



**Arrow AV Group Proposal For:**  
**Kronenwetter - Touch Panel Replacement**

**Kim Coyle**

**Kronenwetter Municipal Center**  
1582 KRONENWETTER DR  
MOSINEE, WI 54455

**Presented By:**  
Timothy Perkins  
timothyp@arrowavgroup.com

**Proposal:** 20189  
**Date:** 2025-06-10

## Statement of Work

### PROJECT OBJECTIVE

The objective of this project is to replace the control touch panel at Kronenwetter Municipal Center.

### FUNCTIONS AND FEATURES

To achieve the stated project objective, the following functionality will be delivered:

- The existing control touch panel has stopped working properly and can not be restored. A replacement 10.1" touch panel that will be forward compatible will be programmed and installed to work with the existing audio video system, with appearance and operation as close to current design, as possible.
- A remote PC will be installed at this time as there is a significant need for the ability to access the system remotely, from the AAVG offices.
- New control cabling will be required.

### IN SCOPE

Arrow AV Group shall furnish:

- All products as listed within the 'Proposal' section of this document.
- All wire, connectors and cabling necessary.
- All labor related to physical installation, programming, tuning, testing and alignment of the Products listed, as required to deliver the stated functional requirements.
- Travel and expenses directly attributable to in-scope labor.
- Programming, testing, tuning and alignment of all systems to deliver the above stated functionality.
- All devices to facilitate system operation, regardless of its inclusion in the Specification. Such devices include but are not limited to power supplies, impedance matching devices, thermal management devices, transformers, line pads, line amplifiers, EDID emulators, signal repeaters, cable equalizers, relay and LED power supplies, and other devices as necessary to interface, control, or balance the AV systems.
- All components necessary to mount, install and secure the system components, including but not limited to fasteners, mounting brackets, rack hardware, termination plugs, jacks, faceplate mounting hardware, and other unique components as necessary to securely mount equipment and panels. All equipment not specified as portable shall be held firmly in place and supported with structure capable of supporting the load with a minimum safety factor of 5:1 or as approved by the equipment manufacturer or Professional Engineer.

### OUT OF SCOPE

The following items are not included within the scope of the Installing Contractor:

- **Electrical system installation, conduit, pathways and raceways are not included.**
- Integration with building lighting systems, shades or other systems.
- Installation of bracing, backing and other mounting provisions.
- Any other work or product not explicitly listed as 'In Scope' above

### ASSUMPTIONS

This proposal is dependent upon the following:

- All owner furnished equipment proposed for system shall be in like-new functional condition.
- Owner-furnished equipment shall be available no less than one week prior to the start of audiovisual systems integration activities on-site.
- Electrical Service and conduit is provided as specified and in coordination with the Installing Contractor(s).
- Proposal is accepted within 7 calendar days of quotation.
- All owner and other contractor responsibilities are fulfilled as required in a manner which does not impede the audiovisual

system installation schedule. (See next section for a list of these responsibilities).

If these assumptions prove to be untrue, a change order will be required to accommodate changes in schedule, pricing, components, or any combination of these items.

#### **OWNER AND OTHER CONTRACTOR RESPONSIBILITIES**

The following are the responsibility of the owner or its contractor:

- Provide access to the work site during the hours of 8:00am to 5:00pm Monday through Friday.
- Provide, install, and terminate any computer network and/or telephone lines
- Ensure cable pathways are provided as need to complete project
- Provide and install all conduit and electrical boxes, including floor boxes
- Provide and install all high voltage electrical wiring
- Custom alterations made to furniture to accommodate AV installation
- Paint and patch of building structure and ceiling finishes

#### **WARRANTY:**

Arrow AV Group (AAVG) guarantees that all workmanship, and materials, to include all equipment, wire, and connectors, excluding Owner Furnished Equipment, installed by AAVG as part of the listed audio/video system, shall carry a ONE YEAR WARRANTY from the date of customer acceptance. This warranty excludes incidental or consequential damages of any kind or failures due to normal wear-and-tear. Any service or modification of the audio/video system covered by this warranty, by any party other than AAVG will void this warranty. AAVG shall bear no financial responsibility for any loss of use of the aforementioned audio/video system, due to failures covered by this warranty.

## Proposal Details

DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
<b>KRONENWETTER MUNICIPAL CENTER - TOUCH PANEL REPLACEMENT</b>			
<b>Touch Panel Replacement - Equipment</b>			
10.1" TABLETOP TOUCH SCREEN, BLACK, SMOOTH	1.00	\$2,205.90	\$2,205.90
CATEGORY 6A SHIELDED TWISTED PAIR, PLENUM, BLACK	100.00	\$0.85	\$85.00
ESTIMATED FREIGHT AND HANDLING COSTS	1.00	\$135.00	\$135.00
MISCELLANEOUS MATERIALS	1.00	\$150.00	\$150.00
WORKMANSHIP WARRANTY	1.00	\$83.18	\$83.18
MINI PC W/ DUAL NIC - SUITABLE AS A REMOTE ACCESS OR VIRTUAL CONTROL PC	1.00	\$269.99	\$269.99
<b>Touch Panel Replacement - Equipment Total:</b>			<b>\$2,929.07</b>
<b>AAVG - Services</b>			
INSTALLATION SERVICES - ENGINEERING, PROGRAMMING, ON-SITE INSTALLATION	1.00	\$4,530.00	\$4,530.00
<b>AAVG - Services Total:</b>			<b>\$4,530.00</b>
<b>KRONENWETTER MUNICIPAL CENTER - TOUCH PANEL REPLACEMENT Total:</b>			<b>\$7,459.07</b>



## General Terms & Conditions

### Equipment:

**AAVG** hereby agrees to sell the equipment, including all parts and services herein after called "the equipment" as listed in this proposal. **AAVG** may substitute comparable equipment with **CUSTOMER's** consent. Deliveries may be made in installments.

### Liability:

**AAVG** will exercise all reasonable efforts in furnishing the services and equipment provided herein, but shall not be liable for delays or failure due to force majeure, Government, services difficulties, failure of transportation, or other causes beyond the control of **AAVG**. It is recognized that **CUSTOMER** equipment contains memory or other devices which have accumulated substantial data. **AAVG** shall not be liable to the **CUSTOMER** if any such data is lost or rendered inaccurate, unless such loss or inaccuracy is the result of **AAVG's** gross negligence. IN NO EVENT SHALL **AAVG** BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHETHER IN CONTRACT, OR TORT.

### Changes:

Any changes to the products or performance requirements detailed in this proposal, whether initiated by **AAVG** or **CUSTOMER**, must be approved by both parties through a written change order detailing the changes and associated cost increases or savings for your system.

### Termination:

Written notice of termination for cause shall be provided to the other party and termination shall be effective ten (10) days after receipt of said notice. In the event of termination by the **CUSTOMER**, **CUSTOMER** agrees to pay **AAVG** for all non-recoverable equipment costs as well as associated installation charges.

### Delivery and Installation:

**AAVG** installation crews are scheduled many weeks in advance. We require an 8 to 16-week period to acquire the many custom components, complete final engineering and to permit prefabrication, programming and testing of components. Any deviation from this schedule requires specific discussion and mutual acceptance of an alternative time frame. Once your contract and any applicable down payment are received, all submittals requiring **CUSTOMER** approval will be generated and submitted. Once **CUSTOMER** approves all submittals and documents the project will be scheduled for installation.

### Product Availability:

**AAVG** reserves the right to replace any items listed within this proposal with a like model from the same manufacturer. Due to the fact that model numbers and product lifecycles fluctuate within our industry, a new or altered model name may require these changes.

### Designs and Parts List:

**AAVG** is happy to provide you with all of our design documentation should you choose not to use **AAVG** for the sales and installation of your systems. A design fee of 7.5% of the total proposal price is required and upon receipt, **AAVG** will produce all design documentation including parts lists, line-item pricing and schematic drawings.

### Training:

Training on the operation of your system will be provided to all interested users within your organization. A training session will be scheduled upon the completion of system installation. Every effort will be made to ensure your staff is comfortable with system connections and operation. Please note that training will occur only after final acceptance of your system, and will coincide with the delivery of your custom instruction manuals and as-built drawing set. Training Session will be scheduled for a 2-hour block unless otherwise specified within **AAVG** documentation.

### Owner/Contractor responsibilities:

Refer to attached SCOPE OF WORK for additional **CUSTOMER** responsibilities.

### Troubleshooting:

Phone assistance is available during normal business hours, Monday through Friday, 8 a.m. to 4:30 p.m.

### On-Site Service:

On-site warranty service as required during this agreement period will be furnished at no cost to the **CUSTOMER** during normal business hours.

### Repair Coverage:

Parts and services for repair of equipment and wiring permanently installed by **AAVG** are included under this agreement. Discontinued parts and equipment may be terminated from the agreement.

### Loaner Equipment:

In the event of equipment failure, loaner equipment will be provided subject to availability.

### Response Time:

Response to service requests shall be within one business day.

### Warranty:

All systems designed and installed by AAVG include our exceptional on-site warranty, which ensures the reliability and performance of your new system investment. On-site service is provided for one full year from the date of CUSTOMER acceptance. This warranty covers all new installed electronic equipment and workmanship, to include all equipment, wire and connectors installed by AAVG as part of the listed audio/video system, provided by our staff. Any changes made to the system by any party other than AAVG or one of its approved contractor's during the warranty period will void the warranty. Except as specified below, your AAVG warranty covers any defects in the material and workmanship of the product specified by job number noted within this agreement. The fitness of warranty coverage shall be at the sole discretion of AAVG. This warranty excludes incidental or consequential damages of any kind, failures due to normal wear-and-tear or force majeure. AAVG shall bear no financial responsibility for any loss of use of the aforementioned audio/video system due to failures covered or not covered by this warranty.

**Service/Maintenance:**

The system will be covered for one year after completion under AAVG's workmanship warranty as outlined within this document. After the first years' coverage, CUSTOMER has the option of extended warranty programs at the end of one year or can choose to pay for service calls at AAVG's prevailing rates. AAVG does not warrant that the operation of CUSTOMER equipment shall be uninterrupted.

**Exceptions this agreement does not cover:**

- Repairs to, or replacement of, Owner Furnished Equipment (OFE) or services related to remedy issues with said OFE.
- Repairs or service required as a result of misuse, abuse, unauthorized modification, or force majeure
- Consumable accessories including lamps, batteries, external cables, etc.
- Changes to accepted programming
- Image "burn in" on display devices
- Videoconferencing equipment (service plans are available specific to videoconferencing equipment.)

**Insurance:**

AAVG shall maintain insurance including, but not limited to general liability, umbrella and workers compensation, in reasonable amounts given the scope of services and AAVG's overall business generally. AAVG shall name **Customer** as an additional insured under all such policies and provide proof of coverage upon **Customer's** request.

**Indemnification:**

From and after the date set forth above, AAVG shall indemnify and hold harmless Customer, its directors, officers, personnel, successors and assigns ("Customer Indemnitees") from and against and in any respect of any loss, damage, cost, expense, penalties, fees, fines, charges, liability, obligation, claim, action, suit, demand, judgment and, if applicable, reasonable attorneys' fees and litigation-related expenses (collectively, "Liability") sustained, incurred or paid by any Customer Indemnitee for a third party claim in connection with, resulting from or arising out of: (a) any breach of a representation or warranty on the part of AAVG hereunder; (b) any breach or nonfulfillment of any covenant, obligation or agreement on the part of AAVG hereunder; (c) any violation of law; (d) any employment-related claims by any employee, independent contractor, agent or representative of AAVG; or (e) the gross negligence or misconduct of AAVG.

**Certain Representations and Warranties:**

AAVG represents and warrants that (i) all materials used to provide the services are appropriate and fit for the performance of the services, (ii) the services will be provided in a professional and workmanlike manner in accordance with accepted industry standards and (iii) the services will be performed in accordance with all applicable laws, regulations, rules, and governmental requirements.

**Notices:**

Any notices, consents other communication required to be sent or given hereunder by any of the parties shall in every case be in writing and shall be deemed properly given if (a) delivered personally or (b) delivered by a recognized overnight courier service, to the applicable party at its addresses as set forth below or at such other addresses as may be furnished in writing:

**If to Customer:**

Customer Name.

Attn: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If to AAVG:**

Arrow Audio Inc.  
Attn: General Manager  
1209 Fullview Drive  
Appleton, WI 54913

**Governing Law and Venue:**

This agreement shall be construed in accordance with and governed by the internal laws of the State of Wisconsin and the federal and state courts located in Outagamie County, Wisconsin shall have exclusive jurisdiction over any dispute arising hereunder or relating hereto.

**Amendments:**

This Agreement includes the items above as well as any additional terms and conditions as specifically included in Amendment "A" which must be attached and signed by both parties to this agreement.



## Payment Terms & Special Notes

**Payment/Ordering:**

Due to the customized nature of your purchase, invoices will be generated as your system design and installation begins. Upon order of equipment for your project, invoices will be generated immediately. Progress billing for installation services will be periodically invoiced. AAVG has proposed this project based on a cash or check payment. Payment by credit card will incur a 4% convenience fee. Terms on invoices are 15 Days net. Finance charges of 1.5% per month will be imposed and collected on unpaid balances 31 days and older. AAVG may deem this contract in default and immediately terminate it if the payment is delinquent in excess of thirty (30) days. If CUSTOMER is in default on payment of invoice(s) and fails to cure such default within ten (10) days after receiving written notification of such default, the CUSTOMER agrees to pay any reasonable Attorney's Fees, non-recoverable equipment costs, as well as associated installation costs in the event the amount in default is placed in the hands of an Attorney for collection.

**Tariffs:**

This proposal does not reflect any pricing fluctuations created by current or future tariff policies. If tariffs are applied to equipment on this project, a change order will be required to proceed.

## Proposal Summary

BILL TO:	SHIP TO:
Kronenwetter Municipal Center 1582 KRONENWETTER DR MOSINEE, WI 54455	Kronenwetter Municipal Center 1582 KRONENWETTER DR MOSINEE, WI 54455

### PROJECT EQUIPMENT AND LABOR

Description	Amount
Equipment	\$2,929.07
Services	\$4,530.00
Taxes	\$0.00
<b>Total One Time Charges</b>	<b>\$7,459.07</b>

This Proposal shall become binding on the parties hereto when signed by Subscriber and accepted and approved by Arrow AV Group. By Customer's signature, Customer acknowledges that they have read, understood and agreed to Arrow AV Group Terms and Conditions.

CUSTOMER: **Kronenwetter Municipal Center**

**Arrow AV Group**

SIGNATURE: David M Baker  
NAME: David M Baker  
TITLE: President  
DATE: 6/10/25

SIGNATURE: \_\_\_\_\_  
NAME: \_\_\_\_\_  
TITLE: \_\_\_\_\_  
DATE: \_\_\_\_\_