



People and place
in *rhythm*.

PLATINUM QUALITY ASSURANCE PROGRAM (QAP)

St. Louis Region

Client: Custom QAP

Contact:

Phone:

Contract Term: 3 Years

This QAP is written to allow Circadia Technology of St. Louis, MO to provide service, maintenance, and technical support to Scott Air Force Base, hereafter referred to as "Client", for the above project facility under the following terms and conditions. The A/V system in the designated room(s) that has been designed and installed by Circadia Technology shall be covered. All labor and parts necessary for support, preventative maintenance, and emergency repairs are included within this contract. Additional equipment for add-ons or changes in these rooms is not included. If new A/V equipment or system upgrades are purchased and installed from Circadia Technology, the new equipment shall be rolled into coverage for the balance of the contract.

1.0 Scope of Services

- A. Perform Quarterly (2-visits) on-site preventative maintenance of applicable equipment in the A/V system. Circadia Technology shall provide Client with proposed preventative maintenance schedule upon acceptance of QAP. This maintenance to applicable equipment shall include:
- Inspection of equipment, connections, operation and functionality
 - Check audio system for proper tuning and balance
 - Check dial out and operation of CODEC
 - Check dial out and operation of Teleconference System
 - Perform applicable focus, convergence, alignments, and cleaning for projector(s)
 - Processing of applicable manufacturer warranty documentation
 - Refresh client on basic system operation
 - Perform firmware upgrade, only as required
 - Clean all equipment racks, touch panels and flat panel displays
- B. Provide telephone support for system emergencies, failures, and questions by calling our service support at (314) 222-4158. You may also request service by emailing Avsupport@choosejolt.com. Telephone support shall be during normal business days, 8:00 AM - 5:00 PM, Central Time, Monday - Friday. Calls during normal business hours shall be returned within 2 hours if a technician is not available when call is placed. Every attempt shall be made by Circadia Technology to resolve failures over the telephone prior to service call being issued.

- C. Provide technician on-site within four (4) business hours if problem cannot be resolved over phone. All on-site repair visits shall occur between 8:00 AM - 5:00 PM, local time, Monday - Friday, excluding holidays. Every attempt will be made to complete repair in one visit, but in extreme cases, subsequent trips may be required. Any off-hour repair service will be subject to additional charges.
- D. Provide all labor required to perform above maintenance and repair services.
- E. Provide loaner equipment within next business day.
- F. Provide two (2) programming changes per year.
- G. Provide two (2) additional training sessions in the first year.
- H. Provide three (3) sessions of web conferencing (Zoom or Teams) training.
- I. Provide freight for overnight early (by 8:00 a.m.) shipment of potential loaner, replacement parts, and all warranty replacements.
- J. All replacement parts for service, including lamps, are included at No CHARGE. Any equipment in the AV system requiring parts and labor that is not economical to repair; at the discretion of Circadia Technology may be replaced with greater than or equivalent equipment at NO CHARGE to Client.
- K. Due to supply chain issues during the COVID-19 pandemic, loaner equipment and replacement items may be unavailable, so some items may be substituted based on availability.

2.0 Items and Services Not Included

- A. Costs for system upgrades, add-ons, functionality and operation modification to system.
- B. Any service for owner/client furnished equipment (OFE), client computers, or issues caused by client computers or OFE.
- C. Any work permits or additional documentation required for region where work is performed.
- D. Off-hour service rates are subject to an hourly rate of \$142.50 per man-hour, 2-hour minimum; port-to-port. Waived with multi-year contracts.

3.0 Client Requirements

- A. Client shall be responsible for providing Circadia Technology with a point of contact (POC) for applicable site communications.

Ensure cooperation during phone support and testing to increase possibility of problem resolution via phone.

- B. Ensure room is available for Circadia Technology technician during scheduled maintenance or repair visits.
- C. Client shall hold all information, data, procedures, and specifications produced or provided by Circadia Technology as confidential and proprietary to Circadia Technology and shall not reveal such information to third parties without written permission from Circadia Technology.

General Conditions

- A. Force Majeure: Neither Client nor Circadia Technology shall be held liable for damages caused by delay or failure to perform hereunder, when such delay or failure is due to flood, fire, storm, earthquake, or other acts of God, strikes, war, civil unrest, acts of public authorities, or delay or default of public carriers.
- B. This contract will become void without refund if any service or installation work is performed in this system either by client, client's representatives, or other contractor(s) than Circadia Technology without written permission from Circadia Technology.
- C. This agreement shall not be assigned by either party without the written agreement of the other party.
- D. Client shall hold Circadia Technology harmless, and Circadia Technology shall not be liable for any incidental, special, consequential damages of any nature arising out of services and information provided by Circadia Technology based upon documented manufacturers or contractor(s) specifications.
- E. This agreement contains the entire understanding of Circadia Technology and Client. Any alleged oral representation or modifications concerning this agreement shall be of no force or effect unless contained in a subsequent written modification signed by both Circadia Technology and Client.
- F. This agreement shall be governed by the laws of the state of Missouri.

4.0 Pricing

The total amount of system(s) purchased by Client = \$_____

Three year QAP agreement - 8% per year



QUALITY ASSURANCE PROGRAM (QAP)

Client:

Contact:

THE ABOVE FULL SERVICE PLUS QAP IS AGREED TO AND ACCEPTED:

Client

Circadia Technology

Signature

Signature

Print name

Print name

Title

Title

Date

Date

