



## Comprehensive support for BoldVu® Displays

When technical issues occur that may disrupt business continuity and/or on-going advertising, network operators are under intense pressure to get the display back up and running as quickly as possible. With SmartVu® SLA Services, these issues are quickly resolved via robust management / monitoring tools, expert technical support, and professional services.

With SmartVu® you can expect to:

- Gain deep visibility into the status of your displays
- Allow automated monitoring and alerts / notifications
- Resolve issues faster
- Reduce operational costs
- Maximize display up-time
- Minimize on-site service calls

### BoldVu® Displays

#### Standard Product Warranty

BoldVu® Display Standard Product Warranty – 2 year term included on every BoldVu® Display. Covers repair or replacement of any confirmed Manufacturer's defects on all equipment components manufactured by Manufacturing Resources, Inc. ("MRI") (on-site labor excluded). Also includes technical support via telephone or email during standard business hours.



## SmartVu® SLA Levels

Beyond the standard BoldVu® Display Product Warranty, SmartVu® service coverage is available in two levels, SmartVu® Gold and SmartVu® Platinum.

**SmartVu® Gold** – a self-service model that provides access to proactive monitoring services, personalized technical support 24/7 364 days a year, customized training at our manufacturing facility, Individualized Alerts, Zendesk Ticketing and online tools for monitoring and managing an entire display network.

**SmartVu® Platinum** – all the benefits of SmartVu® Gold with the added advantage of On-Site Field Service.

Highly trained and professional Field Service Technicians dispatched to the Customer's installation sites.

SmartVu® Platinum Level Service ensures the Display is maintained for the lifetime of the SLA term, contingent upon timely payment in full of applicable fees when due.

## Service Levels Compared

	Standard Warranty	SmartVu® Gold	SmartVu®* Platinum
<b>Warranty</b> Full coverage during the SLA Term (2-10 Years). All Manufacturer's Defects Covered.	●	●	●
<b>Installed Firmware Updates</b> Professionally administered by our NOC Technicians.	●	●	●
<b>Customer Portal</b> Enables accessing and monitoring of the entire display network from one central webpage.	●	●	●
<b>AlertVu®</b> Provides immediate and automatic alerts of the 12 most critical operational problems being monitored locally.	●	●	●
<b>Technical Support (Phone / Email)</b> (Excludes recognized holidays and office/facility closures)	Atlanta M-F, 8am - 4pm London M-F, 9am - 5pm Sydney M-F, 9am - 5pm	<b>Worldwide</b> 24 / 7 / 364†	<b>Worldwide</b> 24 / 7 / 364†
<b>Replacement Parts**</b> Replacement Parts will be shipped to Buyer in advance of having received the faulty part ( <b>Gold and Platinum Only</b> ). Within 10 days of receiving Replacement Part, Buyer will ship faulty part to Seller. If faulty part is not returned within the 10-day window, cost of Replacement Part plus shipping expense will be reimbursed by Buyer. Free Standard Shipping both ways (shipments within USA only)	Manufacturer's warranty parts only. Buyer responsible for shipping both ways.	Within TWO (2) Business Days after issue diagnosed	<b>Within ONE (1) Business Day after issue diagnosed</b>
<b>Proactive Monitoring &amp; Managed Services</b> Preemptively monitor displays, proactively alert Customers of any potential problems, provide active voice and email support, with remote issue resolution or if required, personalized support.		●	●
<b>SmartVu®</b> Personalized Alerts, Sensor Graphs, Advertisement Visuals, Business Intelligence Reporting.		●	●
<b>Personalized Training</b> In-Person training session during build time at our manufacturing facility. Customer's Team trained on servicing BoldVu® displays, use of the SmartVu® Portal, and SmartVu® Support Center.		●	●
<b>On-Site Field Services***</b> Professionally administered by MRI or authorized service organizations & technicians (in accordance with the BoldVu® Owner's Technical Manual).			●

Notwithstanding anything set forth herein to the contrary:  
\*SmartVu Platinum® - availability may be limited due to quantity of Covered Product within the market and/or the location of installation sites (e.g. international markets, rural areas with limited accessibility, etc.).

\*\*Response Time for Replacement Parts is representative of Support Tickets placed prior to 1:00 PM EST Monday through Friday in major metropolitan areas and while Seller will make reasonable efforts to obtain replacement parts as quickly as possible, the response times may vary in cities outside of major metropolitan areas and rural areas due to the lack of availability of replacement parts from any local supplier and the time necessary to receive the replacement parts from a non-local distributor or manufacturer, including without limitation, time necessary for parts to clear customs and/or time necessary to comply with any other import or export requirements. Seller disclaims any liability hereunder arising from any such delays.

\*\*\*Response Time for Replacement Parts that require Buyer-specific configuring prior to shipment (e.g. media players) may vary,

depending on the complexity of the configuration and receipt of necessary data and other information from Buyer. Seller shall provide an estimated response time upon Buyer's request.

\*\*\*\*Response Time for Onsite Field Services may vary due to Covered Product's location (major metropolitan vs rural), Seller's receipt of replacement parts, and availability of technicians. Seller disclaims any liability arising from any delays in Response Time arising from the lack of availability of replacement parts from any local supplier, the time necessary to receive the replacement parts from a non-local distributor or manufacturer (including without limitation, time necessary to clear customs or comply with any other import or export requirements), lack of availability of qualified local technicians or additional time reasonably necessary to travel to access any Covered Product outside of a major metropolitan area. Support Tickets opened for Onsite Field Services will be scheduled in the same order of their receipt unless logistics dictate otherwise. Above terms subject to change without prior notice. Please contact your sales representative for the latest product information and SLA terms and conditions.

†Excludes Christmas Day, December 25th and other recognized holidays, along with any office or facility closures.

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