

## dvLED Solutions Warranty and Service Offering



Experience exceptional visual quality and longevity with Sharp/NEC's best-in-class dvLED solutions. A remarkable life span of up to 100,000 hours means our dvLED solutions promise a compelling Total Cost of Ownership over 10 years, based on average use. Committed to quality, we offer a comprehensive range of professional service packages and warranties designed to accompany our dvLED products. This 'at a glance' overview covers our extensive dvLED service offerings:

> [WARRANTIES](#)

> [INSTALLATION SERVICES](#)

> [MANAGED SERVICES](#)

### WARRANTIES

Sharp/NEC's warranties underpin our dedication to quality, ensuring that our products and solutions deliver optimal performance. If a product doesn't meet expectations, our warranty guarantees peace of mind with a return-to-base service policy.

WARRANTIES	E Series*	FE-E Series	FE Series*	FA Series*	FC Series	Q Series	B Series
<b>2 YEARS</b>	Included	Included	Included	Included	Included	Included	Included
<b>3 YEARS</b>	Optional	Optional	Included	Included	Included	Included	Included
<b>4 YEARS</b>	Optional	Optional	Optional	Optional	Optional	Optional	Optional
<b>5 YEARS</b>	Optional	Optional	Optional	Optional	Optional	Optional	Optional
<b>Repair Service</b>	Included during warranty period	Included during warranty period	Included during warranty period	Included during warranty period	Included during warranty period	Included during warranty period	Included during warranty period

\* Further extended warranty options are possible, please discuss with your Sharp/NEC representative.

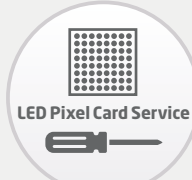
Extended warranties are available at the point of purchase or during the product's standard warranty period.

[LEARN MORE](#) about our warranty extensions

## INSTALLATION SERVICES

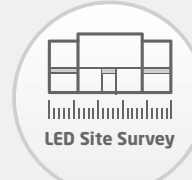
Precision-engineered components integrate seamlessly to create a vast, captivating canvas. Thorough preparation is essential for a successful outcome, and our Installation Services are tailored to match each project's unique needs.

INSTALLATION SERVICES	E Series	FE-E Series	FE Series	FA Series	FC Series	Q Series	B Series
PIXEL CARD SERVICE PACK	Included	Included	Included	Included	Included	Included	Included
SITE SURVEY	Optional	Optional	Optional	Optional	Optional	Optional	Optional
INSTALLATION SUPERVISION	Optional	Optional	Optional	Optional	Optional	Optional	Optional
INSTALLATION SERVICE	Optional	Optional	Optional	Optional	Optional	Optional	Optional




**LED Pixel Card Service**

- Included FREE OF CHARGE
- Up to 10-pixel cards from the same batch
- Ensures fault-free installations
- Spare cards remain untouched




**LED Site Survey**

- Trained installation engineer
- Up to one business day on-site
- Includes Site Survey Report
- Prevents unwanted surprises during installation
- Conducted during regular business hours



**LED Installation Supervision**

- Trained installation engineer
- Overseeing installation activity
- Manufacturer sign-off
- Ensures smooth, trouble-free installation for optimal results
- Conducted during regular business hours



**LED Installation Service**


- Trained installation team
- Mechanical installation & commissioning
- Includes Installation Report
- Zero pixel faults upon completion
- Ensures smooth, trouble-free installation for optimal results
- Conducted during regular business hours

[LEARN MORE](#) about our added-value services

## MANAGED SERVICES


To maintain the performance of complex and multifaceted dvLED technology, regular servicing is essential. We strongly recommend implementation of a service program at the point of purchase to minimise the Total Cost of Ownership. While ad-hoc servicing is possible, it may result in increased costs and limited availability.

MANAGED SERVICES	E Series	FE-E Series	FE Series	FA Series	FC Series	Q Series	B Series
ENHANCED SERVICE PACK	Recommended	Recommended	Recommended	Recommended	Recommended	Recommended	Recommended
MANAGED SERVICE PACK	Optional	Optional	Optional	Optional	Optional	Recommended	Recommended
AD HOC SERVICES	Optional	Optional	Optional	Optional	Optional	Optional	Optional



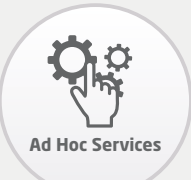
**Enhanced Service**

- Technical helpdesk support
- Annual preventative maintenance service
- Up to two on-site service visits per year
- Available during regular business hours



**Managed Service**

- Technical helpdesk support
- Annual preventative maintenance service
- Unlimited on-site service visits per year
- Two ways parts shipping
- Available during regular business hours



**Ad Hoc Services**

- Corrective service
- Maintenance service
- Calibration Service
- Installation Support
- Out of warranty pixel card repairs

Your Sharp/NEC sales representative or service centre will provide a fully transparent overview of our managed service options with a non-biased recommendation according to your unique circumstances.

[LEARN MORE](#) about our promise of quality

## WHY SHARP/NEC?



Meticulous planning prior to and during installation prevents unforeseen challenges and costly errors. Likewise, a service package ensures budget predictability and prompt attention to minimise downtime.

Our expertise in dvLED spans standardised pre-bundled products to bespoke solutions for complex projects. Sharp/NEC and our accredited installation and service partners expertly manage each project according to its unique requirements. We entrust our reputation to our partners, who receive ongoing product training from Sharp/NEC to guarantee the best possible outcomes for our customers.

[🔗 LEARN MORE](#) about why an LED service program is not simply recommended, but fundamental for success

### Expert Installation Services

Watch our expert engineers install a 137" fine pixel pitch LED surface with precision aligned modules at a fine art gallery in Oslo.

[🔗 LEARN MORE](#) by downloading case studies about some of our LED installations.



Find out more about Sharp/NEC's ServicePlus program, providing comprehensive extended warranty and added-value service options.

[🔗 LEARN MORE](#) about our ServicePlus Program



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