

DOOH Display Service Solution

AbsenCare DOOH display service solution is specifically designed for DOOH displays to ensure uninterrupted performance!



Fast Response

24/7 support



Specialized Inspection

Proactive removal of potential hazards



Comprehensive Support

One-stop solution



Six-star standalone services

Freely customizable, meeting your personalized needs!



Choose from two standard packages to suit your needs

Standard Assurance Package: Comprehensive Coverage

Premium Assurance Package: Proactive Protection

Contact Absen's official service team now to get your exclusive plan

AbsenCare makes your display more stable and your service worry-free!

◀ Standard Assurance Package

Service Content	
Advanced Technical Support Service	<ul style="list-style-type: none"> 7x24 All-Weather Coverage: 30-second response time, priority handling via fast track, seamless service across all time zones. Exclusive WhatsApp Group Expert Team Service: Advanced technical team on standby, precise issue identification, rapid resolution. Cloud Diagnostics: Real-time analysis and adjustment of control device parameters via VPN/remote software, guiding customers on parts replacement or device reboot. Knowledge Transfer: Synchronized delivery of the 'Troubleshooting Manual' and preventive operation guidelines.
On-site Maintenance Service	<ul style="list-style-type: none"> Fast response: engineers quickly on site, minimize downtime, reduce losses. Accurate repair: professional team locates faults, delivers solutions, avoids repeat costs. One-stop fix: covers screens, control systems, power cabinets, solves all issues. Software & hardware: repair hardware and check software, tune performance, cut long-term costs. Empower customers: teach maintenance on site, improve self-reliance, lower future risks.
RMA Service	<ul style="list-style-type: none"> Easy repair: no need to find vendors, simplified process saves time & hassle Professional quality: precise testing & repairs, strict QC, lowers rework risk. WWide coverage: repairs screens, control systems, Absen devices in one place. Visible progress: exclusive channel to track repairs in real time, transparent & stress-free. Empowerment: post-repair feedback on causes & fixes, boosts self-maintenance. Green repair: compliant waste handling, eco-friendly.

◀ Premium Assurance Package

Service Content	
Advanced Technical Support Services	<ul style="list-style-type: none"> 7x24 coverage: 30-second response, fast-track priority, global time-zone-free. Dedicated WhatsApp expert team: senior techs pinpoint & resolve issues. Cloud diagnostics: VPN/remote analysis, adjust control device parameters, guide replacements or reboots. Knowledge sharing: deliver Troubleshooting Manual & preventive guides.
Inspection Service	<ul style="list-style-type: none"> Proactive: thorough checks to handle risks early, cut failure rates, avoid downtime/losses. Professional troubleshooting: precise fault finding, solutions, tuning, stable LED performance. Capability building: train staff, share skills, strengthen self-maintenance, save costs. One-stop: inspect, repair, tune, train, report for simpler management & better experience. Expert reports: detailed outputs for maintenance, lifespan & upgrade decisions.
On-site Repair Service	<ul style="list-style-type: none"> Fast response, less downtime: engineers quickly on-site, solve long shipping cycles & heavy repair load, keep business running On-site efficient repair: skip shipping, fix on-site, boost speed, rapid recovery. Professional, reliable: senior engineers diagnose precisely, standardized work, lower secondary failures. Transparent process: customer can supervise, get full reports after repairs. Lower costs, better returns: save logistics/time, extend lifespan, fewer replacements, cut total costs.

◀ Optional services

	Service Content
On-site Training Service	<ul style="list-style-type: none">Professional on-site instruction: senior engineers teach face-to-face, structured training for effective knowledge absorption.Customized courses: training content planned per customer needs, matching operation & maintenance of screens, devices, software.Integrated theory & practice: hands-on demos to boost learning and problem-solving.Long-term technical support: post-training consultation ensures stable operation, lowers risks.Training Cost Reduction empowerment: imparting maintenance skills to help customers build teams, enhance self-maintenance capabilities, and reduce long-term maintenance costs.Significant cost savings: staff gain maintenance skills, reduce outsourcing, lower O&M costs, improve efficiency.
Customized Specialized Training Service	<ul style="list-style-type: none">Taught by experts: Absen engineers share professional knowledge, ensure authoritative, practical training.Deep integration: theory plus hands-on under engineer guidance, quickly builds real-world skills.Full equipment scope: covers screens, power cabinets, control devices & software, builds complete skill set.ACE certification: pass exams for ACE, aids careers & boosts company's professional image.Tailored content: courses match fault repair, daily maintenance priorities, avoid ineffective training.Long-term support: post-training consulting to maintain progress, raise team level, ensure stable operation.Cost savings: staff self-maintain, cut outsourcing, reduce O&M costs, improve management.
Calibration Service	<ul style="list-style-type: none">On-site professional calibration: senior technicians with equipment ensure precise calibration, worry-free.All-scenario fit: handles installation deviations, wear, batch mix issues — one-stop display fault resolution.Accurate color correction: reduces multi-batch color differences, restores true colors, enhances visual appeal.Brightness restoration: fixes dimming & blotches, restores uniform clarity, saves on replacement costs.Fine-tuning: gap fixes, color temp adjustments, fully improves display quality, builds premium brand image.Extends lifespan: regular calibration slows aging, ensures long-term stable operation, lowers total cost.

◀ Optional services

	Service Content
Turnkey Engineering Service	<ul style="list-style-type: none">All-inclusive peace of mind: from steel structure fabrication to maintenance training, covers whole process, saves time by avoiding multiple suppliers.Professional quality control: senior engineers oversee construction, precise installation & tuning for high quality, low risk.Custom solutions: tailored to site & needs, meets complex venues & special functions.Strict handover: full system testing & verification to ensure stable compliance, fewer future failures.Cost-reducing training: pass on maintenance skills, help customers build teams, lower long-term O&M.Full responsibility: end-to-end project care, fast response to issues, worry-free service.
Full Installation Service	<ul style="list-style-type: none">Professional quality control: senior engineers oversee construction, precise installation & tuning for high quality, low risk.Custom solutions: tailored to site & needs, meets complex venues & special functions.Strict handover: full system testing & verification to ensure stable compliance, fewer future failures.Cost-reducing training: pass on maintenance skills, help customers build teams, lower long-term O&M.Full responsibility: end-to-end project care, fast response to issues, worry-free service.
Installation Guidance Service	<ul style="list-style-type: none">On-site expert guidance: senior engineers handle complex sites, tackle technical challenges, ensure smooth installation.Full risk control: covers counting, environment checks, tuning & acceptance, avoids hidden issues, saves time.Precise tech assurance: focuses on fine-pitch & high-spec products, ensures quality, fewer later faults.Efficient tuning & acceptance: full device optimization & strict checks ensure stable displays.Practical skill transfer: teaches daily operation & maintenance, builds self-reliance, cuts future costs.Immediate fixes: on-site handling of knocks/damage, keeps progress on track, protects assets.