Buyer, time delays in the final installation as well as additional charges, including labor, travel and other reasonable expenses, may result.

7.3 The Buyer shall be responsible for preparing, at its own expense, the installation site in accordance with the Seller's reasonable instructions, including the requirements specified in the Proposal. In no event shall the Seller be responsible for any high voltage electrical work, ceiling modifications, structural modifications, or mechanical systems modifications. Unless otherwise agreed in writing in the Proposal, Buyer shall provide the Seller with source code for any non-Seller programmed remote control system required to be modified under the terms of this Agreement.

## 8. Access to Project Site

8.1 The Buyer shall provide the Seller with reasonable access to the installation site before delivery, for purposes of determining site readiness for installation, and shall designate an individual on Buyer's staff to serve as a contact person for all site preparation and installation issues. Buyer shall provide the Seller with free access to the installation site for the purpose of preparation for installation.

8.2 Buyer shall obtain at its expense and keep effective all permissions, licenses, and permits whenever required in connection with the installation and/or use of the Products and the premises where the Products shall be situated.

## 9. Warranty

9.1 Seller warrants that:

(a) Immediately prior to delivery, it had good title to the Products, free from any lien or encumbrance unless otherwise specified;

(b) For a period of ninety (90) days from delivery and acceptance of the Products and Services, or, with respect to Products manufactured by a third party, such longer period of time provided by such manufacturer, the Products and Services will (i) be free from defects in materials or workmanship and (ii) conform to the requirements of the Proposal, including any instructions, specifications and documentation incorporated therein;

(c) It is in compliance with all applicable federal, state and local laws, regulations and standards relating to the sale and transportation of the supplies or items, and provision of the Products including all applicable U.S. and foreign anti-corruption laws, including without limitation, the U.S. Foreign Corrupt Practices Act ("FCPA"); and

(d) With respect to Services, Seller's personnel shall possess the requisite level of training, skill and experience to address the requisite tasks efficiently and will perform the Services provided hereunder in a professional and workmanlike manner consistent with generally accepted industry standards.

9.2 Seller shall not be liable for nor have any warranty obligations with respect to Products that are in any way misused, altered and/or repaired by someone other than a representative of the Seller which, within the sole, reasonable judgment of the Seller, results in an adverse effect, including effects upon performance or reliability of the Products.

9.3 In order to make a warranty claim, Buyer shall promptly notify Seller in writing and Seller will, subject to the applicable manufacturer's warranty policy, repair or replace such defective Product at no cost to Buyer. Seller will attempt to reply to warranty claims received from Buyer prior to 1:00 p.m. within forty-eight hours. Normal working hours are 8 a.m. to 5 p.m., Monday through Friday, excluding legal holidays. Buyer shall reasonably and promptly cooperate with Seller's request for information regarding the claim and with return of the defective Product if required.

9.4 Except as otherwise specified in this Agreement, no warranty whatsoever is provided by the Seller hereunder as to Products manufactured by anyone other than the Seller, including but not limited to, cables, lamps, batteries, glassware, and evacuated devices (including valve, cathode ray tubes, and other special electron tubes). Seller's sole obligation with respect to Products manufactured by someone other than Seller shall be to pass through the applicable warranties, if any, provided by the manufacturer. THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN OR ORAL, IMPLIED OR STATUTORY. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

## 10. Buyer Responsibilities

Buyer or any user of the Products shall (i) notify Seller as soon as any unusual operating peculiarity appears, and (ii) operate the Products in a safe and competent manner in strict compliance with the Product specifications and operating procedures and applicable laws and government regulations. In the event the Buyer or any user of the Products fails to comply with this Section 10, Seller's warranties and its obligations hereunder shall terminate without notice to Buyer.

## 11. Limitation of Liability and Exclusion of Damages

TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR INDIRECT DAMAGES, LOST BUSINESS PROFITS, OR LOSS, DAMAGE OR DESTRUCTION OF DATA, ARISING OUT OF OR IN ANY WAY RELATED TO THIS AGREEMENT AND THE RELATIONSHIP AND/OR DEALINGS BETWEEN BUYER AND SELLER, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), BREACH OF WARRANTY OR OTHERWISE, EVEN IF SUCH PARTY HAS BEEN ADVISED AS TO THE POSSIBILITY OF SAME. EXCEPT FOR SELLER'S GROSS NEGLIGENCE, WILLFUL MISCONDUCT OR FRAUD, SELLER'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL NOT EXCEED THE TOTAL AMOUNT PAID OR PAYABLE BY BUYER UNDER THIS AGREEMENT. THE ABOVE LIMITATION WILL APPLY WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY.

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## 12. Taxes

12.1 Any and all taxes levied or based on the prices in this Agreement, or the Products being sold hereunder, exclusive of any taxes based on net income, shall be added to the purchase prices set forth in the Proposal, except to the extent the Buyer provides the Seller with a valid tax exemption certificate approved by Seller.

12.2 All payments to be made hereunder shall be made in cleared funds, without any deduction or set-off and free and clear of and without deduction for or on account of any taxes, levies, imports, duties, charges, fees and withholdings of any nature now or hereafter imposed by any governmental, fiscal or other authority save as required by law. If Buyer is compelled to make any such deduction, it will pay to Seller such additional amounts as are necessary to ensure receipt by Seller of the full amount which Seller would have received but for the deduction.

## 13. Confidentiality

13.1 Each Party may from time to time during the Agreement, in the course of discussions or dealings with each other, receive or learn, orally, visually or through any tangible medium, certain information regarding the other Party's business, including but not limited to, its products, inventions, operations, methodologies, systems, processes, product development plans or intentions, know-how, designs, trade secrets, market opportunities, business or financial affairs, and technical, marketing, financial, employees, planning, intellectual property and other confidential or proprietary information ("Confidential Information"). Confidential Information does not include, and the restrictions in this Agreement shall not apply with respect to, information (i) possessed by or independently developed by the receiving Party prior to any disclosure, (ii) obtained from sources other than the disclosing Party, which sources had no obligation of confidentiality to disclosing Party with respect to the Confidential Information, or (iii) which is within the public domain when disclosed or becomes part of the public domain after disclosed to the receiving Party without fault on the part of the receiving Party. Seller's Confidential Information also includes the terms of this Agreement.

13.2 The Confidential Information of a Party belongs to that Party. The receiving Party will not disclose the Confidential Information of the disclosing Party to any third party without the disclosing Party's prior written consent. The receiving Party will not use the Confidential Information of the disclosing Party for any purpose not expressly permitted by this Agreement or to carry out the Services or the sale of Products, and will disclose the Confidential Information of the disclosing Party only to the employees or contractors of the receiving Party who have a need to know such Confidential Information for purposes of carrying out the Services or the sale of Products and who are under a duty of confidentiality no less restrictive than the receiving Party's duty hereunder. Receiving Party will protect the disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner as the receiving Party protects its own confidential or proprietary information of a similar nature and with no less than reasonable care.

13.3 Receiving Party will, upon completion or termination of this Agreement or promptly upon request from the disclosing Party, return or destroy all Confidential Information of the disclosing Party, including any documents or materials that contain any Confidential Information of the disclosing Party. Notwithstanding anything to the contrary in this Agreement, the receiving Party (i) may retain one (1) copy of the disclosing Party's Confidential Information solely for archival, audit, disaster recovery, legal or regulatory purposes and (ii) will not be required to search archived electronic back-up files of its computer systems for the disclosing Party's Confidential Information in order to purge the disclosing Party's Confidential Information from its archived files; provided, however, that the receiving Party must (i) maintain its confidentiality under this Agreement as if it were still in effect, and

(ii) not use the retained Confidential Information of the disclosing Party for any other purpose.

13.4 The Parties recognize that a violation of this Section 13 can cause irreparable harm to the business of the disclosing Party that could not be adequately compensated by the payment of money damages and agree that the disclosing Party may seek injunctive relief against any actual or threatened breach of this Section 13 in addition to any other available legal and equitable remedies. The prevailing Party in any action to enforce this Section 13 shall be entitled to recover from the non-prevailing Party reasonable attorneys' fees in addition to other relief granted in such action.

## 14. Force Majeure

Except for payment for amounts due under the Agreement, neither Party will be liable to the other for delays or failures to perform occasioned by causes beyond its reasonable control and without its fault or negligence. Such acts or events shall include but not be limited to, acts of God, civil or military authority, civil disturbance, riot, fire, strikes, lockouts or slowdowns, factory or labor conditions, inability to obtain necessary labor, materials or manufacturing facilities, and delayed issuance of export control licenses. In the event of such delays or failures to perform, any dates or times by which either Party is otherwise scheduled to perform shall be extended automatically for a period of time equal in duration to the additional time required because of the delay or failure to perform. The Party claiming force majeure shall promptly inform the other Party of any event of force majeure, and its expected duration and cessation. The Party claiming force majeure shall use its best efforts to mitigate such effects to the extent reasonably practicable.

## 15. Return/Cancellation Policy

In the event Buyer wishes to return, cancel, exchange or terminate any Products based on reasons outside of Seller's control, including but not limited to Buyer's cancellation or termination of this Agreement or any portion thereof for its convenience, Buyer agrees, in addition to any other amounts due under this Agreement, to reimburse Seller at cost for (i) any and all third party cancellation/restocking fees incurred by Seller and (ii) where applicable, return shipping costs. Buyer understands and agrees that Seller may be unable to return certain Products to the manufacturer for a full refund or payment of a cancellation/restocking fee, including but not limited to Products that are custom or semi-custom, Products that have been removed from their original packaging and Products that have been in the possession of Buyer or stored by Seller for Buyer for an extended period of time. If Buyer wishes to return, cancel, exchange or terminate a Product due to reasons outside of Seller's reasonable control and Seller is unable to return the Product to the manufacturer for refund of full Product price or payment of a cancellation/restocking fee, Buyer shall be responsible for paying Seller the full Product price. If the non-returnable Product is in Seller's possession or is in transit from Seller's manufacturer, Seller will, if requested by Buyer within ten (10) days of Buyer's notice of return/cancellation/exchange/termination, deliver the Product to Buyer within a reasonable period of time following Buyer's payment of the full Product price and shipping costs.

## 16. Termination

16.1 Seller may, without prejudice to any rights or remedies available to Seller under this Agreement, at law or in equity, terminate this Agreement immediately for cause in the event Buyer breaches a material term of this Agreement (it being understood that Buyer's payment obligations shall constitute a material term) and such breach is not cured within thirty (30) days after written notice thereof. Seller may also, without prejudice to any rights or remedies available to Seller under this Agreement, at law or in equity, terminate this Agreement immediately for cause upon written

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notice if Buyer: (i) breaches a material term of this Agreement and such breach is incapable of cure, (ii) fails on multiple occasions to pay any amounts when due, (iii) is declared insolvent or adjudged bankrupt by any court of competent jurisdiction, or (iv) makes an assignment for the benefit of creditors, or a petition in bankruptcy or reorganization or an arrangement with creditors is filed by or against Buyer and not dismissed within thirty (30) days. Upon Seller's termination of this Agreement for cause, without waiving or otherwise limiting any other remedies available to Seller under this Agreement, at law or in equity, Buyer shall become immediately liable for any outstanding charges for Products delivered and/or Services performed up to the date of termination, any third party restocking/cancellation fees incurred by Seller, and any interest on any and all past due charges as set forth in this Agreement.

16.2 Buyer may, without prejudice to any rights or remedies available to Buyer under this Agreement, at law or in equity, terminate this Agreement immediately for cause in the event Seller breaches a material term of this Agreement and such breach is not cured within thirty (30) days after written notice thereof. Buyer may also, without prejudice to any rights or remedies available to Buyer under this Agreement, at law or in equity, terminate this Agreement immediately for cause upon written notice if Seller: (i) breaches a material term of this Agreement and such breach is incapable of cure, (ii) is declared insolvent or adjudged bankrupt by any court of competent jurisdiction, or (iii) makes an assignment for the benefit of creditors, or a petition in bankruptcy or reorganization or an arrangement with creditors is filed by or against Buyer and not dismissed within thirty (30) days.

16.3 Buyer may, upon written notice to Seller, terminate this Agreement for its convenience provided, however, that Seller shall be paid for all Products delivered and Services performed up to the effective date of termination (less amounts already paid) plus reimbursed at cost for any third party restocking/cancellation fees and, where applicable, return shipping costs, in accordance with Section 15. For any non-returnable items, Buyer shall pay Seller for the full Product price and, where applicable, shipping costs, in accordance with Section 15.

16.4 Upon any expiration or termination of this Agreement, in addition to any other provisions of this Agreement that state survival after termination or expiration of this Agreement, and notwithstanding expiration, completion or termination of this Agreement, the Parties shall continue to be bound by the provisions of this Agreement that, by their nature, shall survive such completion or termination, including without limitation provisions relating to warranties, governing law and jurisdiction, and confidentiality.

**17. Governing Law and Jurisdiction**

17.1 This Agreement shall be interpreted in accordance with and governed in all respects by the laws of the State of Florida without giving effect to its conflicts of law rules. Any dispute related to, arising out of, or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts in Hillsborough County, Florida and the United States District Court for the Middle District of Florida. In the event of legal proceedings arising out of or relating to this Agreement, the prevailing Party, as determined by the court, shall be entitled to recover, from the non-prevailing Party, reasonable costs suffered or incurred in connection with such proceedings including, but not limited to, court fees, attorneys' fees, expenses and costs of investigation and court.

17.2 TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS, SELLER AND BUYER EACH WAIVE ANY RIGHTS WHICH EITHER MAY HAVE TO TRIAL BEFORE A JURY OF ANY DISPUTE ARISING FROM, OR RELATED TO, THIS AGREEMENT. SELLER AND BUYER FURTHER STIPULATE AND CONSENT THAT ANY SUCH LITIGATION BEFORE A COURT OF COMPETENT JURISDICTION SHALL BE NON-JURY.

**18. Miscellaneous**

18.1 The Proposal shall be firm for the period shown on the face of the Proposal, subject to withdrawal or change by the Seller upon notice at any time prior to Buyer's acceptance. Notwithstanding the foregoing, the Seller shall have the right to amend the price of the Products to reflect current conditions that affect the price, including increase in raw material prices, and tariffs that had not been imposed at the time this Agreement was submitted to Buyer.

18.2 In providing the Products, Seller shall be deemed to be an independent contractor and its personnel and representatives shall not act as nor be Buyer's agents or employees. Seller shall have complete charge and responsibility for personnel employed or engaged by Seller.

18.3 Buyer may not assign any of its rights or obligations under this Agreement, including by purchase, merger or operation of law, without the prior written consent of Seller, which consent shall not be unreasonably withheld or delayed. Seller may assign this Agreement to any of its affiliates or any successor of all or substantially all of its business. Any attempted assignment or transfer in violation of this sub-Section 18.3 shall be null and void.

18.4 If any provision of this Agreement shall be held to be invalid, illegal, or unenforceable, the remaining terms of this Agreement shall in no way be affected or impaired.

**Buyer Acceptance**

\_\_\_\_\_  
Signed Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Printed Name, Title

\_\_\_\_\_  
Date

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## Addendum to General Terms and Conditions – Software License

The following terms supplement and modify the General Terms and Conditions as they apply to Seller's provision of control system integration and programming as more particularly described in this Addendum and the Proposal. Any capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the General Terms and Conditions.

### 1. License Grant and Ownership

1.1 Seller hereby grants to Buyer a worldwide, perpetual, non - exclusive, non - transferable license to all Software for its use in connection with the establishment, use, maintenance and modification of the control system implemented by Seller. The term "Software" for the purposes of this Software License shall refer to all source code, executable object code, and the patches, scripts, modifications, enhancements, designs, concepts or other materials that constitute the software programs necessary for the proper function and operation of the control system as delivered by Seller and accepted by Buyer.

1.2 Except as expressly set forth in this paragraph, Seller shall at all times own all intellectual property rights to the Software. Any and all licenses, product warranties or service contracts provided by third parties in connection with the Software or control system in which such Software is implemented shall be delivered to Buyer for the sole benefit of Buyer.

1.3 Buyer may supply to Seller or allow Seller to use certain proprietary information, including service marks, logos, graphics, software, documents and business information and plans that have been authored or pre-owned by Buyer. All such intellectual property shall remain the exclusive property of Buyer and shall not be used by Seller for any purposes other than those associated with delivery of the control system.

### 2. Copies, Modification and Use

2.1 Buyer may make copies of the Software solely for archival purposes and as required for modifications to the control system in which such Software is implemented. All copies and distribution of the Software shall remain within the direct control of Buyer and its representatives.

2.2 Buyer may make modifications to the source code version of the Software, if and only if the results of all such modifications are applied solely to the control system in which the Software is implemented. In no way does this Software License confer any right in Buyer to license, sublicense, sell, or otherwise authorize the use or distribution of the Software, whether in executable form, source code or otherwise, by any third parties, except in connection with the use of the control system for Buyer's internal business needs.

2.3 All express or implied warranties relating to the Software shall be deemed null and void in case of any modification to the Software made by any party other than Seller or Seller's authorized personnel.

### 3. Warranties and Representations

3.1 the Software and all intellectual property therein, are original to Seller or its third party licensors; and

3.2 the Software, as delivered by Seller as part of the control system, will not infringe or otherwise violate the intellectual property rights of any third party.

### 4. Indemnification

4.1 Seller hereby indemnifies and shall defend and hold harmless Buyer, its parent companies and its and their subsidiaries, affiliates, officers, directors, employees, agents and subcontractors from and against all liability, damages, loss, cost or expense, including but not limited to reasonable attorneys' fees and expenses, arising out of or in connection with any third party claims that the Software as delivered by Seller or any intellectual property therein infringes or otherwise violates any rights of any such third party. In no event will Seller have any obligations under this provision in the event such infringement results from (i) use of the Software or control system in which it is implemented in violation of this Software License, (ii) modification or alteration of the Software or the control system in which it is implemented by someone other than Seller or Seller's authorized personnel, (iii) content or specifications provided by Buyer, or (iv) use of the Software or control system in which it is implemented in combination with any other software, hardware, services or other materials other than as provided by Seller or authorized in the applicable manufacturer specifications.

4.2 Buyer hereby indemnifies and shall defend and hold harmless Seller, its parent companies and its and their subsidiaries, affiliates, officers, directors, employees, agents and third party licensors from and against all liability, damages, loss, cost or expense, including but not limited to reasonable attorneys' fees and expenses, arising out of or in connection with any third party claims that Buyer's use of the Software in contravention of the grant of rights in this Software License infringes or otherwise violates any rights of any such third party.

4.3 Upon the assertion of any claim or the commencement of any suit or proceeding against an indemnitee by any third party that may give rise to liability of an indemnitor hereunder, the indemnitee shall promptly notify the indemnitor of the existence of such a claim and shall give the indemnitor reasonable opportunity to defend and to settle the claim at its own expense and with counsel of its own selection. The indemnitee shall cooperate with the indemnitor, shall at all times have the full right to participate in such a defense at its own expense and shall not be obligated, against its consent, to participate in any settlement which it reasonably believes would have an adverse effect on its business.

### 5. Term and Termination

This Software License will automatically terminate upon the disassembly of the control system in which the Software is implemented, unless the control system is reassembled in its original configuration in another location. Seller may terminate this Software License upon notice for Buyer's failure to comply with any of the terms set forth in this Software License. Upon termination, Buyer is obligated to immediately destroy the Software, including all copies and modifications.

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## **Addendum to General Terms and Conditions – Global Chip Shortage**

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Due to global semiconductor chip shortages, Seller is experiencing longer than normal lead times on equipment. As a result, Seller cannot guarantee lead times on equipment and will not be liable for any delays in equipment delivery to the extent caused by such shortages. However, Seller is working with its global suppliers on a daily basis to understand the impact of this chip shortage on delivery timelines and will use reasonable efforts to keep Buyer apprised of anticipated delivery timelines and delays. Should Buyer elect to purchase equipment immediately upon placement of order to mitigate delays, Seller will immediately bill Buyer upon placement of such order and Buyer shall pay for such equipment within the payment terms (e.g. net 30) specified herein, regardless of any other agreed upon billing terms or billing terms specified herein. AVI-SPL will store such equipment in its warehouse until delivery to Buyer. Warranty on such equipment shall commence upon delivery of the equipment to AVI-SPL's warehouse, notwithstanding any other agreed upon warranty terms or warranty terms specified herein.

## Addendum to General Terms and Conditions - Support and Maintenance Services

The following terms supplement and modify the General Terms and Conditions as they apply to Seller's provision of support and maintenance services as more particularly described in this Addendum and the Support and Maintenance Services Description (collectively, the "Services"). Any capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the General Terms and Conditions.

### 1. Definitions

This Addendum contains defined terms and acronyms. The following definitions shall apply:

"Help Desk" means Seller's 24x7 global help desk as described in the Support and Maintenance Services Description and this Addendum;

"In-Warranty Hardware" means the covered equipment has an active, Manufacturer or third-party sponsored warranty program that can be exercised by the Buyer or by the Seller on behalf of the Buyer;

"Manufacturer" means an entity that produces hardware and / or software;

"Out-of-Warranty Hardware" means the covered equipment does not have an active, Manufacturer or third-party sponsored warranty program that can be exercised by the Buyer or by the Seller on behalf of the Buyer;

"Software Options" means optional functionality or features of software that may be selected at the time of purchase or later, and for which separate charges are assessed;

"Software Update" means software for which the Manufacturer has provided fixes or minor revisions to correct errors or defects in the existing operation of the software in accordance with the published product specifications, and which is limited to those updates that the Manufacturer generally provides to its customers at no charge. Software Updates do not include Software Upgrades or Software Options;

"Software Upgrade" means new releases of the software which contains enhancements improving the functionality or capabilities of the software, which Manufacturer may make available to its customers. Software Upgrades do not include Software Options; and

"Support and Maintenance Services Description" means that portion of the Proposal detailing the Services being purchased by Buyer.

### 2. Services Description

The Services purchased by Buyer are detailed in the Support and Maintenance Services Description.

### 3. Services Orders

Following Seller's order confirmation, Buyer agrees to provide a contact name, contact email address, and telephone number at the service location(s). Standard response times and service level agreements are not guaranteed until such information is received by the Help Desk.

Products specifically identified in the proposal will be eligible for Services. If Buyer elects to purchase any additional or optional services or features, additional fee(s) will be invoiced separately with payment terms as specified for such services.

### 4. Services Term

The Services shall commence upon installation project completion or, for Stand-alone Services, upon Seller's confirmation of Buyer's order, and shall continue for the term

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specified in the Proposal, unless earlier terminated. Installation projects containing multiple phases or being performed over extended periods may include multiple completion milestones / service commencement dates. The Services shall expire at the conclusion of the term specified in the Proposal, unless earlier terminated. Notwithstanding anything to the contrary in the Terms and Conditions, Seller reserves the right to postpone commencement of the Services, upon written notice to Buyer, in the event of any delays that prevent Seller from commencing the Services on the original commencement date. In such case, Seller will provide a new Services commencement date and the term of the Services will commence as of that date and continue for the term specified in the Proposal, notwithstanding any specific dates contained in the Agreement or any other purchase documents. Invoicing and payment will be adjusted to align with the new commencement date of the Services.

### 5. Services Availability

Help Desk remote support is available on a 24x7 basis.

Unless otherwise noted in the Support and Maintenance Services Description, the Seller's field service technicians are available Monday through Friday from 8 AM to 5 PM local standard time, excluding legal holidays. For Buyers with service locations in the United Arab Emirates, the Seller's field service technicians are available Sunday through Thursday from 8 AM to 5 PM local standard time, excluding legal holidays.

Requirements to provide Services prior to or after the agreed upon hours of support must be agreed to by both Parties in advance and in writing and additional fees may apply.

### 6. Third Party Services

Seller may make third party services available to Buyer. Seller offers no guarantees and assumes no responsibility or liability of any kind with respect to third party services.

### 7. Software Updates, Upgrades, and Options

The Help Desk will assist with the provision of Software Updates, Upgrades, or Options when necessary to resolve a reported issue and when made available by the Buyer or Manufacturer. Depending on Services elected, additional charges may apply for proactive management of Software Updates, Upgrades, or Options and when specialist or onsite support of these activities is requested or required. Seller will not be liable for any issues, damages or disruption arising from a Software Update, Upgrade, or Option released by a third party.

### 8. Replacement Parts

Standard program: In-Warranty Hardware will be eligible for repairs or replacement parts and the use of advanced replacement programs in accordance with the Manufacturer's published warranty program.

Replaced parts will become the property of Seller or the Manufacturer. If replacement activity is performed by Buyer, the replaced parts must be returned per the Seller's direction within five (5) business days of receipt of the replacement part; otherwise,



Buyer will be invoiced the full list price for the replaced part.

Depending on Services elected, additional charges may apply for onsite support of In-Warranty Hardware parts repair or replacement. Out-of-Warranty Hardware or other parts repair or replacement deemed to be out-of-warranty will be considered billable activity.

Optional program: Buyers who elect an extended hardware warranty as a component of their Services are eligible for repairs or replacement parts for Out-of-Warranty Hardware. The inclusion of this coverage must be incorporated into the Support and Maintenance Services Description and is further described therein.

## 9. Service Level Agreement

Help Desk response: Seller's Help Desk will provide an average speed of answer of sixty (60) seconds for support calls and will respond to new service requests made via email or web portal to its Help Desk within four (4) hours with case assignment notification.

Upon the Help Desk's determination that a dispatch is required, Seller's field service technicians will provide the onsite response aligned to the service level elected in the Support and Maintenance Services Description. The ability to meet this service level may be impacted by the Buyer's room availability, the requirement for replacement parts, and the reliance on a Buyer's third-party.

When a case is opened, the Help Desk will classify the case in accordance with the following incident priority classifications:

Priority 1 – core business or technology functionality unavailable resulting in work stoppage or significant impact to user experience

Priority 2 – a loss in functionality that compromises but does not prevent work completion or have significant impact to user experience

Priority 3 – issue that does not compromise work completion and therefore does not require immediate attention

Priority 4 – issue that can be scheduled such as a maintenance activity or scheduled replacement

## 10. Services Exclusions

Unless otherwise specified in the Support and Maintenance Services Description, Services do not cover any of the following: (i) electrical work and / or in-house cabling; (ii) repair or replacement resulting from natural disaster, fire, accident, neglect, misuse, vandalism, water, corrosion, power surges, unconditioned or fluctuating power, Buyer-provided network, or failure of the installation site to conform to Manufacturer specifications; or resulting from use other than intended purposes; or resulting from use with items not provided or approved by Seller; or resulting from the performance of maintenance or the attempted repair by persons other than Seller's employees or persons authorized by Seller; (iii) repair or replacement excluded by or no longer covered by the Manufacturer's repair and replacement program; (iv) furnishing supplies or accessories including consumables such as projection lamps, bulbs, filters, fuses, batteries and the labor to replace these items; (v) relocation services, or the addition or removal of items from or to other devices not furnished by Seller; (vi) damage to displays caused by screen burnout or image "burn-in"; and (vii) Services in connection with computer viruses or conflicts involving software that is not installed or introduced by Seller including coverage for Buyer-furnished product unless specifically listed as covered product.

Any modifications and / or additions made without Seller's prior written approval are

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at Buyer's sole risk and expense. If, in Seller's reasonable discretion, such modifications and / or additions cause defects, disruptions and / or malfunction, and Buyer requests Seller's assistance to correct the issue, Seller's assistance will be billable at Seller's then-current time and material rates.

## 11. Charges and Payment Terms

Unless otherwise specified in the Proposal, payment terms are net 30 days from Buyer's receipt of invoice. Unless otherwise specified in the Proposal, Stand-alone Services will be billed upon Seller's confirmation of Buyer's order. Any services provided that are not included in the Services will be billable as incurred.

## 12. Termination

Seller may immediately terminate the Services upon written notice in whole or in part for cause if any person other than a Seller employee or designated service representative alters covered equipment rendering it unsafe.

In the event of Buyer's early termination for cause, a pro-rated refund will be issued to the Buyer for the unused term of Services, except Buyer shall remain liable for (i) all non-refundable third-party fees incurred by Seller for prepaid expenses and (ii) all services performed during Services term. Services may not be terminated for convenience.

Seller reserves the right to terminate or modify available Services at any time in its sole discretion; provided, however, that any such termination or modifications will not affect any Services already ordered by Buyer and confirmed by Seller prior to such termination or modifications except as mutually agreed by both Parties.

## 13. Buyer Obligations

(a) Buyer shall provide Seller with all information, cooperation and access that Seller reasonably requests for remote diagnosis of the reported issue. Parts replacement and onsite service may not become available until the Help Desk is provided the appropriate information or support to diagnose the issue.

(b) If applicable, Buyer shall provide Seller personnel with timely access to service location and adequate working space at no charge to Seller.

(c) Buyer shall provide Seller's onsite managed services personnel with adequate working conditions that comply with all applicable labor, safety and health laws and regulations.

(d) Buyer will provide the necessary utility services for use in accordance with the Manufacturer's applicable published specifications.

(e) Buyer will be responsible for payment of parts and services provided by Seller that are not covered by the Services. Seller will obtain Buyer's written consent prior to providing the parts and / or services, which will be billable at Seller's then-current time and material rates.

(f) Seller strongly recommends that Buyer install and use a current, reputable anti-virus program in connection with any PC-based, open-architecture product, and that Buyer regularly updates and runs such anti-virus program, especially in connection with the emergence of any new viruses.

(g) Buyer is solely responsible for backing up its data. Seller will not under any circumstances have a duty to back up Buyer's data or to restore data that is lost in the course of Seller's provision of Services, or otherwise. Seller will not be liable for the loss of Buyer's data, whatever the reason for the loss, including without limitation as a result of Seller's negligence. The preceding limitation applies to any cause of action,

whether based in contract, tort, or any other theory.

#### 14. Solicitation

At no time during the term of the Services or for one (1) year thereafter, will Buyer directly or indirectly offer employment to any Seller employees who performs Services on behalf of Seller without Seller's express prior written consent. In the event that Buyer is in breach of this provision, Seller shall have the right to invoice Buyer, and Buyer agrees to pay, a sum equal to twelve (12) months' salary in respect of the hired individual. The foregoing restrictions shall not apply to solicitation through any general recruitment advertisement in the normal course of business, without specifically targeting or approaching the other Seller's employees.

#### 15. Warranty and Limitation of Liability

SELLER WARRANTS FOR NINETY (90) DAYS FROM THE PERFORMANCE OF ANY SERVICES HEREUNDER THAT SUCH SERVICES SHALL BE PERFORMED IN A WORKMANLIKE MANNER CONSISTENT WITH GENERALLY ACCEPTED INDUSTRY STANDARDS. SELLER MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY. SELLER MAKES NO WARRANTY THAT OPERATION OF THE PRODUCT SERVICED WILL BE UNINTERRUPTED OR ERROR FREE. BUYER MUST PROMPTLY REPORT IN WRITING ANY BREACH OF THIS WARRANTY TO SELLER NO LATER THAN FIFTEEN (15) DAYS AFTER EXPIRATION OF THE ABOVE WARRANTY PERIOD, AND BUYER'S EXCLUSIVE REMEDY AND SELLER'S ENTIRE LIABILITY FOR ANY BREACH OF SUCH WARRANTY SHALL BE FOR SELLER TO RE-PERFORM THE SERVICES OR, IF SELLER IS UNABLE TO RE-PERFORM THE SERVICES AS WARRANTED, BUYER SHALL BE ENTITLED TO RECOVER THE PRORATED FEES PAID TO SELLER FOR THE NONCONFORMING SERVICES. SUBJECT TO THE EXCLUSION OF DAMAGES PROVISION CONTAINED IN THE GENERAL TERMS AND CONDITIONS, SELLER'S MAXIMUM LIABILITY FOR ALL OTHER DAMAGES WILL BE LIMITED TO ONE (1) YEAR'S SERVICE CHARGES. THIS LIMITATION OF LIABILITY IS CUMULATIVE AND NOT PER INCIDENT. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES AND IN SUCH EVENT, THE FOREGOING EXCLUSIONS AND LIMITATIONS SHALL ONLY APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW.

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