



Sign, Screen & Digital Printing Supplies

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**DMX PROJECT TERMS AND CONDITIONS**

**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 \$750/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.

**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 \$750/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 Bitro 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 \$750/visit may be incurred.

**TESTING**

It is required 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 is not satisfactory.

**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**

Bitro and Martin supply are not responsible for issues arising from the use of non-Bitro manufactured, supplied or recommended components. We do not provide support for third party computer software or network troubleshooting.

The undersigned acknowledges receipt and acceptance of terms.

Date: \_\_\_\_\_ Job Name \_\_\_\_\_ Martin Supply Quote # \_\_\_\_\_

Company \_\_\_\_\_ Name: \_\_\_\_\_

Signature \_\_\_\_\_