



We Are LED™

Installation Scope of Work (SOW) (Captive Series)

The following Scope of Work (SOW) defines the assumptions, responsibilities, and exclusions included in Nanolumens installation services.

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INSTALLATION SCOPE AND OBJECTIVE

Our team prides itself on providing industry-leading project management, expert technicians, a customer-centric approach, and high-quality products ensuring the display and experience will leave a lasting impression.

A Nanolumens certified installation team will install and commission the Nanolumens display and its components.

GENERAL ASSUMPTIONS

This SOW assumes the following preparations have been made and are in place before installation. Any associated costs for delays due to the outlined practices will be assessed separately.

- Power outlet is installed, powered up, and located on the installation wall as per the specification requirements
- Any wall reinforcement required has been completed.
- The site is free from dust or other construction-related hazards.
- The display has been delivered and is free from damage
- The installation area is cleared of any obstructions to include other 3rd party contractors

GENERAL EXCLUSIONS

The following list of items is not included in the SOW or provided materials:

- Cables required to connect devices to the network or other equipment for any items that are not part of the Captivate product
- Configuration or reconfiguration of technologies not explicitly noted in this SOW
- Additional labor costs for delays due installation site not being ready
- Additional labor costs due to lack of system access.
- Any permitting
- 3rd party Hardware/software configuration NOT provided by Nanolumens.
- Hardware or other labor costs/revisits associated with manufacturer defects or damage caused by 3rd parties

PRE – INSTALLATION RESPONSIBILITIES

Nanolumens responsibility

- Dedicated Project Manager
- Provide a complete drawing package with guidance for necessary contractors

- Provide client with Bill of Lading (BOL) and delivery schedule
- Site survey support remotely
- Provide contact details for the installation team lead

Responsibilities of other parties

- Client provides authorized POC for shipping planning, installation access, and final signoff during installation
- Record any evidence of visible damage on all copies of the delivery carrier's Bill of Lading. If exterior damages are visible open the crates and check the interior contents for damage
 - **a.** Retain the item and its shipping container, including inner packing material, until an inspection is performed by the carrier and disposition given by the display manufacturer.
- Crates must remain unopened until the installation crew is onsite unless damage is present
- The client is responsible for moving the equipment to the site address and keeping the equipment free from damage in a climate-controlled facility
- Confirmation that the GC/EC has received the Nanolumens shop drawings and mounting requirements, power, and data have all been coordinated.
- Confirmation of Site readiness (Appendix A) before arrival
- Identification of all headend units that will be integrated with the display Ex. Cameras, Content players
- Identify a storage location for spare parts

DURING INSTALLATION

Nanolumens responsibility

- Nanolumens will verify that the site is ready for installation by validating that the backing is the correct height and width and within plumbness tolerance. We will confirm that power and data have been placed correctly with the required specifications and quantity and that the site meets the environmental requirements.
- Before any work begins, wiring diagrams, materials lists, and schedules shall be reviewed.
- To ensure that the installation is complete and works properly, we will commission the display. Installation Commissioning includes:
 - Confirming redlines
 - Confirming connectivity
 - Verifying system information
 - Confirming the number of pixel failures on the display
 - Building spares kit
- After the project, provide a written signoff form, commissioning form, and spares list to ensure all work has been provided following all manufacturer's standards and installation warranties.

- Nanolumens will train a service technician on the basics of the system and how to handle a Nixel, if the client provides a service technician on the same day as installation)
- Daily reporting on the status

Responsibilities of other Parties at Installation

- The client will provide a staging area for Nanolumens until the completion of the work.
- Client content will be available
- The content player will be available
- Infrastructure for electrical components provided
- Centerline of display marked on desired wall (if wall mounted)
- Permits, as needed, will be completed
- Final approval of the installation by an authorized signer

POST-INSTALLATION

Nanolumens responsibility

- Operations and maintenance manual
- Technical support contact and RMA process
- Repairs and support per Nanolumens warranty agreement

Responsibilities of other parties

- Client contacts **Techsupport@nanolumens.com** for all warranty-related questions or concerns

PAYMENT AGREEMENT

Fees for the above-referenced services will be billed daily for specified days.
The day range is dependent upon site readiness.

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DESCRIPTION	CUSTOMER	NANOLUMENS
Project delivery of Nanolumens products included in the proposal		X
Assign an in-house Project Manager	X	If Install Purchased
Provide detailed display project planning (timelines, delivery schedule etc)	X	If Install Purchased
All permitting requirements (Building/installation/operation)	X	
Removal of existing display(s)	X	
Disposal of existing display(s)	X	
Primary structure and load capacities	X	
Secondary structure (plywood / stringers / unistrut; unless otherwise quoted)	X	
Content, Content Management System (CMS), Video Signal Cables	X	
Data cables from DIU to display, including cable pulls and termination in accordance with Nanolumens provided engineering drawings	X	
Load center/junction box/circuit breakers/power cables, including cable pulls in accordance with Nanolumens provided engineering drawings	X	
Secured and temperature-controlled storage location for hardware between delivery and installation	X	
For indoor installs: Provide a clean and substantially dust free air-conditioned environment. NanoLumens recommends that floors, ceiling, and walls of location have been finished and are dust free.	X	

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DESCRIPTION	CUSTOMER	NANOLUMENS
Labor & equipment needed to install the LED display	X	If Install Purchased
Necessary ladders, lifts, scaffold to safely access project installation location	X	If Install Purchased
Provide on-site engineer for install supervision and assistance during installation of LED wall (as per quoted timeframe)		If Install Purchased
Provide on-site engineer for system commissioning and on-site testing to verify proper operation of the Nanolumens provided equipment (as per quoted timeframe)		If Install Purchased
Provide training on last day of Nanolumens commissioning for end user service personnel; additional visit may require additional cost		If Install Purchased
Site clean up	X	
Acquisition of dumpster for project clean up	X	
Secure Storage space for on-site spares	X	
RMA return of parts damaged during installation process, for factory repair	X	If Install Purchased
***Repair of spare parts following installation		X
Provide Sign-Off of Acceptance of all Nanolumens provided equipment	X	If Install Purchased
***Excessive damage of panels for display purchased without Nanolumens installation will be charged \$80 for each panel repair over 5% of damage		