

Planar Systems Lifecycle Policy

Planar's lifecycle program makes it easier for our customers to focus on their products. Planar can help you build a better product and keep it in production longer. Planar's product lifecycle policy communicates this commitment.

Over the lifecycle of a product, Planar builds displays with the same components, eliminating concerns about varying components.

Planar:

- has consistently exceeded a 5 year life for standard and semi-custom displays. Many Planar products continue to be produced for 8 to 10 years.
- provides 30 day written notice of necessary changes that affect form, fit or function of the display.
- provides 1 year to receive shipments for End of Life (EOL) products.
- secures long-term commitments from component suppliers prior to design and production.
- works closely with suppliers to ensure long-term availability of products and components.

Planar Offers the Industry's Leading Warranty Packages

Planar's LA-series open frame displays are covered by our Customer First™ Warranty which includes a 3 Year, 2 Day Advance Replacement. For more information, please consult the factory or www.planarembded.com.

For our other product lines, Planar recommends **Bronze Service**, which is an extension of the standard one year warranty, providing basic support to protect you against the costly, unforeseen expenses of repairing an out-of-warranty display and unknown display downtimes. The **Silver Service** further enhances uptime guarantee and return shipping options.



Available for LC, LX, EL, SD and Custom Products



Available for LB, LC, LX, EL, SD and Custom Products

FEATURES	STANDARD	BRONZE	SILVER
Service Coverage	Return to Depot	Return to Depot	Advanced Exchange
Uptime Guarantee	30 day	10 day	Next day
Shipping Deadline	N/A	N/A	2pm PST
Shipping	Return shipping	Return shipping	Advance and return
Contract Length	1 Year	3 Years	3 Years

RoHS Statement

European Union 2002/95/EC Directive on the Restriction of Hazardous Substances (RoHS)

In February 2003, the European Union issued Directive 2002/95/EC on the Restriction of Hazardous Substances, commonly known as RoHS, in certain electrical and electronic equipment. It restricts the use of six hazardous substances, including lead (Pb). The Directive states that all products placed on the European market after July 1, 2006 must be compliant with its requirements.

Planar Systems, Inc. is fully in support of and compliant with EU Directive 2002/95/EC on all its products, except where exempted, such as medical, or where otherwise stated. Should those exemptions be removed in the future, Planar will comply with such directives or amendments.

A Planar part number will be modified with an "LF" suffix designation to indicate RoHS compliance, as shown on the part number label affixed to the display and on the box containing the display.

ISO Certifications

Planar's Beaverton and Espoo sites have obtained ISO 2001:2008 registration and throughout our organization there is a commitment to continual improvements. For more information visit:

<http://www.planar.com/advantages/ISO/index.html>