

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

◀ 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">• 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.
Inspection Service	<ul style="list-style-type: none">• Precautionary Measures: Comprehensive inspections and early mitigation of potential risks to reduce failure probability, thereby preventing business interruptions and losses.• Professional Troubleshooting: Precise fault localization, provision of solutions, and commissioning of equipment to ensure stable and efficient operation of the display screen.• Capability Empowerment: Training maintenance personnel by imparting practical skills to enhance customers' autonomous maintenance capabilities and reduce maintenance costs.• One-stop Maintenance: Comprehensive services including inspection, repair, commissioning, training, and reporting, simplifying management and enhancing user experience.• Professional Inspection Report: Provide expert reports to support equipment maintenance, lifespan assessment, and upgrade decision-making.
Module RMA service	<ul style="list-style-type: none">• Convenient Repair: No need to source channels independently; streamlined process saves time and effort.• Professional Assurance: Technical team performs precise inspection and repair with strict quality control, minimizing the risk of rework.• Wide Coverage: One-stop repair services for various display screen spare parts, control systems, and Absen equipment faults.• Progress Visibility: Dedicated channels for real-time tracking, full transparency throughout the process, eliminating waiting-related anxiety.• Experience Empowerment: Post-repair feedback on causes and solutions to enhance customers' autonomous maintenance capabilities.• Green Maintenance: Compliant disposal of waste, upholding environmental protection.
Maintain Onsite	<ul style="list-style-type: none">• Quick Response: Technicians arrive quickly to handle all kinds of faults, reduce downtime and minimize business losses.• Precision Repair: Professional teams quickly locate faults, provide complete solutions, guarantee repair quality and avoid secondary costs.• one-stop package: Cover display hardware, control system, distribution box and other equipment failure, no need to ask for help, solve all problems.• Hardware and software repair: Repair hardware and troubleshoot software simultaneously, debug equipment, optimize performance, save long-term maintenance costs.• Empowering customers: providing on-site maintenance knowledge, enhancing customers' self-maintenance capabilities, and reducing the risk of subsequent failures.

◀ Optional services

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

◀ Optional services

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