

De and Re Install Service Information Manual 2018

For Public Signage Displays

Region: Nordics

OBM Customer Care and Service Department

July 1th, 2018

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1. Introduction and Warranty

1.1 - Introduction

All of our Philips Public Signage Displays are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

In case you encounter any difficulties while installing or using your Philips Public Signage Displays, we recommend that you first consult the operating instructions or the information in the support section of www.philips.com or on the CD-ROM. Secondly, contact your System Integrator who had installed your Philips Public Signage Displays or your Dealer for further assistance.

Our Philips Customer Service Representatives will provide your with additional service when needed.

1.2 - De and Re Install Service Warranty Period

A **RMA (PMON) number** (Return Material Authorization) will be issued after your case has been accepted for warranty service.

We are offering a **36 months De and Re Install warranty**, the warranty begins on the date of your purchase bought from 1st of May 2015. In case of a missing proof of purchase (POP), the warranty period is considered to have our general standard swap warranty and started three months after the date of manufacturing indicated on the product or from the serial number of the product.

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the De and Re install service within the warranty period.

1.3 - De and Re Installation Service Procedure

The De-installation and Re installation includes:

- ✓ Removing all connected cables and packing safely the faulty unit
- ✓ Installing the replacement unit and installing all cables
- ✓ Turning the unit on to check it is working
- ✓ The faulty unit will be taken back by the service partner

This service is subject to the following conditions:

- ☐ The screen is not mounted higher than 2 meters
- ☐ That there is a defect Philips signage screen and not a issue related to installation or any other product.
- ☐ There is sufficient access and space for two people to safely work on the product
- ☐ There are no entry restrictions to the location which have not been previously cleared
- ☐ No special lifting or climbing equipment is needed
- ☐ For Display in a Video Wall the display must be mounted on a “push-out” bracket

1.4 - De and Re Installation Service Exceptions

For any technical exchanges / services where the criteria are not met (for example access control, height, damages/scratches on the unit or issues not related to the PHILIPS signage screen) then service partner will do as follows:

- Provide an individual quotation for the work justifying any additional cost (for example lifting equipment, time to analyse, etc.)
- Advise Customer that they should contact the system integrator who initially installed the product to become.

1.5 - What is excluded?

Your warranty applies when the product has been handled properly for its intended use and in accordance with the operating instructions. Your warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business. Your warranty does not apply if:

- ! The purchase documents have been altered in any way or made illegible;
- ! The model- and/or serial number on the product has been altered, removed or made illegible;
- ! Unauthorized service organizations or persons have carried out repairs or product modifications and alterations;
- ! The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product;
- ! The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended in the user manual;
- ! The product has been damaged - including but not limited to damage by pets, lightning, abnormal voltage, water or fire, natural disaster or transport accident;
- ! The product is defective due to wear of parts, which can be considered as consumable parts by their nature;
- ! The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.

1.6 - Dead on Arrival (DOA) Period (*during business days)

**Subject to local DOA conditions by law.

We are offering a DOA period of **7 calendar days****, beginning on the date of your purchase. A proof of purchase (POP) must be provided for you to apply for a DOA request and your defective product must be returned completely in the original box with all the accessories included.

In case of a justified DOA claim, the same product as the defective product will be offered to you as a replacement.

We have the right to claim the costs for any missing parts or any other Customer Induced Damage (CID) which we receive.

Applying your DOA
before 12:00*



Receiving your
replacement unit
aiming at
48 hours*

Turn Around Time

Applying your DOA
after 12:00*



Receiving your
replacement unit
aiming at
72 hours*

1.7 - Out of Warranty (OOW)

After your warranty period, we can offer you a **Out of Warranty** service or a repair solution via our Certified Service Centre if you wish to make use of this service.

Please contact our Philips Customer Service Centre and a Philips Customer Service Representative will forward your request to a Certified Service Partner in your country.

Our Certified Service Partner will contact you with an estimate quotation for a service or a repair solution for you to decide accordingly.

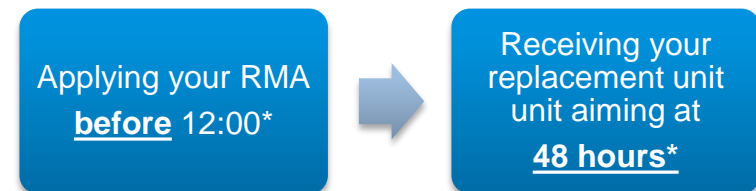
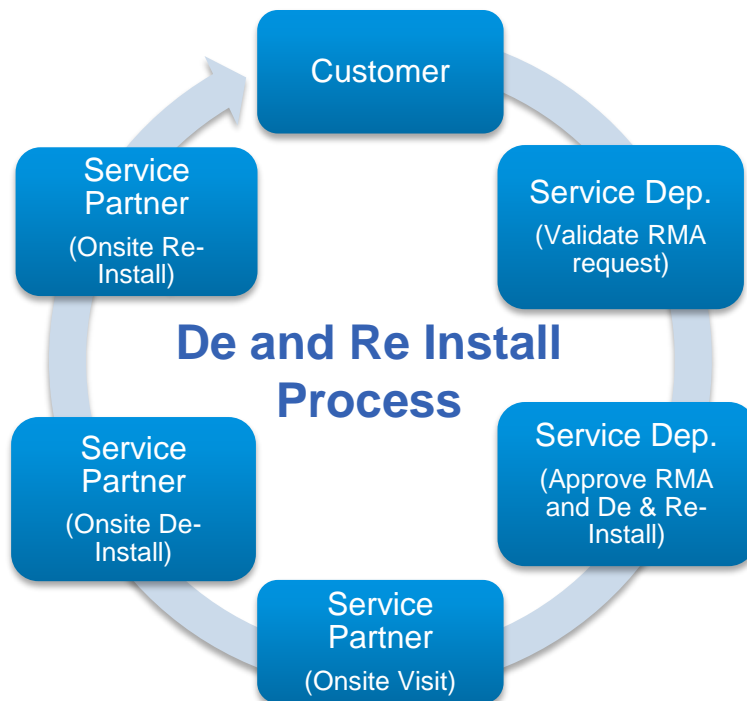
If the Certified Service Partner cannot perform a repair solution, we will find alternative solutions for you if possible.

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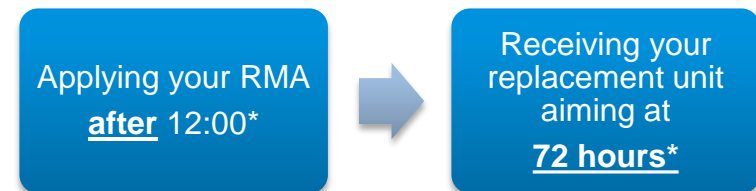
2. Service Region Nordics

2.1 – Service Scenario and Process Time

*De and Re install service during business days.



Turn Around Time



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3. How to contact Customer Support

3.1 When Customer Service is needed

In order to avoid unnecessary inconvenience, we advise you to follow the following steps before contacting the Philips Customer Service Representatives:

- Read the operating instructions carefully
- Consult the user manual support section
- Consult your System Integrator or your Dealer

To obtain service within the warranty period please contact the Philips Customer Service Centre. To be able to help you efficiently when you contact your System Integrator, Dealer or a Philips Customer Service Representative, please have the following items available:

- The original invoice or cash receipt, indicating the date of purchase, dealer name and model number of the product;
- Your product serial number, which can be found on the back or bottom of the product.

Contacting the Philips Customer Service:

- Sweden (+46) 08 632 0016
- Finland (+358) 09 2290 1908
- Denmark (+45) 3525 8761
- Norway (+47) 2270 8250



Thank You