

AXIOMTEK LCD Support Policy

July, 2007 Revised

Objective:

Due to the growing demands of LCD lighting service and more and more various embedded applications, AXIOMTEK's Application Engineers (AE) are capable to develop various LCD wiring kits and modify VGA BIOS to help customers easily installing chosen LCD modules onto targeted systems. In order to manage LCD lighting service process and to speed up the cooperation between AXIOMTEK and customers, this policy will guide customers to understand what friendly LCD services we provide.

Service Process:

1. Customer fills in the "**LCD Support Request Form**" and sends it to AXIOMTEK sales or AE.
2. AXIOMTEK AE team will evaluate the feasibility and check LCD database.
3. Customer signs back "**LCD Lighting Agreement**" and provides complete LCD kit (LCD panel, inverter, cable) to AXIOMTEK AE team.
4. AXIOMTEK AE will determine the possibility of making LCD sample cable.
5. AXIOMTEK AE will perform LCD lighting test and advise solution to customer.
6. Log the solution in AE LCD support database

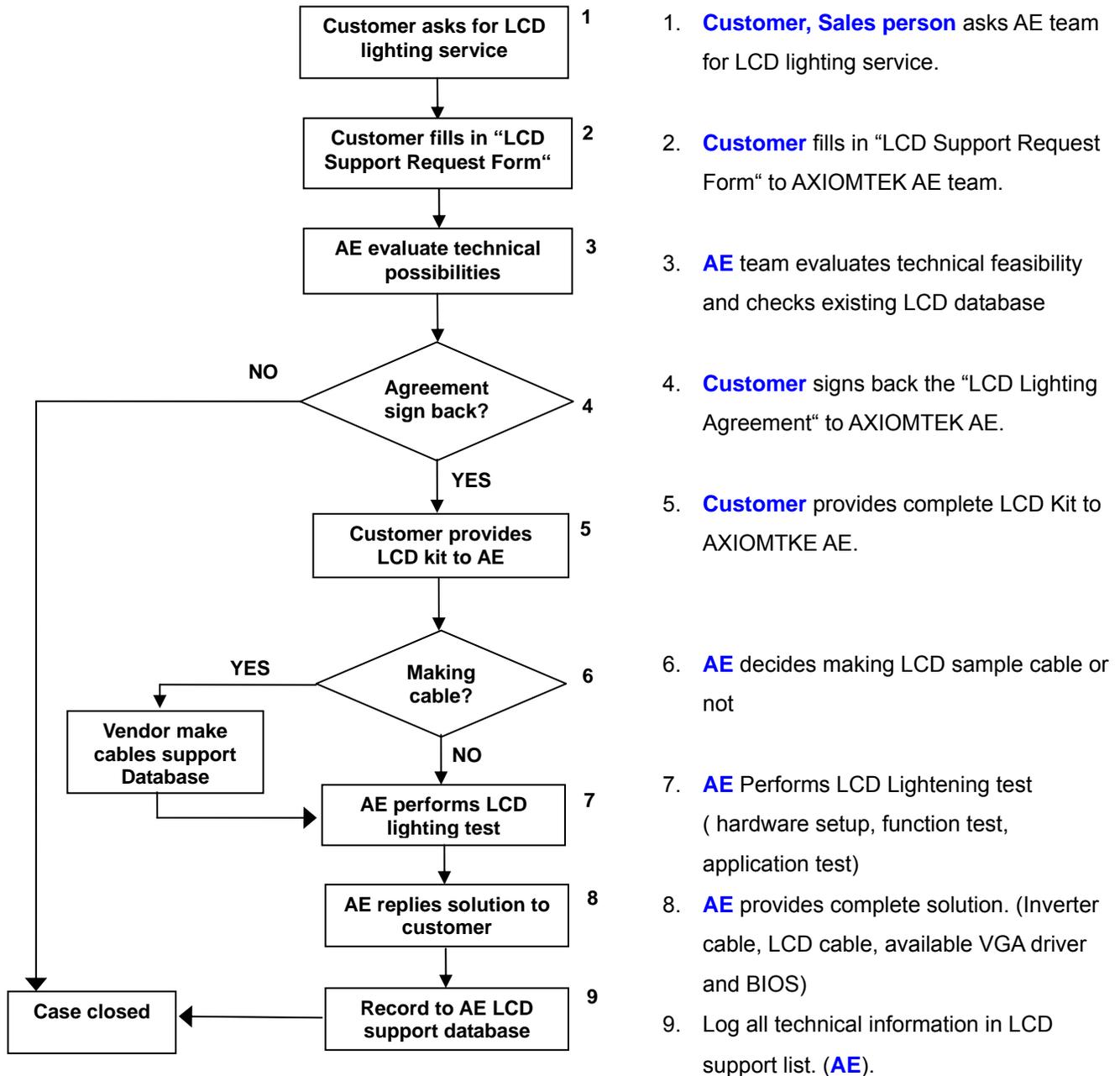
Service Charge:

1. For fine tuning VGA BIOS for the LCD panel, AXIOMTEK will initially charge customer USD\$ 500. Exception could be made by AXIOMTEK Regional AE Managers or Sales Managers.
2. The above fee is refundable upon certain quantity of purchase from AXIOMTEK based on sales managers' decision.
3. In case needed, the sample cable will be charged at US\$30 each. The minimum ordering quantity for the sample cable is 5 pcs.

Processing Time:

1. It will take 7 working days for validating the solution after customer provides the complete set (LCD panel, inverter, cable)
2. It will take 14 working days or longer to make the cable and validate the solution if customer does not provide the complete LCD set.

LCD Support Workflow



LCD Lighting Agreement

This Agreement, made by _____ (hereafter called CUSTOMER) and AXIOMTEK Co., Ltd. (hereafter called AXIOMTEK), concerning the LCD lighting service are as follows:

1. Specify the product

CUSTOMER requires this service for the following product combination:

AXIOMTEK CPU Board: _____ (model name)

LCD Model No.: _____

2. Send back complete LCD kit

CUSTOMER **SHOULD** provide the following LCD package to AXIOMTEK:

LCD flat panel (its connecting cable and the corresponding data sheet)

DC-AC inverter (its connecting cable and the corresponding data sheet)

3. Expense for making custom LCD cable

CUSTOMER **SHOULD** provide the following LCD package to AXIOMTEK:

If CUSTOMER is unable to provide the corresponding LCD cable, in order to make the sample of the LCD cable, AXIOMTEK will charge CUSTOMER at the price of **USD\$ 30.00 each**.

4. Expense for fine-tune VGA BIOS

CUSTOMER **SHOULD** provide the following LCD package to AXIOMTEK:

- In order to fine-tune VGA BIOS for the LCD panel, AXIOMTEK will charge CUSTOMER with **USD\$ 500**, which is refundable or discountable upon sales manager's decision.
- Shall the CUSTOMER provide the corresponding LCD cable; the minimum time required for the services is expected to be **7 working days**. If the CUSTOMER is unable to provide the corresponding LCD cable and shall it be supplied by AXIOMTEK, the minimum time required will be **14 working days**. The first working day will be counted from the day when all components and related document arrive at AXIOMTEK. If CUSTOMER delays sending related components, the working days will be prolonged automatically after AXIOMTEK informs CUSTOMER.
- In addition, in case AXIOMTEK encounters difficulties and this service can not be finished **within one month**, AXIOMTEK will send back the whole set from CUSTOMER and the charge shall be returned.

5. Agreement Period

This Agreement is valid for 1 year after finalized.

(Name of Customer's Company)

(Authorized Representative)

Date: - -

AXIOMTEK Co., LTD.

(Authorized Representative)

Date: - -

LCD Support Request Form

Customer Information			
Company:		Request Date:	
Contact:		Email:	
TEL:		FAX:	
AXIOMTEK Board Information			
Model No.:			
PCB Rev.:		BIOS Rev.:	
LCD Information			
LCD Model No.:		Manufacturer:	
Technology: <input type="checkbox"/> TFT <input type="checkbox"/> DSTN <input type="checkbox"/> MONO <input type="checkbox"/> Others (Please specify) _____			
Type (resolution/ bits/ size):			
Vdd:	Vee:	Vcon:	Additional Voltage:
LCD Cable Information			
LCD Cable Required: <input type="checkbox"/> Yes <input type="checkbox"/> No		Required Q'ty:	
Required Length:		Mm	
Special Requirement: (Please specify)			
AXIOMTEK AE Evaluation			
Technical Feasibility: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Please Send: <input type="checkbox"/> LCD <input type="checkbox"/> Inverter <input type="checkbox"/> LCD cable <input type="checkbox"/> Data sheet			
AXIOMTEK AE:		Date:	