

Important: If any issues arise during installation, please use the support information below to contact Coates and Persona Triangle project management. It is imperative that *once the installation begins, you do not leave the site until the installation is complete, you receive a release code from Coates, and you check in with your Persona project manager.*

- Support phone numbers
 - Coates Support 312-361-8758 or 800-385-1430
 - Coates Deployment 866-424-0763
 - Call for board or networking issues
 - Persona McDonald's Project Management 605-882-2244
 - Call before leaving the site and for any issues that are not resolved in a timely manner through Coates support and/or deployment
- Support chat
 - <https://coatesgroup.my.site.com/chatsupport/s/>

COATES NSO (NEW STORES) ODMB INSTALL INSTRUCTIONS

1. Releasing Sites & Targeted Install Dates

- Sites are released based on confirmed **Targeted Install Dates (Given by the GC/ OO's PMs)**.
- No work should begin unless the site is officially released for install and proof permit is sent to Coates.
- Persona to confirm via email requested install date within 5 business days, so Coates can communicate to OO's PMs.
- Coates to send Site Readiness Survey to GC/ PMs 5 business days prior to the install to confirm
- Persona to provide Installer's Name and phone number within 5 business day of receiving sites from Coates.

2. Confirm Scope of Work

Before arriving onsite, confirm the SOW includes the following tasks:

- Unbox and inspect all equipment
- Place enclosure on foundations
- Anchor enclosure and connect power
- Verify all screens are operational
- Complete system checkout with Deployment

If any part of the SOW is unclear or missing, escalate **before** installation begins.

3. Proof of Permitting

- Proof of permitting must be provided and verified prior to installation.
- Installation should not proceed without confirmation that required permits are approved and documented.

4. Equipment Delivery & Coordination

- Equipment is delivered **one (1) day prior** to the installation date.
- **NextPoint** will coordinate and contact the GC/ Site's POC regarding delivery.

5. Equipment Receiving & Labeling

- Upon delivery, inspect all equipment for damage or missing items.
- Verify all equipment labels are clearly marked.
- Ensure equipment is installed in the **correct, designated lane** per labeling and site plan.
- Any discrepancies must be reported immediately to Deployment via email.

6. Surveys (Pre-Install & Hardware)

- Review and complete the **Check-In Survey** prior to starting work.
- Review the **Hardware Survey** to confirm:
 - Equipment type and quantities
 - Installation locations
 - Power and network readiness
- Escalate any conflicts between the survey and site conditions before proceeding.

7. Installation Communication

- Maintain active communication with the **Deployment Team** throughout the installation.
- Notify Deployment immediately if delays or issues arise, so we can approve or contact the OO for direction.
- Installers are not to abort until Deployment Coates confirms

8. Points of Contact

Ensure you know and have contact information for:

- Deployment Team: @Pablo Geronimo @David Ballesteros

9. Checkout

- Once installation is complete:
 - Verify all screens are functioning properly

- Confirm power and connectivity
- Perform final checkout with the Deployment Support Team @Kimberly Tovar
- Do not leave the site until checkout is confirmed and approved.
- Document completion and share confirmation with all required stakeholders.

Thank you,

Pablo Geronimo

Senior Deployment Manager

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Complexity, Simplified.

