

Service Description: Dell Projector Installation Services

Service Overview

The Projector Installation Service provides for the installation of a Dell projector at a Customer site by a Dell Installation Service Provider as set forth more specifically in this document (the "Service Description"). The Installation Services include options for a Ceiling Mount installation, a Projector Screen Installation and a Wiring and Cabling Installation. A Site Survey is a pre-requisite and it is sold separately.

This Service is available only on Dell projectors purchased from Dell that can be physically mounted as described in the Support Procedure section below. This Service is not available for non Dell projector, residential installation or for projectors which can not be physically mounted. This Service is available in Singapore, Malaysia, Hong Kong, China, Australia and New Zealand and is designed to meet the varied needs of our customers*.

The services referenced within this service description will be provided during the hours of 8:00 am to 5:00 pm, local customer time, Monday through Friday, excluding holidays unless an alternate, mutually-agreed schedule has been arranged.

** This Service may not be available in all locations in the above-stated countries. For more information, please check with your local Dell office.*

Service Does Not Include:

1. Integration with Home Theater audio-visual components.
2. Warranty service or support. This Service is a one time event and is not to be used in conjunction with any warranty services.
3. De-installation or re-installation of projector(s).
4. Wiring of electrical outlets
5. Mounting Hardware. (Customer must purchase mounting hardware prior to installation; mounting hardware may be purchased from Dell.)
6. Cables. (Customer must provide necessary cables; cables may be purchased from Dell.)
7. Any activity not specifically set forth in this Service Description.

Support Procedures: Key Service Steps:

A. Site Survey

Site survey is a pre-requisite for any Ceiling Mount, Projector Screen or Wiring and Cabling installation. A Site Survey includes a physical review of the proposed location for installation to ensure all environments and technical pre-requisites have been met. Any outstanding issues are documented in a Site Survey Report and communicated to the appropriate customer prior to installation.

Key Service Steps:

- Determine the exact location for an electrical outlet for the projector if required.
- Length of electrical wiring run, junction box, outlets and faceplates and material needed to complete with estimate of time.
- Determine if local code requires wiring to run in conduit.
- Determine the signal cabling requirements for the Projector to be installed, length of run and termination requirements and material to include cable, junction boxes, connectors, faceplates etc.

- Site Survey will provide a listed bill of material (BOM) if the mounting hardware and cables are not available to complete the installation
- Dell appointed service provider is responsible to brief customer about the installation process once the site survey is completed.
- Customer is responsible for the Site Survey Charges even if customer decides not to proceed further with any installations.

B. Ceiling Mount Projector Installation

- Unpack projection unit and verify packing list Model number and Service Tag number, verifies condition of projector and if any damage report back to Dell Technical Support
- Unpacks mounting components and verify list to ensure all items required for installation is available
 - a) Ceiling mount hardware
 - b) Projector mounting hardware
 - c) Verify condition of items and report any damage to Dell Technical Support
- Remove ceiling tile from drop ceiling (if applicable)
- Verify power source is available within reach of the projector power code
- Mount bracket and / or drop Ceiling Mounting Plate
 - Dell appointed service provider will provide anchors and screws/bolts to mount bracket
 - Modify ceiling tile as needed to go back in place depending on which ceiling mount is installed, replace ceiling tile only after the projector has been mounted, cables connected, and powered up and tested
- Install Projector on Mounting Bracket
- Connect security chain if provided
- Connect Projector to power at provided power outlet (above hung ceiling) or alternate power source approved
- Attach Dell/client provided applicable cabling
 - Cabling should already be installed from the video output device, PC or control center, or a junction box if travelers will be plugging in personal Laptops to the approximate location of the ceiling mounted projector and coiled up in the drop ceiling near the location where the projector will be ceiling mounted.
 - Dress down cabling and power cords with tie wraps at the cable mount to the projector
- Power up and Test functionality of projector
 - Confirm Startup or signal acquisition screen displayed on screen or wall
 - If customer has a PC connected and available Power up PC to Windows Login screen and verify projection on screen or wall.
- Optimize picture (pitch, image, focus, etc)
- Providing 15 minutes operational overview to customer
- Remove packing material and debris to customer designated area within the immediate area of the installation.

Optional Add-on Services

C. Projector Screen Installation

- Unpack projection screen and inspect for damage, notify Dell Technical Support of any damages to screen
- Install mounting hardware for screen
- Mount screen and check operation of screen if roll up and down screen type
- Screen is not included; must be purchased separately

D. Wiring and Cabling Installation

- Dell customer must choose to provide all material recommended in the quote (50 or 100 feet length VGA cable) and utilize Dell Installation Service Provider to perform the work labor and material installation of wiring and cabling.
- Wiring and cabling can be scheduled to be performed in advance of delivery of the projector products or planned to be completed on the same day as the projector product installation, assuming all work can be performed in a single working day.
- Non standard wiring and cabling tasks are not considered and would be subject to separate pricing and noted in the quote if needed or priced at the time the events or issues arise such as:
 - Core drilling through concrete or cinder block
 - Disconnecting existing conduit to run wiring within
 - Providing and installing raceway
 - Obtaining permits if needed
 - Unexpected work production obstructions such as inventory, equipment, or other physical obstructions and or time spent engaging with and or complying with union or site specific labor restrictions

Customer's Responsibilities:

A. Prior to Dell™ arriving on-site for installation:

1. All equipment to be installed must be located at the area (cubical/desk) in which the installation will take place.
2. Receive projector and ceiling mount shipped from Dell™.
3. Obtain all necessary mounting hardware and cables prior to installation. Mounting hardware and cables may be purchased from Dell. To avoid additional on-site installation trips or delays, required purchases should be made prior to Dell Installation Service Provider's onsite arrival.
4. Ensure that all required cabling is installed and sufficient electrical outlets are provided.

B. During the on-site installation:

1. Provide a safe and suitable working environment for the delivery of this Service.
2. Provide appropriate access to buildings (including elevator access if equipment must be moved between floors), security escorts, and access to parking facility (at no charge) during the performance of the Service.
3. Assign a designated trash facility within the same building and notify Dell™.
4. Customer will assist the service provider in scheduling and coordinating system shut down, and if required, end user participation, in order to ensure smooth transition during application and data migration
5. Provide a single point-of-contact, to work with the Dell Installation Service Provider. Ensure that the single point-of-contact is available to assist the Dell Installation Service Provider with information necessary to complete the tasks herein.

The single point-of-contact will:

- a. Be the intermediary between the Dell™ service provider and the customer
- b. Ensure that any communication between the customer and the service provider are made through the service provider designated contact
- c. Obtain and provide project requirements, information, data, decisions, and approvals, within three working days of the request, unless both parties agree to a different response time
- d. Ensure for the service provider project personnel, at no charge;
 - i. Reasonable and safe access to the project site
 - ii. Adequate office space as required
- e. Help resolve project issues and escalate issues within the customer organization, as required
- f. Administer project change control with the service provider designated contact

Important Additional Information

Dell will not be liable for any damages, injury or loss arising from any of the work or installation provided to the customer.

This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed agreement between Customer and Dell, and in the absence of such an agreement, Dell's standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at www.dell.com/ap/services/T&C. In the event of a conflict between this document and such terms and conditions, this document shall prevail. Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.

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