

**SAMSUNG**

# Samsung Business Support for **LED**



CONFIDENTIAL



# Samsung Business Support for LED

This document has been compiled with the utmost care to provide you, a valued Samsung partner, with manufacturer support for Samsung Indoor and Outdoor LED, Onyx and The Wall.

For other products, information can be requested from the Samsung Business Services Centre.

Further documentation can be found at: [samsung.com/uk/business/](https://samsung.com/uk/business/) or [displaysolutions.samsung.com](https://displaysolutions.samsung.com)


LED display products from Samsung are covered by warranty for parts only from the original date of purchase. In the event that a warranty repair is required, you must contact either your retailer, distributor or the Samsung Business Services Centre.

In case of problems, please contact us for further information:

## Contact Us

### Samsung Business Services Centre

Available Monday to Friday, 8am to 6pm:

	Self Help: <a href="https://displaysolutions.samsung.com">displaysolutions.samsung.com</a>
	Web: <a href="https://samsung.com/uk/business/support/">samsung.com/uk/business/support/</a>
	Download our App on the Play Store – <a href="#">Samsung Business Support</a>
	Call: UK - <a href="tel:03307262677">0330 7262677</a>   Ireland - <a href="tel:012475161">012 475161</a>

When requesting support via our Business Services Centre, please provide the following information:

- Product model code
- Product serial number
- Project Code of LED Cabinets and Modules
- Proof of purchase
- Detailed fault description including photos
- Customer name, address and contact details

# Indoor LED

## Support Conditions

The warranty is only valid if claimed within 36 months based on the serial number, the original purchase invoice or confirmation (on which the serial number is clearly indicated).

If the customer has chosen to have the products installed by Samsung UK accredited partner then warranty will commence when the product is installed, commissioned and signed off.

Without proof of the original shipping date, the effective date would be determined as below:

- Starting from the date of purchase
- Starting from the date of manufacturing

The system integrator or customer will be responsible for uninstalling the failed part and sending it to our authorised Samsung Service centre. Module removal and exchange within cabinet is the responsibility of the customer or partner.

In order to remove or install modules from an existing installation a jig should be used. This can be purchased as an accessory with your LED product.

The expected turnaround time for module repair is up to 4 weeks from collection date.\*

The expected turnaround time for module replacement is up to 12 weeks from collection date.\*

Out of Warranty defects are chargeable for repair or exchange. Samsung is able to provide a quote for the repair or replacement after inspection of the faulty module.

## Warranty Term

Product	Warranty Term	Support Options Available
LED – IEA/IFR/IFA/IFJ series	36 months	Parts only module repair

## Warranty Support Options

### LED Module Repair

- Once Samsung Business Services Centre has all the required information we will arrange to collect the faulty module(s), inspect and repair and then return it directly.
- We recommend that faulty modules are sent for repair as soon as they are reported as faulty.
- For full warranty terms for our LED product please contact the Business Services Centre.

If a module cannot be repaired, then a replacement module will be ordered. Turnaround times for repair and replacement are subject to parts availability.

## LED Module Repair Charges

If the product is out of warranty by defect or by date, then LED module repair charges will apply and Samsung will provide a quote at point of inspection.

\*This stated timescale is for guidance only and is not a Service Level Agreement.

# Outdoor LED

## Support Conditions

The warranty is only valid if claimed within the warranty term based on the serial number, the original purchase invoice or confirmation (on which the serial number is clearly indicated).

If the customer has chosen to have the products installed by Samsung UK accredited partner then warranty will commence when the product is installed, commissioned and signed off.

Without proof of the original shipping date, the effective date would be determined as below:

- Starting from the date of purchase
- Starting from the date of manufacturing

The system integrator or customer will be responsible for uninstalling the failed part and sending it to our authorised Samsung Service centre. Module removal and exchange within cabinet is the responsibility of the customer or partner.

The expected turnaround time for module repair is up to 4 weeks from collection date.\*

The expected turnaround time for module replacement is up to 12 weeks from collection date.\*

Out of Warranty defects are chargeable for repair or exchange. Samsung is able to provide a quote for the repair or replacement after inspection of the faulty module.

## Warranty Term

Product	Warranty Term	Support Options Available
JDM Series Outdoor LED	24 months	Parts only module repair
XPR Series Outdoor LED	36 months	Parts only module repair
XHB/XRB Series Outdoor LED	36 months	Parts only module repair

## Warranty Support Options

### LED Module Repair

- Once Samsung Business Services Centre has all the required information we will arrange to collect the faulty module(s), inspect and repair and then return it directly.
- We recommend that faulty modules are sent for repair as soon as they are reported as faulty.
- For full warranty terms for our LED product please contact the Business Services Centre.

If a module cannot be repaired, then a replacement module will be ordered.

## LED Module Repair Charges

If the product is out of warranty by defect or by date, then LED module repair charges will apply and Samsung will provide a quote at point of inspection.

\*This stated timescale is for guidance only and is not a Service Level Agreement.

# The Wall

## Support Conditions

The warranty is only valid if claimed within 36 months based on the serial number, the original purchase invoice or confirmation (on which the serial number is clearly indicated).

If the customer has chosen to have the products installed by Samsung UK accredited partner then warranty will commence when the product is installed, commissioned and signed off.

Without proof of the original shipping date, the effective date would be determined as below:

- Starting from the date of purchase
- Starting from the date of manufacturing

When purchasing The Wall product, Samsung recommends that Blue Glove Experience is purchased to include Site Survey and Installation, which will be carried out by a Samsung Accredited Service Partner. If there is a suspected defect the customer or system integrator should contact the Samsung Business Services Centre.

Please note, in line with The Wall product specification, pixel failure is only available for in warranty repair where there are more than zero Green Diode Failures and more than 3 failed Red and Blue Diode failures on one module.

The expected turnaround time for module repair is up to 4 weeks from collection date.\*

The expected turnaround time for module replacement is up to 12 weeks from collection date.\*

Out of Warranty faults are chargeable for repair or exchange. Samsung is able to provide a quote for the repair or replacement after inspection of the faulty module.

## Warranty Term

Product	Warranty Term	Support Options Available
LED – IWA/IWB/IAB series	36 months	Parts only module repair

## Support Options

### LED Module Repair

- Once Samsung Business Services Centre has all the required information we will arrange to collect the faulty module(s), inspect and repair and then return it directly.
- We recommend that faulty modules are sent for repair as soon as they are reported as faulty.
- For full warranty terms for our LED product please contact the Business Services Centre.

## LED Module Repair Charges

If the product is out of warranty by fault or by date, then LED module repair charges will apply and Samsung will provide a quote at point of inspection.

\*This stated timescale is for guidance only and is not a Service Level Agreement.



# Blue Glove Experience

What is Blue Glove Experience?

Manufacturer backed, enhanced support from Samsung for all indoor LED deployment projects.

Samsung Blue Glove Experience allows customers to select a combination of enhanced options to build a support package that's suits the specific project requirements.

Samsung can take complete care of your installation, brand and investment, with the certainty of a dedicated partnership you can trust.

For more information about Blue Glove Experience please contact your Sales Account Manager.

## Extended Warranty

For any queries around extended warranty please contact your Sales Account Manager for more information.





# European Warranty

Samsung can offer in-country support for in-warranty issues. We do encourage our customers to contact the local in-country Samsung teams directly for the quickest response.

Samsung products have Pan-European functional capability.

Displays deployed and installed outside of Europe are not eligible under the warranty terms detailed throughout this guide. However, our local Samsung offices and partner groups across the globe can provide out of warranty support on a case by case basis.

Contact the Samsung Business Services Centre should you require further detail.



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