

# ProAV Display Service Solution

## Troubled by LED large screen maintenance?

The AbsenCare ProAV display service solution is here to help! We offer a One-stop Service Solution!



### Worry-free

Ease your maintenance pressure by 60%



### Hassle-free

Guarantee equipment stability



### Cost-effective

Cut costs by 25%



### Six-star standalone services

Freely customizable, meeting your personalized needs!



### Choose from two standard packages to suit your needs

**Maintenance Protection Package:** preferred choice for VAP partners

**All-round Protection Package:** ultimate guarantee for end users

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

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

## ◀ Maintenance Protection Package

"Your lifetime partner for LED screens" – from installation to operation and maintenance, we handle everything with a professional team. You just need to focus on your business !

	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>
Inspection Service	<ul style="list-style-type: none"><li>• <b>Precautionary Measures:</b> Comprehensive inspections and early mitigation of potential risks to reduce failure probability, thereby preventing business interruptions and losses.</li><li>• <b>Professional Troubleshooting:</b> Precise fault localization, provision of solutions, and commissioning of equipment to ensure stable and efficient operation of the display screen.</li><li>• <b>Capability Empowerment:</b> Training maintenance personnel by imparting practical skills to enhance customers' autonomous maintenance capabilities and reduce maintenance costs.</li><li>• <b>One-stop Maintenance:</b> Comprehensive services including inspection, repair, commissioning, training, and reporting, simplifying management and enhancing user experience.</li><li>• <b>Professional Inspection Report:</b> Provide expert reports to support equipment maintenance, lifespan assessment, and upgrade decision-making.</li></ul>
Module RMA Service	<ul style="list-style-type: none"><li>• <b>Convenient Repair:</b> No need to source channels independently; streamlined process saves time and effort.</li><li>• <b>Professional Assurance:</b> Technical team performs precise inspection and repair with strict quality control, minimizing the risk of rework.</li><li>• <b>Wide Coverage:</b> One-stop repair services for various display screen spare parts, control systems, and Absen equipment faults.</li><li>• <b>Progress Visibility:</b> Dedicated channels for real-time tracking, full transparency throughout the process, eliminating waiting-related anxiety.</li><li>• <b>Experience Empowerment:</b> Post-repair feedback on causes and solutions to enhance customers' autonomous maintenance capabilities.</li><li>• <b>Green Maintenance:</b> Compliant disposal of waste, upholding environmental protection.</li></ul>

## ◀ All-round Protection Package

One-stop service – covering everything from installation to operation and maintenance, you don't even need to tighten any screws !

	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>
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Maintain Onsite	<ul style="list-style-type: none"><li>• <b>Quick Response:</b> Technicians arrive quickly to handle all kinds of faults, reduce downtime and minimize business losses.</li><li>• <b>Precision Repair:</b> Professional teams quickly locate faults, provide complete solutions, guarantee repair quality and avoid secondary costs.</li><li>• <b>one-stop package:</b> Cover display hardware, control system, distribution box and other equipment failure, no need to ask for help, solve all problems.</li><li>• <b>Hardware and software repair:</b> Repair hardware and troubleshoot software simultaneously, debug equipment, optimize performance, save long-term maintenance costs.</li><li>• <b>Empowering customers:</b> providing on-site maintenance knowledge, enhancing customers' self-maintenance capabilities, and reducing the risk of subsequent failures.</li></ul>

## Optional services

	Service Content
<p>Turnkey Engineering Service</p> <p>Only applicable to mainland China, Hong Kong, and Macau</p>	<ul style="list-style-type: none"> <li>• <b>All-inclusive worry-free service:</b> steel structure fabrication and installation to maintenance TRAINING full process coverage, no connection to multiple suppliers, time-saving effortless delivery.</li> <li>• <b>Professional quality assurance:</b> Our team of senior engineers strictly control the construction, precisely assemble and properly install and debug to ensure high quality and low risk.</li> <li>• <b>Customized solution adaptation:</b> Customized solutions based on the site environment and requirements to meet the requirements of complex sites and special functions, in line with customer expectations.</li> <li>• <b>Strict acceptance delivery:</b> Comprehensive commissioning and trial operation, professional inspection and evaluation, guarantee system stable compliance, reduce later failure.</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>Full responsibility guarantee:</b> responsible for the entire project cycle, timely response and handling of problems, customers enjoy worry-free service.</li> </ul>
Full Installation Service	<ul style="list-style-type: none"> <li>• <b>Professional quality assurance:</b> Our team of senior engineers strictly control the construction, precisely assemble and properly install and debug to ensure high quality and low risk.</li> <li>• <b>Customized solution adaptation:</b> Customized solutions based on the site environment and requirements to meet the requirements of complex sites and special functions, in line with customer expectations.</li> <li>• <b>Strict acceptance delivery:</b> Comprehensive commissioning and trial operation, professional inspection and evaluation, guarantee system stable compliance, reduce later failure.</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>Full responsibility guarantee:</b> responsible for the entire project cycle, timely response and handling of problems, customers enjoy worry-free service.</li> </ul>
Installation Guidance Service	<ul style="list-style-type: none"> <li>• <b>Professional on-site guidance:</b> Senior engineers provide full escort for complex scenarios, overcome technical difficulties in installation, ensure smooth installation.</li> <li>• <b>Full process risk control:</b> covering all stages from inventory, environmental confirmation to commissioning acceptance to avoid installation risks and save time cost.</li> <li>• <b>Fine technical assurance:</b> Focus on high demand products such as small pitch, control installation details, ensure quality up to standard, reduce subsequent failure.</li> <li>• <b>Efficient commissioning and acceptance:</b> Comprehensive commissioning and optimization of equipment performance, strict acceptance to ensure stable operation of display screen, safe use.</li> <li>• <b>Practical skills training:</b> imparting daily operation and maintenance skills, enhancing customer 's ability to operate independently and reducing later operation and maintenance costs.</li> <li>• <b>Immediate repair service:</b> On-site handling of installation bump damage, ensuring installation progress and reducing equipment property loss.</li> </ul>

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On-site Event Support Service	<ul style="list-style-type: none"> <li>• <b>On-site inspection for 72 hours before the event and 24-hour standby during the event</b></li> <li>• <b>Quick troubleshooting:</b> Parts depot forward, 30 minutes response to hardware failure</li> <li>• <b>Emergency plan:</b> Multi-link signal redundancy configuration, seamless switching in case of sudden failure</li> <li>• <b>Data monitoring:</b> Real-time monitoring of parameters such as screen temperature/voltage, preventive intervention</li> </ul>
Pixel by Pixel Calibration Service	<ul style="list-style-type: none"> <li>• <b>Professional on-site calibration:</b> Experienced technicians bring equipment to the site, precise calibration, worry-free.</li> <li>• <b>All-scenario adaptation:</b> covering installation deviation, wear and tear, batch mix and other problems, one-stop solution display failure.</li> <li>• <b>Accurate achromatic:</b> corrects color differences from mixed batches, restores true colors, and enhances visual appeal.</li> <li>• <b>Brightness restoration:</b> Improves blur caused by brightness attenuation, restores uniform and clear images, and saves device replacement costs.</li> <li>• <b>Extended lifespan:</b> Regular calibration and maintenance, delay equipment aging, ensure long-term stable operation, reduce overall cost.</li> </ul>
Capability Enhancement Service Package	<ul style="list-style-type: none"> <li>• <b>Practical skills training:</b> Joint training around screen installation and commissioning, providing "theory-simulation-practice" three-stage training to enable customer self-operation and maintenance.</li> <li>• <b>Professional on-site guidance:</b> Senior engineers provide full escort for complex scenarios, overcome technical difficulties in installation, ensure smooth installation.</li> <li>• <b>Full process risk control:</b> covering all stages from inventory, environmental confirmation to commissioning acceptance to avoid installation risks and save time cost.</li> <li>• <b>Efficient commissioning and acceptance:</b> Comprehensive commissioning and optimization of equipment performance, strict acceptance to ensure stable operation of display screen, safe use</li> <li>• <b>Convenient repair:</b> no need to search channels, simplify process, save time and effort</li> </ul>