
Field Operations Manual

Chapter One – Overview and Policies



Table of Contents

CHAPTER ONE - OVERVIEW

- I. MISSION STATEMENT
- II. COMPLIANCE AND CONFIDENTIALITY
- III. INSTALLATION AND SERVICE - NETWORK POLICIES
- IV. SERVICE / INSTALLATION - SUBCONTRACTOR RESPONSIBILITIES
- V. SHIPMENT VERIFICATION
- VI. WORKMANSHIP/WARRANTY EXPECTATIONS
- VII. TIMELINESS
- VIII. COMMUNICATION

CHAPTER TWO-INSTALLATION AND SERVICE PROCEDURES

- I. INSTALLATION AND SERVICE DISPATCH PROCEDURES
- II. INSTALLATION CLOSE OUT PROCEDURE
- III. FIELD SERVICE CALL CLOSE OUT PROCEDURE
- IV. RETURNED MATERIAL AUTHORIZATIONS (RMA'S)

CHAPTER THREE - ADMINISTRATION

- I. INVOICING FOR CONTRACTED INSTALLATIONS
- II. INVOICING FOR SERVICE WORK

CHAPTER FOUR - FIELD STANDARDS

- I. FIELD INSTALLATION STANDARDS
- II. TESTING PROCEDURES
- III. REQUIRED EQUIPMENT FOR INSTALLATION AND SERVICE
- IV. DBS FIELD STANDARDS
- V. INSPECTIONS

APPENDIX

- A. AUDIO CONNECTIONS
- B. COAXIAL CABLE
- C. CABLE PULLS
- D. MOUNTING HARDWARE
- E. ANCHOR CHART
- F. CORE CABLE

Overview

Mission Statement:

DMX's mission is to be the global leader in providing the finest commercial audio/video systems as well as the finest installation and service work. In all situations, DMX is committed to providing the best solution to meet each customer's needs and budget. In partnership with our Affiliate network and independent Subcontractors, we will fully satisfy our customers, transaction after transaction, by providing superior workmanship, timely response and comprehensive communication.

Updates:

DMX will periodically revise this manual and make updates available to you. It is your responsibility to maintain this manual in its most current state and replace outdated pages with new pages as they are received.

Compliance:

The following standards and procedures will provide the guidelines that DMX expects will be complied with for every installation/service call. In the event that the Subcontractor fails to comply with the provisions and procedures set forth, DMX will have the right to take the following actions:

- Upon written notice describing the standards/procedures not met, require immediate action steps to correct the outstanding issues.
- Require that the Subcontractor rectify the mistake within a given number of days at the Subcontractor's cost.
- Place Subcontractor on probation and/or terminate Subcontractor from the DMX Service and Installation Network
- Replace Subcontractor and bill for our replacement cost.

Confidentiality:

The information contained in this manual is confidential and intended for authorized Subcontractors' use only and may not be disclosed to any other party except to the extent that Subcontractor is authorized by DMX to disclose such information. Sharing this Manual or using it in a manner outside of its intended purpose is strictly prohibited and may result in termination of Subcontractor's services.

Installation and Service - Network Policies

Current Information:

It is the Subcontractor's responsibility to provide DMX with the most current information, including change in name and/or address, and telephone/fax numbers, email address. In the event of a name change or sale of business, DMX will require a new certificate of insurance (\$1M dollars minimum liability), business license number, federal ID number, license to do business as a sound contractor in your state (if required), and an updated installation qualification survey. All paperwork should be directed to the attention of the Field Operations Manager in your area. Alternatively, you may submit an on-line survey by going to www.dmxnafo.com and clicking on the "Subcontractor Survey" button.

Service and Installation - Subcontractor Responsibilities

As a DMX Subcontractor, you are responsible for supplying the necessary labor and miscellaneous materials to complete the DMX installation or field service call in a timely and professional manner.

DMX expects the subcontractor to be responsible for:

- Scheduling and integrating all work with other trades and personnel at the job site. DMX will not pay for unproductive trips due to scheduling arranged by contractor.
- Implementation of professional work habits and practices at all times.
- Obtaining any permits required for a DMX installation including, but not limited to; work permits, electrical permits, state or county compliance permits, and any other licenses or guarantees which may be required by the client, federal, state or local agencies.
- Performing all work within DMX's Field Installation/Service Standards. In addition, all work must be performed to local electrical & building codes and to the standards and specifications of the National Electrical Code (NEC), National Electrical Safety Code, National Fire Protection Standards, State and Local Building Codes, Occupational Safety and Health Code. If the DMX standards are in direct conflict with above codes, the above codes take precedence.
- Managing employees, materials supplied by DMX, equipment, and all applicable taxes, benefits and insurances.
- Supplying miscellaneous materials required completing the installation or service call. Miscellaneous materials include but are not limited to; screws, crimp connectors, wire ties, grommets, all thread, unistrut, pin rod, electrical tape, labels, gang boxes, backing plates, ballast and staples. Any project requiring significant hardware expense must be discussed with project manager prior to purchase or installation of materials.
- Paying for vehicle parking and toll expenses incurred during travel and while on job sites.

DMX does not pay for lodging, per diem, travel, parking or other travel expenses unless agreed to by the project manager prior to the start of a project. All agreements must be writing.

Shipment Verification

For all shipments, open and inspect all cartons immediately upon receipt.

- Examine each carton on all visible sides and make notations on delivery receipt of any and all markings/punctures on the boxes. Open any carton that is damaged (holes, punctures, creases etc.) and inspect the contents before the driver leaves (ICC Regulation #120). This inspection is your responsibility if damage is visible.
 - If contents are damaged, refuse the damaged merchandise and personally note the damage on the delivery receipt before accepting the balance of the order.
 - If driver cannot wait, ask him to note on the delivery receipt any visible signs of potential damages seen on the cartons, and initial his notes.
 - Notify your DMX contact immediately. The DMX contact is responsible for resolving all issues with the shipping company, issuing RMA #'s if necessary, and sending replacement equipment.
- Verify that the entire order is received by comparing the boxes shipped against the bill of lading and contents of boxes against packing list.
 - If a partial shipment is received, advise your DMX contact within 24 hours of all equipment that is missing.
 - The DMX contact will track equipment and provide an estimated time of arrival (ETA) for the balance of the equipment.
- If concealed damage is found:
 - Save cartons and packing material until carrier either waives inspection or inspects the parcel. Concealed damage claims may be denied if the packaging materials are not saved.
 - Notify your DMX contact immediately. The DMX contact is responsible for resolving the damage claims with the shipping company or vendor, issuing RMA # if necessary, and sending replacement equipment.

Shipment Verification - (continued)

In all cases of reported damage, place all damaged freight in a protected area of your warehouse and guard against further damage or loss.

The DMX Subcontractor is solely responsible for any freight damage or missing equipment issues that are not reported to DMX within 24 hours of delivery. If additional equipment needed that was on packing list, contractor will be billed for that equipment.

All **video display products** including: projectors, CRT, LCD, Plasma, etc., must have power and signal applied to verify operation within 48 hours of delivery. Once operation is verified, the unit is to be returned to its original packing and warehoused until needed.

Operational confirmation of all displays must be reported to the DMX project manager within 48 hours of delivery. No exceptions.

DMX Inc has entered an agreement with its freight company to insure all video display devices. The policy, as issued by the insurance company, requires that all damage and/or device failures be reported within 48 hours. *Any damage or product failures noted after this 48 hour window becomes the sole responsibility of the receiving party to repair or replace. Receiving party is also subject to all additional freight expenses that are associated with the damaged or failed devices.*

IMPORTANT NOTE:



The DMX Subcontractor is solely responsible for any freight damage or missing equipment issues that are not reported to DMX within the given timeframe from delivery receipt.

Workmanship/Warranty Expectations

As the Subcontractor, you will have agreed to:

- Correct any problems with the DMX system that are a direct result of your workmanship during installation or field service call, including but not limited to wiring, interconnect, terminations, trim and finish work.
- Provide labor to correct any workmanship problems that arise from your installation as warranty to DMX for a period of one (1) year from completion of the installation.
- Provide labor to correct any workmanship problems that arise from your field service work as warranty to DMX for a period of ninety (90) days from completion of the field service call.

Timeliness

DMX will provide an estimated timeline of a project, including a date range for completing the project. For field service calls, the DMX standard **Average Response Time** (ART) is within **48 hours** from the time the call is dispatched. Notify the DMX representative during the dispatch call of your service schedule and estimated resolution time.

If you accept the work, you will have agreed to:

- ★ Complete the DMX project or field service call within the stated time frame.
- ★ Schedule and integrate all work with other trades and personnel at the job site or customer location.
- ★ Immediately communicate to your DMX contact any and all events, problems, issues etc. that could prevent the installation or field service call from being completed within the scheduled time frame.

Communication

In working with **DMX**, you will have agreed to:

Inform your DMX contact within 24 hours if any of the installation job packet information is missing.

Immediately communicate any problems and issues to your DMX contact to ensure timely resolution and a successful installation or field service call.

Do everything possible to keep the project or field service call moving forward to a successful completion, and communicate any and all "roadblocks" to your DMX contact.

Advise your DMX contact within 24 hours after project completion. (Please reference Installation and Field Service Closeout Procedures, Chapter II).

Any work that is performed outside the scope of the project or exceeds the hour limit assigned for a field service call requires pre-approval from DMX and will require the following items to be completed:

1. **Immediately communicate any instances that create an overage situation to your DMX contact for review and pre-approval *prior* to performing additional work.**
2. **Furnish your DMX contact with a verbal estimate of additional labor and any materials needed; followed up by a written documentation.**
3. **If approved, your DMX contact will issue a change order to the original subcontract or field service call for the additional work.**

IMPORTANT NOTES

-  **DMX will not pay additional charges on any invoice from your company without a DMX representative pre-approving the additional amount.**
-  **All approved overages must be followed up with written documentation (number of hours, cause of overage, total dollar amount) within five business days from date of completion.**

Communication - (continued)

In communicating with the **General Contractor/Site Supervisor**, you, as the Subcontractor, will have agreed to:

- o Contact General Contractor/Site Supervisor *before* the scheduled DMX installation, confirming schedule and verify site conditions.
- o Communicate daily, or as required, with the General Contractor/Site Supervisor during installation, specifically regarding crew schedules and overall job progress.
- o Visit site *prior* to scheduled DMX installation, when instructed by the DMX contact that it is necessary, to verify site conditions and report any issues to DMX contact.
- o Have Field Technician notify the General Contractor/Site Supervisor when on site and keep him/her apprised of the status of the work throughout the project.

In communicating and interfacing with the **Subcontractor**, DMX will have agreed to:

- o Provide all the pertinent information and paperwork necessary to complete the job (i.e., installation job packet, dispatch information, etc.)
- o Notify Subcontractor immediately of any job site changes, design revisions, or other important notes and/or documentation needed to complete the project.
- o Respond to all technicians' inquiries and resolve any issues in a timely manner.
- o Release change orders for overages, if deemed necessary, within 48 hours of a verbal agreement or written notification from a Subcontractor.

Communication - (continued)

In communicating and interfacing with the **customer**; you, as the Subcontractor, will have agreed to:

- o Represent DMX in a professional manner at all times.
- o Maintain a positive relationship with any customer representatives on site.
- o Address any concerns and/or suggestions regarding any aspect of the sound system installation or field service call with your DMX contact, *not* the customer.
- o Refer any customer requests regarding the installation or field service call back to your DMX contact.
- o Review the system's operation and routine maintenance with the client management team and/or "key contact" as noted by your DMX contact. Provide training in the operation, maintenance, and fundamental troubleshooting of the system to client management and personnel.
- o Review DMX work order or service work order with customer and obtain signature and date from the site manager confirming that system is complete and satisfactory. Signed, original documentation should be returned to DMX.
- o **DO NOT place your A/V company service stickers on any equipment.** To obtain DMX service stickers, please call the DMX's Customer Service Hotline: 1-800-345-5000.
- o Direct the customer to contact DMX's Customer Service Hotline: 800-345-5000, for any service issues regarding the system.