

SAMSUNG

Care, service & support beyond your LED purchase


Pro Display
X LED Care

Join the future of display

LED is the latest in big screen technology. With brilliant picture quality and flexible formats, the Samsung Smart LED range helps your business connect with customers like never before. Engage your audience with vibrant, captivating visuals, regardless of surrounding environmental or lighting conditions. Best of all, it is now even more convenient to install and maintain with our range of after sales service packages. Simply choose between platinum, gold or our standard care package.



Samsung after-purchase care options*

	Platinum	Gold	Standard ** (included in purchase)
 Maintenance	✓		
 Installation	✓	✓	
 Standard	✓	✓	✓



Additional Warranty (optional)

Extend your warranty by 1 or 2 years for additional peace of mind*

*Cost incurred. Full warranty T&Cs available on request.

*Contact businessdesk@samsung.com for information on pricing.

** Standard manufacturers warranty included in all purchases. Standard warranty period is 3 years. Standard warranty covers module repair and logistics return if the product is found to be defective during the limited warranty period. T&Cs apply. Contact for more information.

Pro Display X LED Care

Samsung Pro Display X LED Care is a customisable support package that allows customers to choose options that suit their business needs.

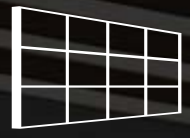
Providing ongoing, dedicated sales and support, Samsung can provide complete service solutions. This includes installation to ongoing maintenance, along with an extended express warranty and an assigned external partner for your assistance.*

It's all managed for you by Samsung Australia's established and experienced support team infrastructure.

* Additional warranty comes at an additional cost. Contact us for pricing information.



Why Samsung LED?



Seamless presentation

Multiple LED cabinets can be built together to create a large sized display with a seamless presentation. In a range of formats, including L-Shape, Curved, Hanging, Inclining and Standard displays.



Flexibility & capability

Regardless of size, light or configuration, LED displays have the advanced visual capability and flexibility to enhance any business environment. Simply customise size, format and picture quality to suit your budget and requirements.



Unmatched picture quality

LED is designed to provide brilliant visual expression with consistent visibility in variable light.



Long-life diodes

The diodes in LED displays have a long lifespan - delivering brilliant picture for over 100,000 hours.



Replaceable diodes

The diodes can be easily fixed by replacing the faulty module, rather than the whole display.



After-sales care

Pro Display X LED Care means you'll always be supported when you choose one of our After-sales packages.



Platinum after-purchase care

What's included?

Installation



Site survey

Samsung will provide a pre-installation survey to ensure the site is suitable for installation.

- Attend the customer site to complete a site survey. Review the structural, power and data provisions and confirm any requirements to the customer prior to the installation.
- Pre-install review - attend the customer site pre installation to confirm that any requirements set out by Samsung after the site survey have been adhered to.

Installation

We'll conduct a full installation of the purchased product including post-installation alignment along with sign off documentation.

- Ensure the site has the appropriate structural, power and data provisions.
- Unboxing and inspecting the LED sections.
- Mounting of Samsung approved mounting frame.
- Lifting LED sections into position and securing them to the frame.
- Mechanical alignment of the LED displays including checking and rectifying any seam issues.
- Installing and testing all inter section power and data connections.
- Installation and configuration of head end display controller.
- Connection to client provided power source and data/video connections.
- Full commissioning and functional test with client video source/player/content.
- Display alignment and image quality checks.
- Completion report and commissioning check list for client handover.
- Provide management of returns, warranty validation and return to client of faulty modules.

Post-installation Verification (PIV)

Samsung will attend your site post-installation of the product to verify that the installation has been performed in line with the product specification to reduce any potential risk to your investment.

- Attend customer site post installation of the product to verify that the product is working within specification and to perform functionality checks.



Platinum after-purchase care

What's included?

Maintenance



Onsite support

If there is a suspected fault at site, the Samsung Business Services Centre will complete troubleshooting and if required, will dispatch a Samsung trained engineer.

The Supplier will attend a customer site via adhoc request from Samsung to complete inspection/ investigation into customer reported issues with Samsung displays. Upon completion the supplier will provide a field service report to Samsung.

- Maximum 3 times per year.
- Each visit includes 2 technicians up to 5 hours.
- Regardless of working hours, each visit will be counted as one service.
- Anything beyond current coverage, will be charged to the customer.

Note: program not included under standard warranty, additional costs.

Annual system health check

Annual health checks can be provided that includes preventative maintenance of the display components. This once-a-year health check is for every year of the warranty.

The supplier will provide scheduled annual health checks for purchasing customers. This will include a full preventative service of display components. Upon completion the Supplier will provide a field service report to Samsung.

- Maximum 1 time per year
- Each visit includes 2 technicians up to 4 hours
- Regardless of working hours, each visit will be counted as one service
- Anything beyond current coverage, will be charged to the customer

Full system check including:

- Discovery and documentation of all system settings and system IP addresses.
- Check S-Box and cabinet firmware and update if required.

Full display visual check including:

- RGB/W and pattern tests.
- Failed pixel diagnostic check.
- Replace faulty modules (from client stock) as required.
- Correct any visible seams on modules and cabinets.
- Apply edge correction and align replaced modules.





Gold after-purchase care

What's included?

Installation



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Note: program not included under standard warranty, additional costs. Installation cost will vary dependent on project.



Samsung Standard Warranty*



All Samsung LED products have a standard manufacturer's warranty period of 3 years from the date of purchase.** Obligations under this warranty are limited. The support entitlement under warranty is a return to base solution. Samsung's obligations are limited to module repair and the logistics return if the product is found to be defective during the limited warranty period (in addition to Samsung's obligations under the Australian Consumer Law).

Our Standard Warranty applies to the purchase of all Samsung LED products and is subject to no extra cost to the purchaser.

*Standard limited warranty is included in all LED production purchase.

**See warranty card or visit samsung.com/au/support/warranty/ for full details.



About Samsung Electronics Co. Ltd.

Samsung Electronics Co., Ltd. inspires the world and shapes the future with transformative ideas and technologies. The company is redefining the worlds of TVs, smartphones, wearable devices, tablets, cameras, digital appliances, medical equipment, network systems, and semiconductor and LED solutions. For the latest news, please visit the Samsung Newsroom at news.samsung.com/au

Samsung Display Solutions

For more information about Samsung SMART LED Signage, visit samsung.com/au/business/led-signage/



Need Support?

The team can be contacted via Samsung Enterprise Support Desk

Email: businessdesk@samsung.com

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