

Third-Party Stand Support Requirements & Process

This document provides an overview of the support process and requirements for Surface Hub devices that are installed using a wall support mount, floor support mount, rolling stand or fasteners other than those provided by Microsoft (otherwise referred to as a “Third-Party Stand”).

It is important to note that the [Microsoft Surface Hub Warranty \(section A.2\)](#) excludes warranty coverage for damages or injury related to use of a Third-Party Stand. **In order to receive support and as a condition for providing warranty service on a Surface Hub device using a Third-Party Stand, the customer is required to complete and sign the waiver on the second page of this document.** In addition to providing the signed waiver, the customer must also ensure that the device is accessible, can be de-installed and re-installed as appropriate, and has not sustained any physical alterations. Instructions for completing this process are following.

If you are experiencing issues with your Surface Hub device and believe that warranty service may be required, please click on the Contact Us link on the [Surface Hub support](#) page for details on how to open a support incident. If you are using a Third-Party Stand, or are unsure of which kind of stand you are using, please have a completed and signed copy of the Third-Party Stand waiver ready to send to your support engineer. This will speed up the service process should device repair be required. Upon the arrival of the support engineer, if it is defined you are using a Microsoft stand (otherwise known as “First-Party Stand”), the waiver will simply not apply and be discarded.

Important Note: If device repair is required, the Surface Hub has to be removed from the installation location to allow for service. Please let your support engineer know if there will be any complications de-installing or re-installing your Surface Hub device.

Waiver and Indemnification for Warranty Services on Surface Hub Device Using a Third-Party Stand

_____ (Customer) has requested warranty service for a Surface Hub device using a wall support mount, floor support mount, rolling stand or fasteners other than those provided by Microsoft (i.e. using a "Third-Party Stand"). The Microsoft Surface Hub Warranty warns against use of Third-Party Stands and excludes warranty coverage for damages or injury related to use of a Third-Party Stand. As a condition of providing warranty services on a Surface Hub device using a Third-Party Stand, the Customer hereby agrees:

1. to waive and release all claims against Microsoft, including any of its agents or affiliates providing warranty services on Microsoft's behalf (including but not limited to Unisys Corporation), regardless of the legal theory, that in any way arise out of or relate to the use of a Third-Party Stand, except to the extent that any damage or injury is solely caused by the gross negligence of Microsoft or its agents or affiliates providing warranty services on Microsoft's behalf; AND
2. to defend, indemnify and hold harmless Microsoft, including any of its agents or affiliates providing warranty services on Microsoft's behalf (including but not limited to Unisys Corporation), from and against any claims or allegations by any party other than the Customer, regardless of the legal theory, that in any way arise out of or relate to the use of a Third-Party Stand, except to the extent that any damage or injury is solely caused by the gross negligence of Microsoft or its agents or affiliates providing warranty services on Microsoft's behalf.

Subject to the foregoing provisions, the Customer further agrees that for warranty services to be provided for a Surface Hub device using a Third-Party Stand, the Surface Hub device must be accessible, can be de-installed and re-installed as appropriate, and has not sustained any physical alterations related to the Customer's selection and use of a Third-Party Stand.

Date

Signature

Name

Title