



Statement of Work

Updated 02-26-2021

Mobile Interactive Display Assembly For Tripp Lite Model: DMCSTP65CBP

Service Part # W12-IDI-65

On-Site Service Overview

This is a one-time service. At the designated time, technician(s) will travel to the customer's location to perform these tasks:

- Inventory equipment.
- Unbox cart and interactive display.
- Assemble cart per owner's manual instructions.
- Install casters per owner's manual instructions.
- Install battery pack per owner's manual instructions.
- Mount display on cart per owner's manual instructions.
- Connect associated cables. (HDMI, VGA, Ethernet)
- Provide basic calibration of device.
- Test functionality with customer.
- Remove debris and place in customer's dumpster.

Travel and labor costs are included in the price of the service, except as otherwise noted in the statement of work.

Out-of-Scope Tasks and Material

The service provider's responsibilities extend only to the tasks and material explicitly described in this statement of work. Any other tasks and material are considered out-of-scope, and they are not included in the service price. Whether out-of-scope tasks and material can be provided and whether additional charges will apply are at the sole discretion of Tripp Lite and further subject to availability.

This is a non-exhaustive list of out-of-scope tasks and material:

- Additional charges will apply for the correction of out-of-specification conditions, or they will be referred to Tripp Lite technical support for warranty review.

Service Completion Criteria

Tripp Lite will have fulfilled the service requirements after completing the tasks described in this statement of work and obtaining the customer's signed statement of completion.

Customer Responsibilities

The customer must prepare for the on-site service by fulfilling these responsibilities:

The Tripp Lite Service Coordinator will contact the customer to arrange for the completion of the pre-work checklist provided by Tripp Lite prior to scheduling service.

- Checklist must be completed and returned prior to locking in an installation date.
- Checklist should contain dates and times when the scheduled work can be performed and should provide procedures for site access for the technicians. If preapproved security clearance is required, notify Tripp Lite prior to the arrival of the technician(s) and provide any contractor ID badges required.

Additional Client Responsibilities

- Cabling is in place and accessible.
- If multiple units, provide access to all areas that displays are to be installed.
- Provide IT assistance for IP addresses and network questions as needed.
- Provide contractor ID badge(s) for technician(s). (If required.)
- Provide staging area or room for technician(s).
- If multiple site installations, provide a point of contact for each site.

Key Assumptions

The successful completion of the on-site service relies on certain assumptions agreed to by Tripp Lite and the customer. These assumptions include:

- All work will be performed during normal business hours, Monday through Friday, 8:30 a.m. to 5:30 p.m., except holidays unless otherwise agreed to in advance.
- All tasks will be performed over a consecutive timeframe unless otherwise agreed to by all parties.
- Electrical power is within 5 ft. of equipment requiring electrical power.
- Technician(s) have access to all areas where work is to be performed.
- Training is not included in this service.
- If applicable, cables must be in place and accessible for connection to display.
- All customer responsibilities have been fulfilled.
- Additional charges will apply for any work performed outside the agreed timeframe.
- If multiple installations, additional charges will apply if the distance between sites exceeds 30 miles.
- Additional charges will apply if the product/site location is inaccessible, if the site contact is unavailable or if technicians are turned away for any reason.
- It may take up to 2 weeks to schedule service after the pre-work checklist is approved by Tripp Lite.

Tripp Lite reserves the right to invoice the customer if technicians are turned away upon arrival on-site or if the job is canceled less than 24 hours prior to technicians arriving on-site.