

We've heard of claims as high as \$11,000 on a single Plasma TV. Here is a bulletin from JF Specialties and Movers Specialty Service; additional advice follows from Chris Kucharski, Koldon Moving & Storage.

Plasma Screen Facts:



- Can be laid flat for short period of time for mounting bracket installation, or while wrapping in preparation for and placing in a shipping container. The bezel must be evenly supported when laid flat.
- Thin front glass protection panel is the main issue for transit damage. If broken, the TV must be replaced.
- Plasma Screen TV's *MUST* be shipped upright and in air ride vans only.
- For shipments going into storage, manufacturers vary on their "proper storage" conditions. A potential inherent vice issue, transferees should be instructed to contact their manufacturer for specific instructions. Extended storage periods under the improper conditions may affect long-term picture quality.
- Plasma display technology operates with rare gases that are influenced by air pressure. Maximum operating altitude is 6526 ft above sea level. Above this level the picture becomes unstable and picture performance deteriorates.

MSS Recommended Servicing Guidelines

- MSS proposes that all Plasma Screen TV's are to be secured in custom built tilt-proof foam lined containers.
- Plasma Screen TV's will be protected and completely surrounded with manufacturer approved layer of two-inch foam, sides, top and bottom, front and back.
- Our containers are designed with stabilizing feet to help prevent tip over. Feet must remain in place during transit. If the container is knocked over or the stabilizing feet are removed prior to destination services, MSS cannot be held accountable for damage.
- Containers are perfectly re-usable and will last through subsequent relocations for the life of the TV.
- Plasma Screen TV containers will be invoiced at a flat rate based on size of screen due to the need for specialized packing techniques for these expensive units.

- TV's that are wall or ceiling mounted or 42" and up will require two people to handle at origin.
- MSS recommends professional installation at destination using media specialists only. Two-person minimum may be required for wall and ceiling mounts.

For more information, contact
John Ferris, JF Specialties
630-820-9713 or jfspec@msn.com
IMAWA Associate member since 1997
local contractor in IL for
Chris Hughes,
Movers Specialty Service, Inc.
800-423-1159
IMAWA Associate member since 1994

More Plasma TV tips from Chris Kucharski, Koldon Moving & Storage:

- If you arrive at residence and the customer has the tv laying flat, note it on the inventory and have the customer sign next to the notation.
- When loading in the truck, again, never lay them flat!
- Uncrating of tv should be done by a third party, or have the customer uncrate it. Avoid the driver's getting involved due to the highly sensitive nature of the tv.
- These tvs should not be stored for more than 60 days without being used. If the customer insists on this, have them sign a waiver that the tv may not work, and may have an unstable picture after this period of time without use.
- When a plasma tv is first turned on in a quiet room, a buzzing sound is normal. Plasma tvs will occasionally have pixels which fail causing small dots to appear on the screen. This is not transit damage, this is an inherent problem of "plasma" technology. There should be no liability accepted for this.
- Again,... NEVER LAY THEM FLAT.

Thank you to the many members who responded to my e-mail inquiry about this subject. We received copies of van line directives including Mayflower, United, and NorthAmerican. Needless to say, Plasma TV's are something to be careful about, and intensive training for your moving crews and claims staff is in order!

