

**Objective:** The Installation Requirements Policy has been created to provide consistency among all new installation projects performed by Audiomatrix, Inc. It will ensure that all common aspects of an installation for each and every job conform to the specific requirements of Audiomatrix, Inc. with respect to quality of work, neatness, attention to detail, local code conformity and overall customer satisfaction.

**The following specific practices are mandatory on every installation:**

1. Professionalism and courtesy must be displayed by the technician on the job site and in the presence of customers at all times.
2. Installations must conform to local codes and be done in accordance with current NEC requirements.
3. Safe practices and work habits are required at all times on the job site. Compliance with OSHA regulations is mandatory.
4. Satellite dish installations must be properly grounded.
5. Sufficient ballast must be provided for dish sleds (8 block for 18" to 24" dish, 12 block for 1m dish).
6. Trafbloc or rubber matting must be installed on every section of base exposed to roof material.
7. Coax entry must never penetrate roof shingles, sheathing, membrane or other material layers.
8. Rubber or plastic grommets, feed-thru's, wall plates or other types of trim must be used where cables come thru walls and desk surfaces or other exposed areas.
9. Headend wiring must be neat and orderly, properly cable tied and with minimal exposed wiring.
10. Wiring must be of sufficient length to accommodate the rotation of headend equipment such as amps, receivers, etc. for ease of serviceability.
11. Amplifiers must be properly labeled to identify "MUZAK", "PAGE", and any other source feed.
12. Amplifier levels must be dotted where practical to identify an "as left working" configuration.
13. Satellite receivers, DVD players and other audio sources must be labeled to identify the zone or area that they provide audio to in multiple zone installations.
14. Volume controls must be mounted in walls or SE4W boxes that are secured to a wall or shelf. It is not acceptable to have VC's in SE4W boxes laying loose on a shelf or desk.
15. Wall mounted controls (VC's, selectors, etc.) must be positioned at a standard minimum height of 44 inches and a maximum height of 48 inches. In either case, all controls in a location must be mounted at the same height. This rule should be maintained unless construction design prohibits it.
16. Microphone jacks or other plug in type wall plates must be secured to an electrical box.
17. All controls must be properly labeled as to their function and labels must be applied straight.
18. Wall plates, surface mounted speakers and other products must be mounted level and plumb.
19. Shelves must be installed securely using proper hardware and toggle bolts for installation in sheetrock.
20. Appropriate channel lineup stickers must be mounted near satellite receiving equipment.
21. Service stickers with toll free number must be applied on each product (amps, receivers, etc.).
22. Operator training must be provided in detail to the customer (preferably to the manager on duty).
23. Work orders must be completely filled out with customer signature, product serial numbers and pertinent details of work performed outside of the standard installation scope of work.
24. Any changes to product/materials used on an installation must be documented on the workorder.
25. All cable used on an installation must be documented with length used and description.