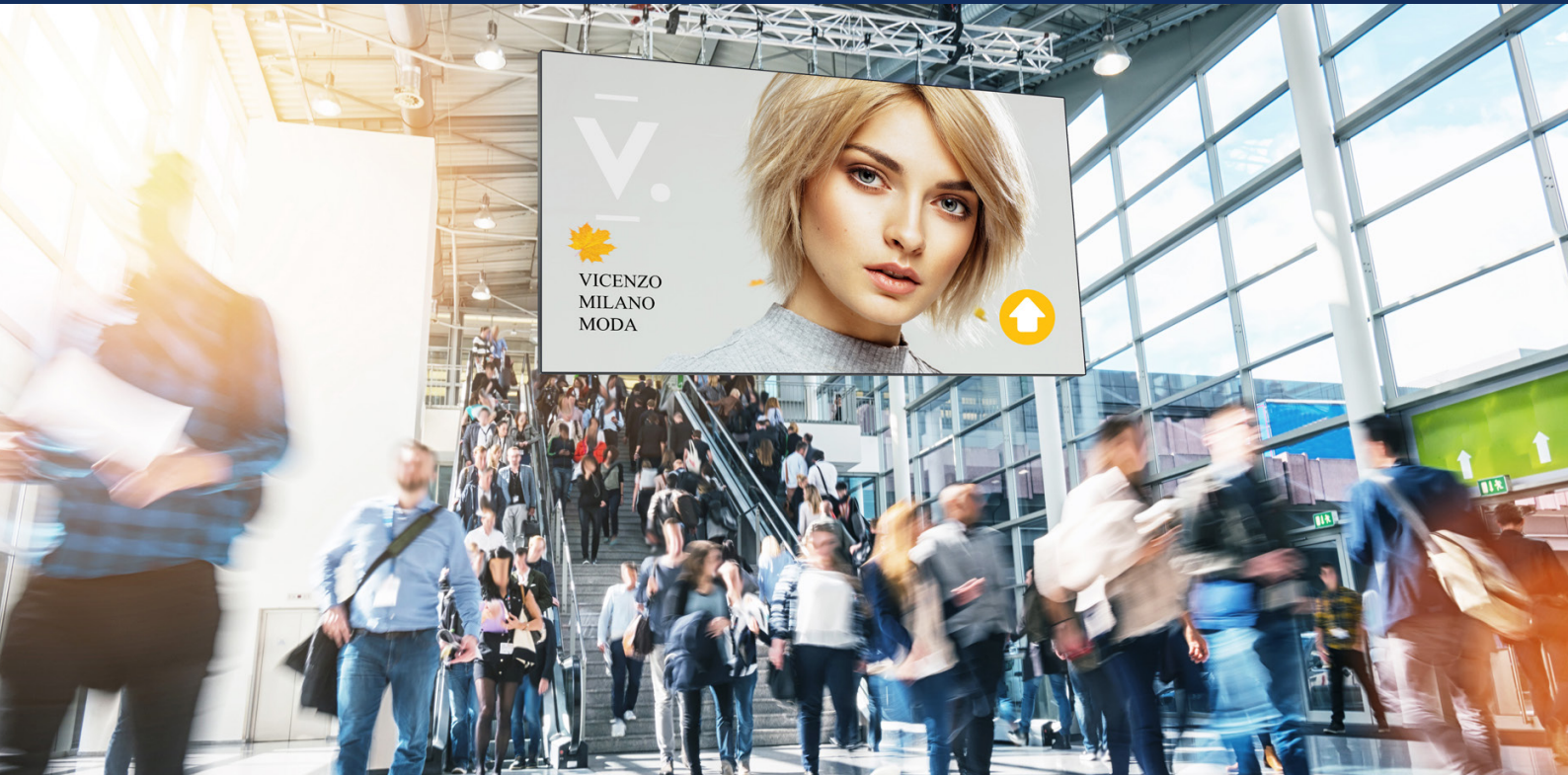


## Enhanced Services For LED Screen Solutions



At Sharp/NEC, we are proud to offer an Enhanced Services program, a comprehensive care package designed to ensure the best possible care for your Sharp/NEC LED display with top-tier service.

Our Enhanced Services program provides access to:

> TECHNICAL HELPDESK SUPPORT

> ANNUAL PREVENTATIVE  
MAINTENANCE SERVICE

> ON-SITE SERVICE VISITS WITHIN  
48 HOURS (TWO PER YEAR)

### TECHNICAL HELPDESK SUPPORT



Our dedicated LED specialists are available 9am to 5pm CET, Monday to Friday, trained and ready to address your technical concerns, facilitate RMAs, and coordinate on-site support as needed. Our team works diligently to diagnose and resolve issues promptly, ensuring the fastest resolution.

## PREVENTATIVE MAINTENANCE SERVICE



To keep your LED display in optimal condition, our Sharp/NEC trained engineers perform an annual preventative maintenance check. Regular maintenance reduces disruptions, restores display quality, and anticipates potential issues. A comprehensive Maintenance Service report follows each visit, highlighting any detected concerns and noting executed repairs.

The Maintenance Service does not include any calibration services.

## ON-SITE SERVICE



Enjoy peace of mind with two on-site visits per year from Sharp/NEC trained engineers. At your request, our Technical Helpdesk will dispatch an experienced technician to your location within 48 hours. Our engineers will assess, support, and efficiently resolve any issues with on-site spare parts. A detailed Field Service Report will follow each visit, outlining the issue and its resolution.

To guarantee 48-hour attendance, calls must be logged by 2 pm.

## ADDITIONAL TERMS

Extra support beyond the allocated days will incur charges at the applicable day rate. Delays in Enhanced Services due to unmet site or customer responsibilities will result in extra costs once allocated days are used. Service days are deemed utilised when a Sharp/NEC engineer is on-site, ready to provide support as per customer request, regardless of site preparedness. In cases of negligence, Sharp/NEC reserves the right to charge the customer for additional expenses incurred.

## CUSTOMER RESPONSIBILITIES

- Notify Sharp/NEC of the planned visit date and time.
- Inform Sharp/NEC of any cancellations, delays, or postponements at least 7 days in advance to avoid using Maintenance Service days.
- Ensure all security and access requirements, such as security passes and accessibility, are clarified before installation.
- Guarantee the safety and suitability of scaffolding/climbing rails and floor statics for scaffolding placement where needed.

Enhanced Services are available during regular business hours on business working days only.

## ORDERING INFORMATION

Contact your Sharp/NEC Sales Representative and use the following product codes to order:

Service Term		SKU Code
<b>Enhanced Services Pack Group 1 (1-2YR)</b>	LED Enhanced Services for up to 12x12 Screen Solutions. Duration: up to one day on-site	<b>310000161</b>
<b>Enhanced Services Pack Group 2 (1-3YR)</b>	LED Enhanced Services for up to 12x12 Screen Solutions. Duration: up to one day on-site	<b>310000162</b>
<b>Enhanced Services Pack Group 3 (1-4YR)</b>	LED Enhanced Services for up to 12x12 Screen Solutions. Duration: up to one day on-site	<b>310000173</b>
<b>Enhanced Services Pack Group 4 (1-5YR)</b>	LED Enhanced Services for up to 12x12 Screen Solutions. Duration: up to one day on-site	<b>310000163</b>
<b>Enhanced Services Pack Custom</b>	LED Enhanced Services over longer period, case specific, conditions may apply	<b>POA</b>

Please note that purchasing the Service is not binding unless Sharp/NEC has confirmed specific elements such as required/preferred dates, times, and locations in writing. For more information, consult the LED Services Scope of Work document.

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**Sharp NEC Display Solutions Europe GmbH**  
Landshuter Allee 12-14  
80637 Munich, Germany  
Phone: +49 (0) 89 99 699-0  
Fax: +49 (0) 89 99 699-500  
infomail.sndse@sharp.eu  
www.sharpecdisplays.com

**SHARP / NEC**