



DMX PROJECT TERMS AND CONDITIONS

Sign, Screen & Digital Printing Supplies

2740 Loch Raven Rd. Baltimore, Md 21218 800-282-5440~ Fax: 410-366-0134~ sales@martin-supply.com~www.martin-supply.com

DMX SUPPORT AND SERVICE

This quote is for materials and services based on the information provided at this time. However, as the scope of the project unfolds, alterations to layouts, unexpected environmental, logistical, or structural issues, unique to each installation, are likely to occur and should be anticipated. These unexpected factors may require revisions to wiring diagrams and the purchase of additional materials, hardware and on-site support. If On-site tech support is not listed separately on the quote, it is available for \$850/visit. If required, additional travel and hotel expenses may be incurred. Mapping and programming services not listed on the quote are available for an additional cost and are not included.

PROJECT CONSULTATION- SETTING THE SIGN COMPANY'S AND END USERS EXPECTATIONS

During the planning and quoting stage, it is imperative to have a meeting to review specific details and establish expectations regarding system functionality and the level of technical and on-site support that Martin Supply provides with these types of projects. It is our experience that sign companies have limited understanding of the DMX hardware and software we provide, and are often unable to clearly explain to the end users the capability of the system they are purchasing. We are happy to speak directly to the end user to make sure their expectations are understood and met. Martin Supply will not be held responsible for the sign companies failure to provide a system that meets the end users expectations.

SITE SURVEY

An initial site survey must be conducted to determine the placement of hardware, distances between connection points, length and type of cable runs, service access points, obstructions or any other situations that could cause issues during installation. If not listed separately in the quote a site survey can be conducted for \$1200/visit.

DMX SOFTWARE TRAINING

Several of our DMX controllers do not require sophisticated software or end user training. For those DMX controllers with additional software, Martin Supply and/or Manufacturer, will train and support a designated representative from the Sign Company, who will ultimately be responsible for training the end user in the use of the DMX software. This is required so the Sign Company can provide the first level of support and system programming and have us to rely on for assistance. We will continue to provide support to the Sign Company but are unable to meet the demands of each individual end user.

PROJECT MANAGEMENT

Sign Company will appoint a project manager to be our point of contact for All issues. This individual will be responsible for receiving and understanding all technical and logistical instructions and disseminating the information to the appropriate personnel within their organization. While we will do our best to make sure all the information gets to the appropriate personnel, we cannot assume responsibility for coordinating, scheduling and communicating information throughout your organization or through multiple channels. This includes any sub-contractors who may not be familiar with our products.

PROJECT TIME LINE

If our on-site technical assistance is required pre-installation, installation or post-installation, the Sign Company will provide a timeline for the manufacturing and installation of the project. While changes in scheduling are common, and we will do our best to accommodate those changes, advanced planning is required in order for us to have the appropriate personnel available to provide the required support.

WIRING/WORKMANSHIP

Our experience proves the systems we sell operate correctly when installed according to instructions. While defects in hardware are always possible, the vast majority of technical issues are caused during installation because of improper wiring or poor workmanship. If we are requested to go on-site to address wiring/workmanship issues, additional charges of \$1200/visit may be incurred.

TESTING

It is highly recommended that ALL hardware be set up and tested as a **system**, prior to installation, to insure all components and wiring are functioning properly. Testing individual components may not be satisfactory. Neither Martin Supply nor Bitro will be responsible for any losses incurred as a result of insufficient testing prior to installation.

WIRES AND CABLES

Properly shielded wires and cables are responsibility of sign installer.
Installer must select proper gauge wire based on distance to avoid voltage drop.

NETWORKING

Martin supply is not responsible for issues arising from the use of components not provided by us. We do not provide support for third party computer software or network troubleshooting. If equipment we are providing is to be installed on a network, it is the customers responsibility to insure all network issues are taken care of prior to installation.

PAYMENT

Payment is due based upon the terms specified on the quotation. Failure to pay within terms may result in the withholding of additional services. Under no circumstances can any deductions or off-sets be taken against any invoice for any reason whatsoever. Resolutions to any dispute will only be addressed after final payment is received.

The undersigned acknowledges receipt and acceptance of terms.

Date: _____ Job Name _____ Martin Supply Quote # _____

Company _____ Name: _____