

Local, Proven Expertise

PROFESSIONAL SERVICES AND SUPPORT

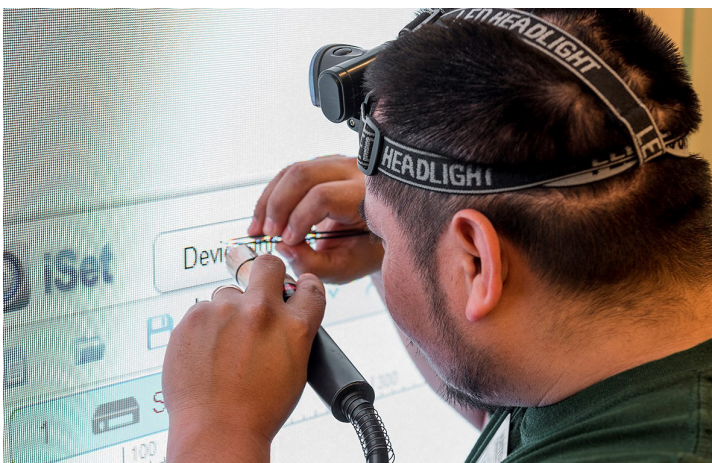
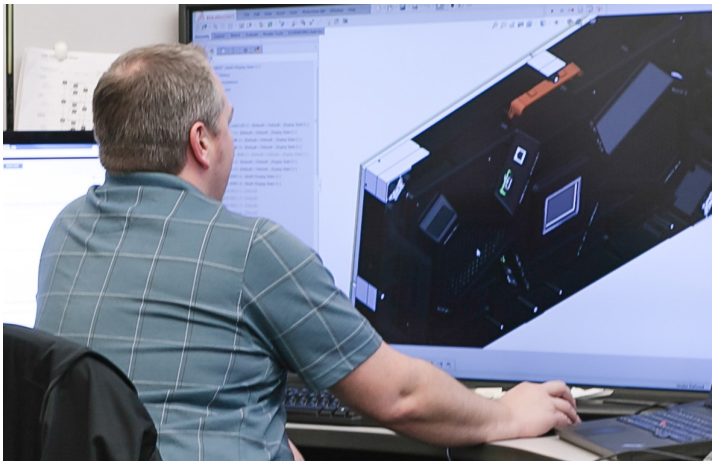
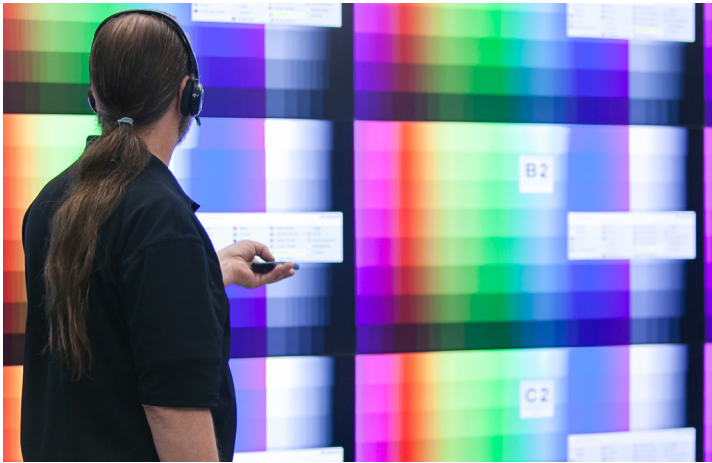


At Your Service

Since 1983, Planar display solutions have benefitted countless organizations in every application. Planar displays are usually front and center, dutifully delivering the visual experiences and critical information customers need, with proven technology that is built to withstand the rigors of constant use.

What may be less obvious, but is no less critical, is the support Planar provides to customers and their displays. Backing up every giant, curved video wall or 4K interactive display, is a local team of pre-sales and post-sales technical and application experts determined to ensure customers select the right display solutions, and keep them performing their best.





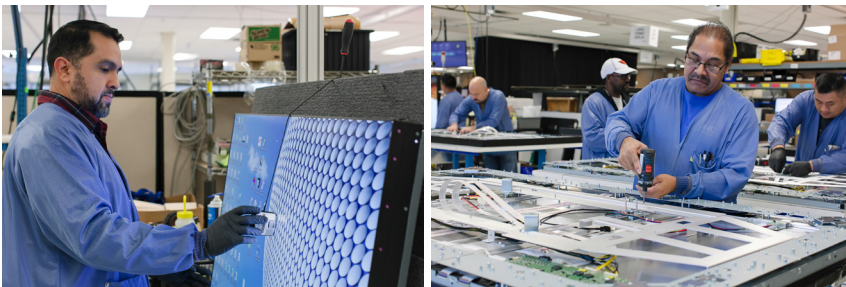
Professional Services

Planar directly employs several hundred employees across North America responsible for all aspects of customer engagement. In addition, Planar has hundreds more Authorized Resellers employing thousands of Planar-trained personnel. This combination of hundreds of Planar employees, and thousands of empowered partners, provides a level of service and support unmatched in the Pro AV industry.

Planar's Professional Service offerings include:

- ✓ **Pre-Sales Design Support**
- ✓ **Project Management & Installation Service**
- ✓ **Custom LED Design**
- ✓ **24x7 Tech Support**
- ✓ **LED Pixel Repair**
- ✓ **Training & Education**
- ✓ **Extended Product Warranties, Maintenance Plans & Service Level Agreements**

U.S. Manufacturing



Manufactured in Hillsboro, Oregon

Planar has been manufacturing TAA-Compliant display solutions in Hillsboro, Oregon area for nearly 40 years to ensure the highest quality standards, and ensure shorter lead times, service and repair. In addition to a North American Product Development Team, Planar has employed hundreds of employees at its 84,000 square foot Oregon-based manufacturing facilities.

These manufacturing capabilities paired with Oregon-based product initiatives such as Factory Acceptance Testing, custom calibration and configuration, as well as proprietary Planar® ERO® technology for LED, LCD and Transparent OLED displays, demonstrates Planar's dedication to delivering exceptional display solutions with superior visual performance and reliability.



USA PROUD



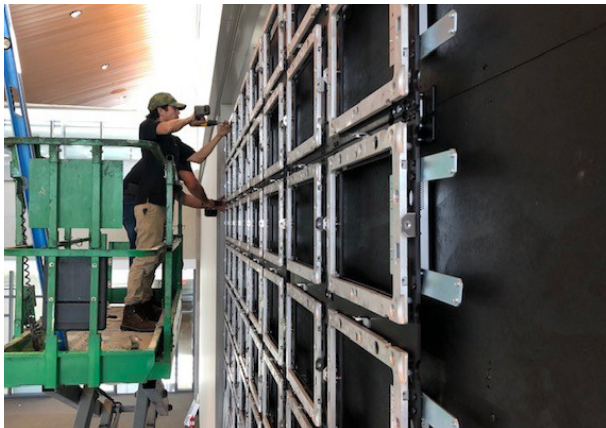
Pre-Sales Design Support

Planar's field-based pre-sales Application Engineers across North America assist in selecting the best solution for an environment and application. They live and work near customers, so they're familiar with the unique display needs within a local area. They understand the wide array of display technology options available, as well as modern display application requirements.



Project Management

Planar has dedicated, local Project Managers located across North America who help coordinate all aspects of a project from initial design and display technology selection to expert technical installation.



Installation Service

Watch and learn as regionally-located Planar Technicians professionally install your video wall or large format display fleet. Once the install is complete, Planar installers take time to offer basic training about how to use, troubleshoot and service the new system.

U.S.-Based Post Sales Technical Support



24x7 Headquarters-Based Technical Support

If problems arise, it's comforting to know Planar's Customer Support Team is available to help 24x7. From 32-foot fine pitch LED video walls to 32-inch desktop monitors, Planar's U.S.-based Technical Support Team is trained to know the details of each Planar display solution, and provide the answers and remedies.



On-Site & U.S.-Based Repair

Call on Planar Technicians to come to an installation and assist with advanced troubleshooting or provide repair support. Knowing there is easy access to product experts, technical support and service technicians who live nearby, understand your language and how your organization works, adds speed and peace of mind. If a repair requires more than an on-site visit for color-balancing, or calibration, Planar's Oregon facilities can perform tasks, such as pixel repair, enabling quicker turnaround.

Extended Warranties & Service Plans

Planar display solutions are built to last but Planar offers a range of Extended Warranties and Maintenance Plans that can further protect your display investment, minimize downtime and add peace of mind. Planar plans are tailored to a customer's needs, offering professional support for maintenance and any necessary repairs. Planar's Extended Warranties, Service Maintenance Plans and Service Level Agreements are all designed to ensure your displays deliver top performance throughout their lifespan.



Planar EverCare Lifetime Warranty

Select Planar LED video wall displays come with the Planar® EverCare™ Lifetime Limited Warranty, which means everything from the sub-pixels to the Controller is covered for as long as the video wall is used in a fixed location. It is designed to deliver total assurance for our customers, while reducing their lifetime cost of ownership, and to demonstrate our profound product confidence and our Service Organization's ability.

Learn more: www.planar.com/evercare



Planar CustomerFirst 3-Year Warranty for Desktop Monitors

For ultimate protection on Planar LCD desktop and touch screen monitors, the Planar® CustomerFirst™ 3-Year Warranty includes free 2-day advance replacement for products located within the 48 contiguous United States.

Learn more: www.planar.com/customerfirstwarranty



Training & Education

Planar offers Product Training in Hillsboro, Oregon as well as our Showrooms across North America. Product Trainers are also available for training at an installation site. Planar understands not everyone has the same level of product knowledge, so our expert trainers can develop a customized curriculum to meet the trainees' needs.



Planar Academy

Planar offers comprehensive product and technology training. Planar Academy includes AVIXA CTS-Certified product and technology training courses and American Institute of Architects (AIA) CES-Certified educational courses.

View our training schedule: www.planar.com/training/



Custom & Creative LED Design

The U.S.-based Planar Design Team offers professional services including custom LED video wall design, mounting frame design, power flow, signal flow and structural drawings, and architectural design review. Planar combines art, technology and communication to do what's never been done, all so our customers can stand out from the crowd. If you can dream it, chances are good our LED experts can create it. And if one of our established products doesn't quite fit your dream, Planar can create custom products as well.

- Custom LED display designs & products
- Projects of any scale
- Nearly any shape or size
- Indoor or outdoor
- Variety of pixel pitch options
- Temporary or permanent
- Custom mounting frames
- Budgetary estimates and quotes



Financing Available

Multi-year Leasing Program for Planar Display Solutions

Planar recognizes deploying new display technology can have a significant budget impact. Now customers can enjoy the benefits of deploying the latest in display technology without the large upfront costs!

With the Planar® EverNew™ Managed Service Program, purchases can effectively be converted from a large capital expense to a more-manageable, fixed and predictable monthly operating expense. Moreover, reduce the risk of technology obsolescence through our guaranteed upgrade option.

Learn more: www.planar.com/evernew



CONTACT **US**

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Planar Professional Services and Support



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