

# 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"> <li>• <b>7×24 All-Weather Coverage:</b> 30-second response time, priority handling via fast track, seamless service across all time zones.</li> <li>• <b>Exclusive WhatsApp Group Expert Team Service:</b> Advanced technical team on standby, precise issue identification, rapid resolution.</li> <li>• <b>Cloud Diagnostics:</b> Real-time analysis and adjustment of control device parameters via VPN/remote software, guiding customers on parts replacement or device reboot.</li> <li>• <b>Knowledge Transfer:</b> Synchronized delivery of the 'Troubleshooting Manual' and preventive operation guidelines.</li> </ul>
On-site Maintenance Service	<ul style="list-style-type: none"> <li>• <b>Fast response:</b> engineers quickly on site, minimize downtime, reduce losses.</li> <li>• <b>Accurate repair:</b> professional team locates faults, delivers solutions, avoids repeat costs.</li> <li>• <b>One-stop fix:</b> covers screens, control systems, power cabinets, solves all issues.</li> <li>• <b>Software &amp; hardware:</b> repair hardware and check software, tune performance, cut long-term costs.</li> <li>• <b>Empower customers:</b> teach maintenance on site, improve self-reliance, lower future risks.</li> </ul>
RMA Service	<ul style="list-style-type: none"> <li>• <b>Easy repair:</b> no need to find vendors, simplified process saves time &amp; hassle</li> <li>• <b>Professional quality:</b> precise testing &amp; repairs, strict QC, lowers rework risk.</li> <li>• <b>WWide coverage:</b> repairs screens, control systems, Absen devices in one place.</li> <li>• <b>Visible progress:</b> exclusive channel to track repairs in real time, transparent &amp; stress-free.</li> <li>• <b>Empowerment:</b> post-repair feedback on causes &amp; fixes, boosts self-maintenance.</li> <li>• <b>Green repair:</b> compliant waste handling, eco-friendly.</li> </ul>

## Premium Assurance Package

	Service Content
Advanced Technical Support Services	<ul style="list-style-type: none"> <li>• <b>7×24 coverage:</b> 30-second response, fast-track priority, global time-zone-free.</li> <li>• <b>Dedicated WhatsApp expert team:</b> senior techs pinpoint &amp; resolve issues.</li> <li>• <b>Cloud diagnostics:</b> VPN/remote analysis, adjust control device parameters, guide replacements or reboots.</li> <li>• <b>Knowledge sharing:</b> deliver Troubleshooting Manual &amp; preventive guides.</li> </ul>
Inspection Service	<ul style="list-style-type: none"> <li>• <b>Proactive:</b> thorough checks to handle risks early, cut failure rates, avoid downtime/losses.</li> <li>• <b>Professional troubleshooting:</b> precise fault finding, solutions, tuning, stable LED performance.</li> <li>• <b>Capability building:</b> train staff, share skills, strengthen self-maintenance, save costs.</li> <li>• <b>One-stop:</b> inspect, repair, tune, train, report for simpler management &amp; better experience.</li> <li>• <b>Expert reports:</b> detailed outputs for maintenance, lifespan &amp; upgrade decisions.</li> </ul>
On-site Repair Service	<ul style="list-style-type: none"> <li>• <b>Fast response, less downtime:</b> engineers quickly on-site, solve long shipping cycles &amp; heavy repair load, keep business running</li> <li>• <b>On-site efficient repair:</b> skip shipping, fix on-site, boost speed, rapid recovery.</li> <li>• <b>Professional, reliable:</b> senior engineers diagnose precisely, standardized work, lower secondary failures.</li> <li>• <b>Transparent process:</b> customer can supervise, get full reports after repairs.</li> <li>• <b>Lower costs, better returns:</b> save logistics/time, extend lifespan, fewer replacements, cut total costs.</li> </ul>

## Optional services

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

## Optional services

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