

Sports Display Service Solution

The AbsenCare sports display service solution, your dedicated event guardian that ensures failure-free, spectacular broadcasts!



Fast Response

24/7 support



Specialized Inspection

Proactive removal of potential hazards



Comprehensive Support

One-stop solution



Five Premier Service

Available in flexible combinations to meet your needs!



Worry-Free Event Package for Critical Events

Delivering end-to-end support

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

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

◀ Worry-Free Event Package

	Service Content
Advanced Technical Support Service	<ul style="list-style-type: none">• 7×24 All-weather coverage: 30-second response, fast-track priority handling, seamless service across all regions.• Dedicated whatsapp expert group service: high-level technical team engagement, precise problem location, rapid resolution.• Cloud diagnostics: real-time analysis via VPN/remote software, adjustment of control device parameters, guiding customer on spare parts replacement or device reboot.• Knowledge transfer: simultaneous delivery of the Troubleshooting Manual and preventive operation guidelines.
Inspection Service	<ul style="list-style-type: none">• Proactive prevention: comprehensive inspection, early mitigation of potential risks, reduction of failure probability, avoidance of business interruptions and losses.• Professional troubleshooting: precise fault location, solution provision and equipment tuning, ensuring stable and efficient LED display operation.• Capability empowerment: training maintenance personnel, imparting practical skills to enhance customers' self-maintenance ability, saving maintenance costs.• One-stop maintenance: integrated services including inspection, repair, tuning, training, and reporting, simplifying management and improving experience.• Professional inspection report: delivering specialized reports to support decisions on equipment maintenance, lifespan assessment, and upgrades.
On-site Repair Service	<ul style="list-style-type: none">• Fast response to minimize downtime: engineers quickly arrive for repairs, avoiding long module shipping cycles and ensuring business continuity.• On-site repair saves time: no shipping delays, faults fixed on-site for faster recovery.• Professional and reliable: expert diagnostics and standard operations reduce secondary failure risks.• Transparent process: on-site supervision with clear service reports.• Lower costs, longer lifespan: save logistics/time costs, extend equipment life, reduce replacements.
On-site Event Support Service	<ul style="list-style-type: none">• Expert team on site: experienced technicians stationed throughout to ensure zero errors from setup to monitoring.• Full pre-event tuning: thorough testing and acceptance to guarantee top-quality display.• Rapid fault diagnosis: quick response with professional tools to save time.• TrEfficient on-site repair: spare parts on hand to fix software/system issues fast, minimizing event impact.• Real-time risk alerts: continuous monitoring to catch and resolve issues early.

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.

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.