Techknow
DRIVE-THRU SYSTEMS & ANALYTICS

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Scope of Work - McDonald's Corporate v2.0

Overview

The selected Installation & Service Company will provide on-site installation & service for all of Techknow's DT Timer, and related Software for the McDonald's Corporate Stores

The services may be implemented in the following scenario:

  ➢ Full Retrofit of an Existing Store or New Store:
    o Site Survey (recommended)
    o Quotation of Site Preparation Activities
    o Coordination and Implementation of Site Preparation Activities
    o System installation service
    o Removal of Old Equipment if necessary
    o Testing and Training
    o Follow up

The people involved in the service delivery process are:

❑ The Customer represents the person or persons that purchase and have ultimate decision-making oversight of the system installation.
❑ Techknow's Services Coordinator is the day-to-day point of contact regarding installation, reporting and tactical decision-making on changes of scope of work for specific projects.
❑ The Installation companies Services Coordinator is the main contact with Techknow, the Contractor and the Customer.
❑ The Contractors are the entities contracted by the Installation Company or the owner to perform any site preparation activities such as concrete pouring or electrical wiring
❑ The Field Service Engineer (FSE) is in charge of the site survey and the system installation.
❑ Techknow's Shipping represents the organization responsible for shipping the products to the site

The following describes the major steps of the Field service delivery process:

❑ **Site Survey**

The Installation Company FSE performs the site survey at the store site. The intent of this visit is to identify site conditions, existing equipment interfaces and site preparation activities required prior to the installation of the system. Also, the site survey identifies any site conditions that require extended installation times such as extended cable runs, unique ceiling configurations, the need for new conduits (by checking capability of existing) etc.

The FSE will fill out a survey template that will cover all site questions. In addition, certain digital photographs are required as part of the survey process. Once completed, an electronic copy of both the form and photos are to be e-mailed to the installation company and Techknow's installation coordinators. Techknow will modify the existing site survey document to reflect any additional information required by Installation Company. Site survey visits should be scheduled within 10 business days of the date when the service request was placed by Techknow. The customer should be allowed a minimum five (5) working days to review and approve each site survey, thus granting final approval of the site survey.

❑ **Site Preparation**

During the site survey, Installation Company will indicate which site preparation activities are needed, such as concrete or electrical work and which have already been completed. Installation Company will provide the site preparation document containing site requirements and the terms and scope of the installation. The Customer will sign an agreement to those terms and conditions. The Customer will be responsible to have the site ready for installation and will coordinate with Installation Company the scheduled installation date.

In the event the Installation Company declines an opportunity to perform either a site survey and/or site preparation (i.e., a "no bid"), then this decision must be communicated to Techknow within five (5) working days of the extended offer. If the Customer declines an opportunity to have a site survey done and issues arise from the lack of a site survey, for example, a crushed or blocked conduit going to the Menu Board, then the customer is responsible for all cost related to this. Preapproval is necessary if this is out of the originally SOW.

❑ **Installation**

The Installation Company install coordinator will schedule with the Customer and Techknow the installation date and time. When the site is ready and the system is available, the coordinator will schedule the service call with the FSE. This call should be scheduled with ten (10) business days' notice.

For primarily non-roll out stores, Techknow will forward a separate installation document ("Techknow Work Request" SOC to Installation Company. This will have detailed site instructions, customer contact information, technical support contact information, specific system to be installed on site and the specific scope of work for the site. This document will also have a detailed installation report where the FSE will report the activities and problems encountered on site.

When Techknow issues the Work Request (SOC), the Techknow service coordinator will fill out a portion of this document with site information, equipment to be installed, special site instructions and desired installation date. The Installation Company install coordinator will forward this document and the completed survey to the FSE when scheduling the service call. This document will be signed by the Customer upon installation completion and forwarded to Installation Company and Techknow. If the site is not ready and the Customer is responsible for site preparation, Installation Company will issue Techknow a callout charge. This charge will be passed along to the Customer. This will be documented by Installation Company and authorized by the Customer using the document mentioned above. The FSE will leave the site and the Customer would have to reschedule for another installation date. If the customer is responsible for site preparation, Installation Company will invoice Techknow for the completed survey. Techknow will then issue an "Installation Request and Verification" form after the customer reports site preparation is complete and the site is ready for installation.

Installation Activities
- ❑ Mount the Techknow Timer, Wireless Puck Controller, Interconnect Card and Monitor Bracket in the drive thru area. (Locations for the devices is determined during the pre-site survey.)
- ❑ Mount the monitor onto the Monitor Bracket.
- ❑ Attach monitor cables to Monitor (3ft cable).
- ❑ Run Cat6 cable from Timer to local switch, using appropriate port.
- ❑ If applicable, run the POS cable from the Timer to the DT register.
- ❑ Run Cat6 cable to headset system and connect to Audio Greet Out

Antenna & Detector Installation
Order Point
- ❑ If using existing loops at Order Points:
    - ❑ Use Cat6 ran for Greet signal to connect Interconnect Card inputs 1 and 2 and to the existing Vehicle Detectors' secondary relay (or to the detection relays from the headset base stations.)
- ❑ If using Wireless Pucks at Order Points:
    - ❑ Run Cat6 to outer Menu Board
    - ❑ Place Secondary Master with antenna to the bottom of the outside lane Menu Board, with a clear line of sight to the puck locations. Do not yet permanently mount. Ensure future vegetation will not block line of sight.
    - ❑ Connect Cat6 to Controller and Secondary Master
Cash Window
- ❑ If using existing loop at Cash Window
    - ❑ Run Cat6 cable to detector at Cash Window
    - ❑ Connect Interconnect Card input 3 to existing Vehicle Detector's secondary relay
- ❑ If using wireless puck at Cash Window
    - ❑ Run Coax Cable to Cash Window
    - ❑ Place Antenna outside, under Cash Window, vertically. Do not yet permanently mount.
    - ❑ Drill hole through wall for Coax Cable
    - ❑ Connect Coax Cable to Controller and to antenna
Present Window
- ❑ If using existing loop at Present Window
    - ❑ Run Cat6 cable to detector at Present Window
    - ❑ Connect Interconnect Card input 4 to existing Vehicle Detector's secondary relay
- ❑ If using wireless puck at Present Window
    - ❑ Run Coax Cable to Present Window
    - ❑ Place Antenna outside, under Present Window, cable side up. Do not yet permanently mount.
    - ❑ Drill hole through wall for Coax Cable
    - ❑ Connect Coax Cable to Controller and to antenna

- ❑ For each detection point outside using wireless pucks, drill two holes located 2' up from the middle of the window or order taker location, first puck 2.5' out from curb, second puck 2.5' out from first puck:
- ❑ If using Puck Enclosures
    - ❑ Holes will be 3.5" diameter, 2.75" deep
- ❑ If not using Puck Enclosures
    - ❑ Holes will be 3" diameter, 2.5" deep
- ❑ Place Detectors pucks in holes / enclosures, using sticker for proper orientation. Do not seal.
- ❑ Connect power cables to Timer
    - ❑ May need twist lock adapter (please add to Timer order if needed)
- ❑ Run site survey to ensure proper communication to all pucks. If pucks are outside of spec, move antenna closer and with a better line of sight.
- ❑ Once all pucks show communications readings in spec
    - ❑ Call Techknow to ensure system is on line and fully operational.
    - ❑ Permanently mount antennas and apply sealant to pucks.
- ❑ Hide all exposed cable with conduit / Panduit
- ❑ Seal all holes into building with appropriate sealant (i.e. silicone) and seal all exposed outdoor cable connections with liquid tape
- ❑ Train and familiarize customer with product.

Service Times
- Normal business hours are Monday thru Friday, 8:00 a.m. to 5:00 p.m., local time, excluding Installation Company holidays.
- If approved by Installation Company, "normal" hours may be adjusted to accommodate workload, either earlier or later given weather conditions, etc. However, Techknow will not pay overtime beyond eight hours per day; regardless of how/when, those work hours are expended.
- If required after hours or on weekends, additional charges may apply.
- Minimum ten-business day response time based on product and parts delivery.
- Note: Customer reserves the right to prohibit any site work during certain hours, i.e., during peak business hours. It is the responsibility of both Techknow and Installation Company to learn as to when these times are and to make certain that there is no disruption to the store during these hours.

Key Assumptions
- Techknow' products to be installed are Techknow's Wireless Timer System.
- Services will be provided in the United States, Canada, or the World.
- Services outside the contiguous United States will incur additional charges.
- Services include travel one way up to 50 miles.
- All hardware is to be delivered on site before the installation date.
- Response time for installation is 10+ business days.
- Mean time to install is 3-8 person-hours.
- Technicians must always refer to local and national electrical code when grounding a wire.
- Customer is responsible for the site readiness according to the Product Site Requirements, including customer providing an electrical and internet connection.
- Installation Company reserves the right to charge a callout charge if the equipment cannot be properly installed due to Techknow's systems malfunctions or Customer circumstances. I.e. shipped with missing parts or site not prepared for installation if Installation Company is not coordinating the preparation.
- Installation Company requires a minimum of one-day cancellation notification or callout charges will apply.
- The Installation Company Scope of Work includes as part of the site preparation activities disposal of concrete, construction debris, and per the specific Customer's request, old systems.
- Any work over the original quoted cost requires approval from both Techknow and the customer. Customer must have a point of contact available for such authorizations.
- All prices quoted are valid for 30 days after the date of the original quote. If a quote is not signed or executed within 30 days, Techknow reserves the right to re-quote.

Communication
Installation Company will provide Techknow the following reports:
- On a daily basis, Installation Company must document what work has been completed the day prior. Whether this is through daily reports, e-mails, voice-mails, or some other means, i.e. web reports.
- Each week for all sites prepared the prior week, Techknow must receive an itemization of actual site prep costs.
- In addition, if it is necessary to deviate from the published schedule, Techknow is to be informed as soon as possible so they can alert our customer to the change.
- Further, if any additional special reporting needs exist Installation Company will work with Techknow to define those requirements and any associated costs with delivering any reports.