
DATE: February 16, 2018
DOCUMENT TYPE: External
Policy Title: Q-SYS Authorization Policy
DOCUMENT NUMBER: CP-EXT-002 Rev N/R
Target Audience: QSC Sales/Channel Partners
Author: Systems BU

Purpose:

This Policy outlines the requirements for a Partner to become authorized for the sale of QSC Q-SYS™ products ("Q-SYS"). Reference is made to the QSC Master Channel Partner Agreement ("Agreement") between QSC, LLC ("QSC") and the channel partner ("Partner") as defined in the Agreement. Partner agrees to comply with this Q-SYS Authorization Policy, and any QSC policy as created or updated from time to time ("Policy"). Capitalized terms used but not otherwise defined in this Policy have the meanings ascribed to them in the Agreement. Partner is responsible for ensuring compliance with all QSC policies.

Restrictions:

Unless expressly authorized in writing by QSC, the rights granted to Partner to market, promote, and sell Q-SYS products do not include any right to offer Q-SYS products for sale in catalogue, mail-orders, eCommerce, retail locations, or through resale distribution to other system integrators, installers, or entities other than End Users.

Partner Obligations:

Minimum Requirements. Partner agrees to:

- (a) Employ appropriately trained and Q-SYS certified staff in order to maintain Q-SYS products in accordance with QSC's Product Authorization Form. If the trained or certified staff member is no longer employed with Partner, it is Partner's responsibility to employ the minimum number of Q-SYS certified staff according to this Policy.
 - 1) To qualify as a Q-SYS Integrator, Partner must employ at least two (2) staff members, who have completed the Q-SYS Level 1 online or classroom training, and can provide a minimum level of technical support to their integrators for each staffed location.
 - 2) To qualify as a Q-SYS Master Integrator, Partner must employ at least one (1) staff member who has completed and received certification for Q-SYS Level 2 training, and can provide an advanced level of technical support to their integrators for each staffed location. QSC has limited space in Q-SYS Level 2 training classes and QSC reserves the right to allocate spaces at its sole discretion.
- (b) Be completely responsible and liable for their network implementation and must ensure that it follows QSC guidelines.
- (c) Submit all Q-SYS CTO orders using QSC's online Q-SYS Configurator located at: <https://qsysconfigurator.com/Account/Login?ReturnUrl=%2f> with any accompanying purchase order documents.
- (d) Engage subcontractors, as necessary, when installing audio-visual systems involving Q-SYS products. In the case of using subcontractors, Partner must maintain full ownership of the proper installation and integration of all QSC and Q-SYS products.
- (e) Hire or train additional staff, as required according to this Policy.

End User Support. Partner must provide the following level of support to End-Users:

- (a) Professionally install, program and commission Q-SYS products to the highest standards.
- (b) Perform all third-party device integration and Custom LUA Scripting (if required).
- (c) Perform all onsite Q-SYS and Ethernet Network Troubleshooting.
- (d) Pay any invoices and applicable costs (e.g. restocking fees) pursuant to QSC's policies and the terms of the Agreement.

Network Requirements for Q-SYS. Although some Q-SYS product cores can operate as standalone processors, there are many times when higher I/O channel count or distributed I/O channels are required for a project. To add additional I/O channels to a core processor, Q-SYS products employ the Q-LAN network protocol, which operates on a Gigabit, Layer-3 network utilizing QoS. QSC has provided a complete list of qualified Gigabit switches which is updated annually. QSC has also provided a network setup document for IT professionals.

- (a) Deployed Ethernet switches must be selected from the Qualified Gigabit Switch List, located at: <http://www.qsc.com/systems/products/Q-SYS/qualified-network-switches-and-3rd-party-setup-guides/qualified-switches-and-3rd-party-setup-guides/>.
- (b) Deployed Ethernet networks must be setup using Gigabit Layer 3, with QoS and other settings as defined in QSC's Q-SYS Networking Overview document, located at: http://www.qsc.com/resource-files/productresources/dn/q_dn_qlan_notes_v4_41.pdf
- (c) Network integrity must be fully tested and signed-off by an IT specialist before Q-SYS components and peripherals are interconnected.

QSC Obligations:

Subject to Partner's compliance with the terms and conditions of this Policy and the Agreement, QSC will reasonably undertake to provide the following support to Partner:

- (a) QSC will provide training for Q-SYS Level 1 Support through online courses, and will provide regularly scheduled Level 2 Curriculum classroom training courses throughout the year.
- (b) QSC's Application Engineering Team will be available to assist in reviewing and making recommendations on the design or deployment of any system using Q-SYS products.
- (c) QSC will provide advance replacement support of all Q-SYS products within one (1) year from the date-of-shipping. After that period, Q-SYS products will be available to return for servicing only. If QSC technical support staff has determined that a unit is faulty, a RMA will be generated and QSC will ship a replacement unit, covering all one-way freight costs. QSC will also issue an invoice for the advance replacement unit, then issue a credit once the faulty unit is returned at Partner's expense.
- (d) QSC will provide in-warranty support of all Q-SYS products according to the QSC Limited Warranty at <http://qscservice.com/policies/warranty-statement/>.
- (e) QSC will provide out-of-warranty parts and billable service support for Q-SYS products for up to five (5) years after the discontinuation of any such Q-SYS product.

Modifications:

This Policy may be modified by QSC at any time in its sole discretion, which shall become effective immediately.