

# Daktronics Scope of Service

## Attachment A

### Customer Care Level 1, Parts Coverage, No Daktronics Labor Coverage

*Rapid remote support and parts support with access to labor support at standard market rates.*

#### **Customer Care – Level 1**

Daktronics Remote Services include:

1. Access to online resources including Knowledge Base Articles and the MySupport portal, available 24/7/365.
2. Support for both technical and non-technical requests, accessible 24/7/365.
3. Fastest available response times for remote technical and coordination support.

#### **Parts Coverage**

Daktronics Parts Coverage which includes:

1. Daktronics Parts Processing  
Includes replacement parts, repair and return parts, and exchange parts for Daktronics manufactured products.
  - a. See Estimated Processing Times for Service Parts ([DD1428254](#)) for estimated lead and delivery times.
  - b. Stocked replacement and exchange parts shipped within 1 business day.
    - i. Expedited same day shipment available of stocked replacement and exchange parts ordered during standard business hours.
  - c. Includes coordination with vendor for third party part coverage and repairs if applicable.
2. Shipping  
Outbound shipping paid for repaired or replaced failed electronic components from Daktronics.
  - a. Daktronics pays shipping to Daktronics as needed if equipment is covered under a labor entitlement. Shipping is facilitated by the Daktronics Field Engineer.
  - b. Standard shipping included, expedited included upon request and where possible.
  - c. For international shipments, please reference [Daktronics International Service Shipping Terms](#).

#### **Labor - Time & Material**

Access to Daktronics on-site repair services at standard market rates.

1. On-Site labor for display maintenance and repairs.
2. On-Site labor for control system issues that cannot be resolved remotely.
3. On-Site response after 72 hours of notification. Services are available from 7am to 10pm, Monday through Friday, based on customer local time and subject to access equipment availability.

#### **Purchaser Responsibilities**

Responsibilities of the Purchaser:

1. Maintain accurate contact information in the MySupport portal to ensure timely and effective support from Daktronics.
2. Ensure proper return of parts (exchange or repair) to Daktronics with the required return material authorization (RMA) information to avoid return shipping costs.
3. Return parts in the original packaging provided by Daktronics or follow Daktronics' packaging instructions to prevent shipping damage at the Purchaser's expense.
4. Provide a secure internet connection to effectively utilize Daktronics' remote support services.
5. Maintain the following:
  - 5.1 Site conditions within the specified environmental range for system devices.
  - 5.2 Routine maintenance of external cooling systems (e.g., filters, fans, air conditioning) for displays.
  - 5.3 Antivirus software on all control devices connected to Daktronics equipment. See Daktronics Knowledge Base for list of supported software: [DD2079868](#).
6. Perform routine operator functions such as content creation or scheduling and all configuration, set-up, and operation for events/usage.
7. Provide lift or elevated work platform access to the display unless costs of lift access are specifically included as an Add-On Service.

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8. Inform and provide necessary credentials or site access requirements necessary for Daktronics personnel to perform work.

## **Exclusions**

**This Service Portfolio shall not include** nor be construed to include any service or support that is not expressly stated in above in the definition of the coverage. Example of services that are not within the scope of standard service include, but are not limited to, the following:

1. Physical damage repair.
2. Expedited shipping, unless expressly purchased as an add-on service.
3. Daktronics coordination of third-party vendor component repairs, unless otherwise specified.
4. Labor availability on Daktronics observed holidays.
5. Add-on services, including, but not limited to display cleaning, camera calibration, Daktronics monitoring, and event support, unless otherwise specified.
6. Above listed exclusions are available as billable services. Quotes may be provided upon request.

This Service Agreement shall be subject to the following Terms and Conditions of Extended Service.

<http://www.daktronics.com/DD5459759>