



Life Cycle Sustainment Agreement

Pensar understands that Life Cycle Sustainment is important to protecting your video wall investment. Pensar's fully redundant signal & power, certified TAA video walls are designed for 24/7 reliable operation. Maintenance of the video wall will allow it to perform optimally throughout the Life Cycle of the video wall. The Life Cycle Sustainment plan has scheduled diagnostic maintenance visits, throughout the life of the video wall, by trained certified Pensar technicians. These preventative maintenance visits facilitate maximum up-time and quality images throughout the Life Cycle of the video wall allowing end users to focus on Mission success.

Pensar offers 2 LCSA (Life Cycle Sustainment Agreements)

5 X 2-- scheduled diagnostic/maintenance visits each year for 5 years.

3 X 2-- scheduled diagnostic/maintenance visits each year for 3 years.

LCSA plans provide inspection, diagnostics & routine preventative maintenance for all Pensar originally purchased video wall system equipment.

LCSA plans include the following:

- Cleaning of all internal and external serviceable components and filters
- Hardware diagnostics
- Software/Firmware version verification & upgrade, Review all error logs
- Functionality and operation
- Visual inspection of physical alignment
- Brightness and color adjustment
- Electronic seam correction
- Product post-visit health report
- Replacement of end user furnished spares

Pensar will work with the LCSA holder to schedule maintenance visits. LCSA holders are responsible for access to the video wall equipment during a scheduled visit.

LCSA plans only cover Pensar video walls installed by Pensar, Pensar assisted installation or authorized integrators only. CONUS Plans cover 1 day of travel each way (to/from location) and 1 day on site for maintenance. OCUNUS Plans travel will be billed in accordance with Government Joint Travel Requirement rates plus 1 day (to/from location) in country.

Site access is not included in planned travel/maintenance time. **It is the responsibility of the end user to arrange access to the site/facility prior to arrival.**

Service beyond the scope of this LCSA during the life of this LCSA will be discounted (labor & Parts).