

Tholus Planetariums - Tender data and site verification

Technical basis to be completed on the actual site before award

Minimum project data

Data to confirm	Value / note
Intended use, address and installation country	To be defined after site verification
Plans, sections, clear height and available load capacity	To be defined after site verification
Site access, delivery routes and logistical constraints	To be defined after site verification
Expected audience, layout, seating, aisles and exits	To be defined after site verification
Power, data network, ventilation, acoustics and blackout	To be defined after site verification
Indoor/outdoor use, planned duration and relocation frequency	To be defined after site verification
Schedule, budget, procurement procedure and technical contacts	To be defined after site verification
Permits, local works and parties responsible for approvals	To be defined after site verification

Functional and technical requirements

Requirement	Required evidence
Tholus Air - Indicative capacity by diameter*	Capacities depend on the layout and approvals. Technical space, aisles, exits, seating and venue requirements may reduce the actual number.
Tholus Air - Standard-system performance	Effective resolution is what reaches the dome, not the theoretical sum of projector pixels. Final values are checked after installation and calibration.
Tholus Air - A checked procedure before opening.	Advance check of floor, height, access, power, ventilation and venue conditions.; One normal exit kept clear and identifiable; the inflatable membrane can also be lifted from the side at any time to leave the dome.; Clear aisles, approximately 1 m ² of technical space and an operator present during use.; Dome, ventilation, projection and audio checked before entry; final capacity subject to applicable approvals.
Tholus Venue - Indicative capacity by diameter*	Capacities depend on the layout and approvals. Technical space, aisles, exits, seating and venue requirements may reduce the actual number.
Tholus Venue - Standard-system performance	Effective resolution is what reaches the dome, not the theoretical sum of projector pixels. Final values are checked after installation and calibration.
Tholus Venue - Structure, audience flow and services are checked together.	Advance check of floor, height, access, power, ventilation and venue conditions.; Inspection of the geodesic frame, fixings, enclosure and negative-pressure system for the installed configuration.; Approximately 1 m ² of technical space, with clear aisles and exits sized in the approved design.; Projection and audio commissioning, operating training and final capacity subject to the applicable approvals.
Tholus Landmark - Indicative capacity by diameter*	Capacities depend on the layout and approvals. Seating, technical space, aisles, exits, accessibility and building requirements determine the actual number.
Tholus Landmark - Standard-system performance	Effective resolution is set by the projection architecture: approximately 2K with three projectors and approximately 4K with five. The final channel count depends on the theatre design.
Tholus Landmark - Safety enters the design from the start.	Survey and detailed design coordinated with the building structure, loads, access, services and venue requirements.; Seating, accessibility, aisles and exits sized in the layout submitted for the applicable approvals.; Assembly checks covering structure, panels, fixings, electrical systems, projection and audio.; Commissioning, required documentation, staff training and final capacity confirmed only against the approved design.

Scopes and responsibilities

Tholus Air

Each diameter price covers the standard Tholus Air system. Transport and on-site work are defined after the space review.

Included	Tholus Air system	Dome, specified projection, audio, server, software, starter content, operator training and the warranty stated in the technical specification.
Separate	On-site services and equipment	Transport, installation at the venue, seating and bespoke content are quoted separately.

Tholus Venue

The published price covers the Venue system. On-site activities and local works are defined only after a technical review of the location.

Included	Standard supply	Geodesic dome, fulldome screen, specified projection, audio, standard PVC floor, server, software, starter content, training and warranty.
In the proposal	Activities at the venue	Transport, on-site assembly and installation, calibration, testing, commissioning, seating and bespoke content.
Local works	Building-project responsibility	The local project retains building permits or other approvals that may be required, masonry, foundations, utility connections and bases other than the standard PVC flooring we supply.

Tholus Landmark

The published price identifies the TUN supply. The building, local works and operating costs remain separate scopes to coordinate during the preliminary study.

TUN supply	Tholus system	Rigid dome, screen, multi-projection, audio, server, software, starter content, training, TholusOS Enterprise and warranty.
Within TUN scope	Design and commissioning	Detailed system design, technical coordination, assembly, calibration, testing, commissioning, documentation and certifications within our responsibility.
Outside TUN supply	Building and local works	Building, foundations, building permits or other approvals that may be required, masonry, services, local utility connections and bases other than the standard PVC flooring we supply are the client's or local design team's responsibility.
Outside initial investment	Maintenance and operating costs	Staff, energy, planned maintenance after the included period, consumables, uncovered spares and software renewals are planned separately.

Testing and acceptance criteria

- Documentary check of the supplied configuration and serial numbers.
- Inspection of structure, enclosure or screen, ventilation and technical area.
- Geometric, colour and brightness calibration on the installed dome.
- Test of audio, server, software, content and operating procedures.
- Verification of entrance and exit flows and authorised capacity.
- Operator training and delivery of manuals and configuration log.
- Acceptance report listing exceptions, owners and closing dates.

Warranty, SLA and maintenance

Tholus Air

Warranty. 2-year European warranty on the supplied dome and components, under the contract terms and applicable law.

SLA response times. P1, system stopped or show impossible: acknowledged within 1 business day. P2, degraded service: within 2 days. P3, non-blocking requests: within 3 days.

Replacement. A covered critical spare is dispatched within 3 business days when in stock. Otherwise, we provide a dated recovery plan within 2 days. Transit time depends on the destination.

Spare parts. The original component or a compatible replacement remains available for at least 10 years after delivery. Critical spares are identified in the technical documentation.

Remote assistance. Included during the warranty for diagnostics, configuration, TholusOS and calibration support, with access agreed with the customer.

On-site service. Available across Europe on request. After diagnosis, we provide a plan and quotation within 3 business days, targeting an intervention within 10 business days, subject to site access and travel.

Maintenance programme. Annual preventive programme covering structure, ventilation, projection, audio, server, safety and calibration, plus an additional check after relocation or work on optical components.

Tholus Venue

Warranty. 2-year European warranty on the supplied structure and components, under the contract terms and applicable law.

SLA response times. P1, system stopped or show impossible: acknowledged within 1 business day. P2, degraded service: within 2 days. P3, non-blocking requests: within 3 days.

Replacement. A covered critical spare is dispatched within 3 business days when in stock. Otherwise, we provide a dated recovery plan within 2 days. Transit time depends on the destination.

Spare parts. The original component or a compatible replacement remains available for at least 10 years after delivery. Critical spares are identified in the technical documentation.

Remote assistance. Included during the warranty for diagnostics, configuration, TholusOS and calibration support, with access agreed with the customer.

On-site service. Available across Europe on request. After diagnosis, we provide a plan and quotation within 3 business days, targeting an intervention within 10 business days, subject to site access and travel.

Maintenance programme. Annual preventive programme covering structure, ventilation, projection, audio, server, safety and calibration, plus an additional check after relocation or work on optical components.

Tholus Landmark

Warranty. 3-year European warranty on the Tholus Landmark supply, under the contract terms and applicable law.

SLA response times. P1, system stopped or show impossible: acknowledged within 1 business day. P2, degraded service: within 2 days. P3, non-blocking requests: within 3 days.

Replacement. A covered critical spare is dispatched within 3 business days when in stock. Otherwise, we provide a dated recovery plan within 2 days. Transit time depends on the destination.

Spare parts. The original component or a compatible replacement remains available for at least 10 years after delivery. Critical spares are identified in the technical documentation.

Remote assistance. Included during the warranty for diagnostics, configuration, TholusOS and calibration support, with access agreed with the customer.

On-site service. Available across Europe on request. After diagnosis, we provide a plan and quotation within 3 business days, targeting an intervention within 10 business days, subject to site access and travel.

Maintenance programme. Annual preventive programme covering structure, ventilation, projection, audio, server, safety and calibration, plus an additional check after relocation or work on optical components.

Conditions to include in procurement documents

- Amounts excluding VAT and offer validity period.
- Standard supply separated from transport, on-site activities and local works.
- Binding schedule defined only after complete data and site verification.
- Seating, custom content and software renewals listed separately.
- Warranty, exclusions, SLA and maintenance plan attached to the contract.

Timing: what is already known

The setup and recalibration times below assume a ready site. Delivery, works, permits and commissioning are planned after site verification and confirmed in the proposal.

Prices exclude VAT. Capacity depends on layout, technical area, aisles, exits and approvals. Stated times cover assembly or recalibration in a ready space; delivery, site works and commissioning are confirmed after the site review.