

Professional Display Solutions
Global Service policy

PHILIPS

Information and Warranty

1. General Warranty Period
2. Dead on Arrival Period
3. Out of Warranty (OOW)
4. Service Set up per region
5. Premium After Sales Service: De & Re Install

1.1 - Introduction

All of our Philips Public Signage Displays are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

In case you encounter any difficulties while installing or using your Philips Public Signage Displays, we recommend that you first consult the operating instructions or the information in the support section of www.philips.com or on the CD-ROM. Secondly, contact your System Integrator who had installed your Philips Public Signage Displays or your Dealer for further assistance.

Our Philips Customer Service Representatives will provide you with additional service when needed.

1.2 - General Warranty Period

We are offering a warranty service begins on the date of your purchase. In case of a missing proof of purchase (POP), the warranty period is considered to have started from the date of manufacturing indicated on the product or from the serial number of the product and will end after the warranty period + 3 months.

The following warranty periods are applicable in the following regions

36 months Warranty period:

EMEA

North America

12 months Warranty period:

China

Japan

South America

1.2 - General Service Procedure

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the following service within the warranty period:

1. Swap Service (refer to your region on designated **pages**)

1.1 - Your original unit will be replaced with the same model;

1.2 - If option 1.1 is not possible, an upgraded model within the same product line will be offered after your approval;

1.3 - If option 1.2 is not possible, an alternative model will be offered after your approval;

1.4 - If you would like to receive back your original product, a Pickup, Repair and Return service can be offered.

2. Pickup, Repair and Return Service or Carry-In Service (refer to your region on designated **pages**)

2.1 - Your original product will be repaired;

2.2 - If option 2.1 isn't possible, an upgraded model within the same product line will be offered after your approval;

2.3 - If option 2.2 isn't possible, an alternative model will be offered after your approval.

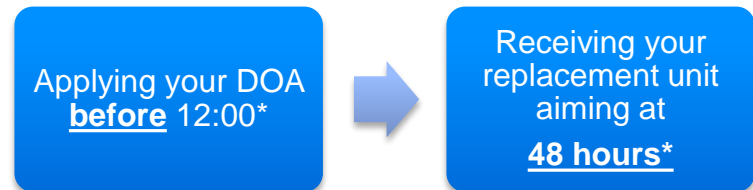
1.3 - Dead on Arrival (DOA) Period (*during business days)

**Subject to local DOA conditions by law.

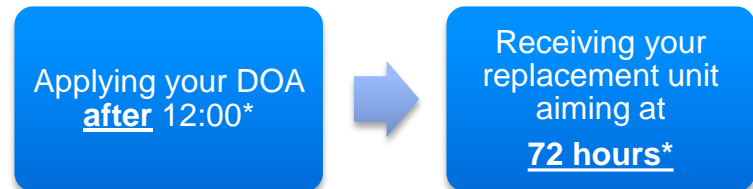
We are offering a DOA period of **7 calendar days****, beginning on the date of your purchase. A proof of purchase (POP) must be provided for you to apply for a DOA request and your defective product must be returned completely in the original box with all the accessories included.

In case of a justified DOA claim, the same product as the defective product will be offered to you as a replacement.

We have the right to claim the costs for any missing parts or any other Customer Induced Damage (CID) which we receive.



Turn Around Time



1.4 - What is excluded?

Your warranty applies when the product has been handled properly for its intended use and in accordance with the operating instructions. Your warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business. Your warranty does not apply if:

- ! The purchase documents have been altered in any way or made illegible;
- ! The model- and/or serial number on the product has been altered, removed or made illegible;
- ! Unauthorized service organizations or persons have carried out repairs or product modifications and alterations;
- ! The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product;
- ! The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended in the user manual;
- ! The defect is caused by an external enclosure, assembled around the product which has not been recommended in the user manual;
- ! The product has been damaged - including but not limited to damage by pets, lightning, abnormal voltage, water or fire, natural disaster or transport accident;
- ! The product is defective due to wear of parts, which can be considered as consumable parts by their nature;
- ! The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.

1.5 - Out of Warranty (OOW)

After your warranty period, we can offer you a **Out of Warranty** service or a repair solution via our Certified Service Centre if you wish to make use of this service.

Please contact our Philips Customer Service Centre and a Philips Customer Service Representative will forward your request to a Certified Service Partner in your country.

Our Certified Service Partner will contact you with an estimate quotation for a service or a repair solution for you to decide accordingly.

If the Certified Service Partner cannot perform a repair solution under the offered repair quotation, we will find alternative solutions for you if possible up to 60 months (5 years) from the manufacture date, which you can find on the product label of your monitor.

Service Setup / Region

1. Service Region for Europe – Swap (Single Swap or Advanced Swap)
2. Service Region for Europe – Pick-Up, Return & Repair (PUR)
3. Service Region for Middle East & Africa – Pick-Up, Return & Repair (PUR)
4. Service Region for North America - Advanced swap and Carry-In (CAI) Service
5. Service Region for South America - Pick-Up, Repair & Return (PUR) or Carry-In (CAI) Service
6. Service Region for Asia Pacific - Onside Repair Service.

2.1.1 - Service Region with **Swap Service**



✓ A **Swap Service** will be offered in the following countries:

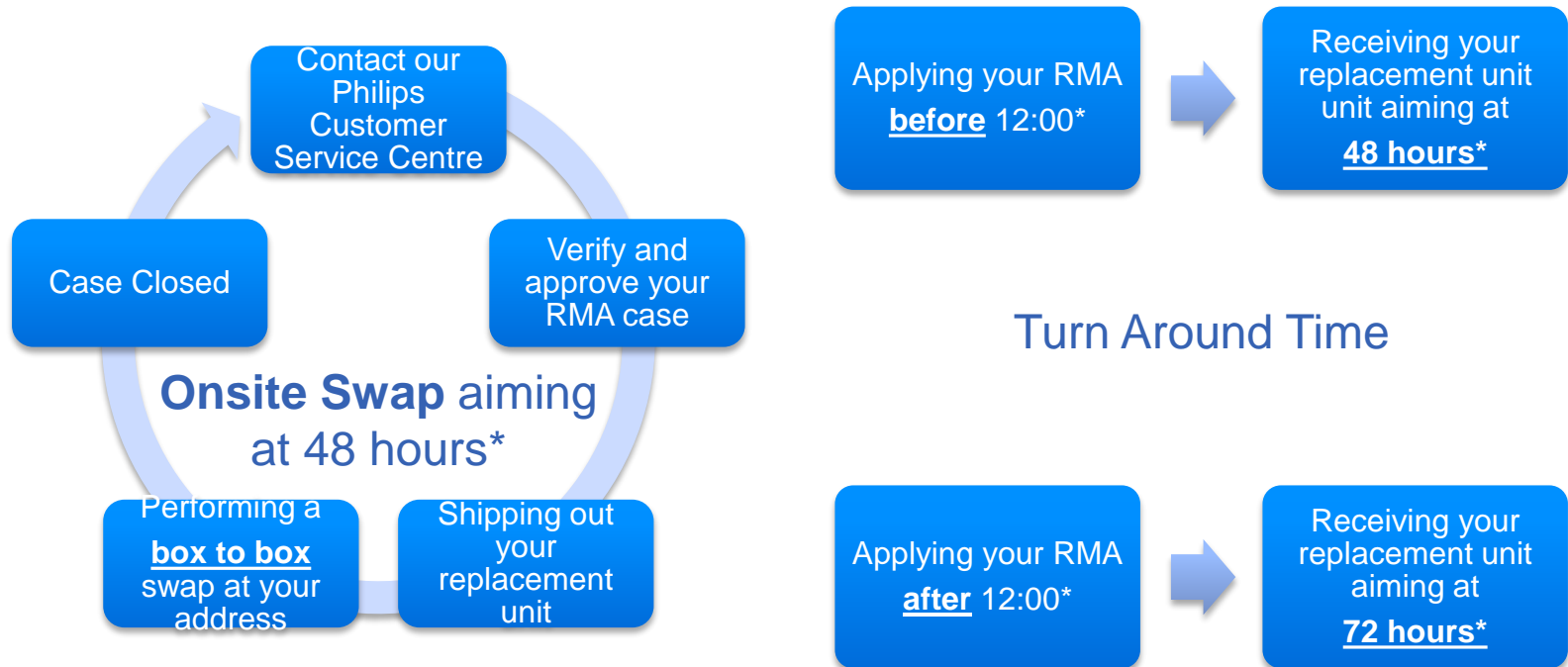
1. Austria
2. Belgium
3. Denmark
4. Finland
5. France*
6. Germany
7. Greece (mainland)
8. Ireland
9. Italy
10. Luxemburg
11. Netherlands
12. Norway
13. Poland
14. Portugal
15. Spain
16. Sweden
17. Switzerland
18. United Kingdom

*Note: Pickup, Repair & Return Service is limited to **mainland Europe***

**Please refer to your local point of sales for more information for service outside mainland Europe e.g., Departements d'Outre Mer (DOM) and Territoires d'Outre Mer (TOM)*

2.1.2 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **Austria, Belgium, Denmark, Finland, France** (mainland), **Germany, Greece** (mainland), **Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom**

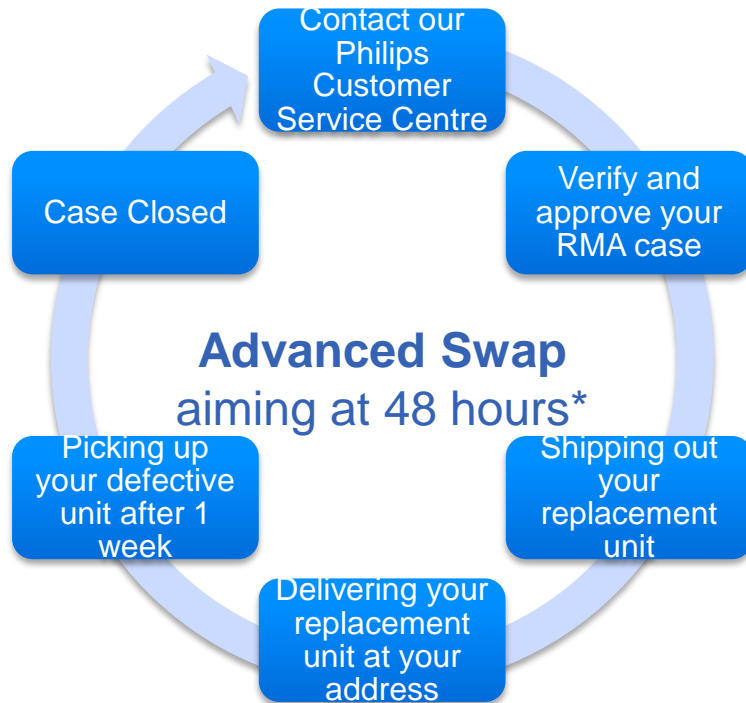


Note: If an Onsite Swap isn't available in any situation, an Advanced Swap service will be offered to you instead.

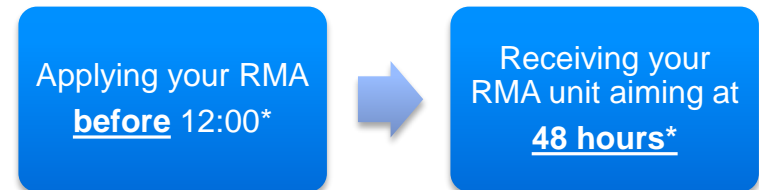
Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!

2.1.3 – Service Scenario and Process Time (*during business days)

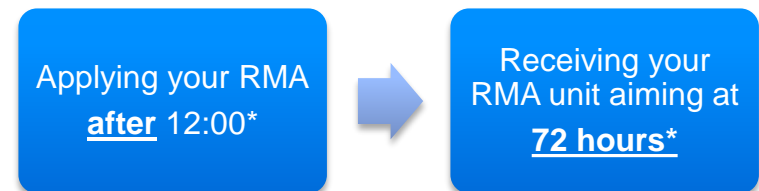
Applies for the following countries: **Austria, Belgium, Denmark, Finland, France (mainland), Germany, Greece (mainland), Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom**



Note: If an Onsite Swap isn't available in any situation, an Advanced Swap service will be offered to you instead.



Turn Around Time



Note: Do not include your original accessories. Any loss of accessories will not be covered or compensated!

2.2.1 - Service Region with **PickUp, Repair & Return (PUR)** and **Carry-In (CAI)** Service



✓ A **PickUp, Repair & Return or Carry-In** Service will be offered in the following countries:

1. Bulgaria
2. Croatia
3. Cyprus
4. Czech Republic
5. Hungary
6. Israel
7. Romania
8. Serbia
9. Slovakia
10. Slovenia
11. Russia
12. Turkey
13. Ukraine

2.2.2 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **Bulgaria, Croatia, Cyprus, Czech Republic, Hungary, Israel, Romania, Serbia, Slovakia, Slovenia, Russia, Turkey, Ukraine**



Note: Do not include your original accessories.
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2.3.1 - Service Region with **PickUp, Repair & Return (PUR)** and **Carry-In (CAI)** Service



✓ **A PUR or Carry-In**
Service will be offered in
the following countries:

1. United Arab Emirates (UAE)
2. Qatar
3. Bahrain
4. Oman
5. Kuwait
6. Lebanon
7. Saudi Arabia

2.3.2 - Service Region with **Carry-In** (CAI) Service



✓ A **Carry-In** Service will be offered in the following countries:

1. South Africa

2.3.2 – Service Scenario and Process Time (*during business days)

Applies for the following countries: **United Arab Emirates (UAE), Qatar, Bahrain , Oman , Kuwait , Saudi Arabia, Lebanon and South Africa**



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2.3.3 - Service Region North America with **Advanced swap** and **Carry-In (CAI) Service**



✓ A **Advanced Swap** Service will be offered in the following countries:

1. Canada
2. USA

✓ A **Carry-In** Service will be offered in the following countries:

1. Mexico

2.3.4 - Service Region South America 1 year warranty with **Pick-Up, Repair & Return** or **Carry-In (CAI) Service**



A Pick-Up, Repair & Return or Carry-In Service will be offered in the following countries:

1. Argentina
2. Brazil
3. Chili
4. Ecuador
5. Paraguay
6. Peru
7. Uruguay

2.3.5 - Service Region Asia Pacific with **Onsite Repair Service.**



✓ **A Onsite Repair Service** will be offered in the following countries:

1. Australia
2. China (1 year warranty)
3. Hong Kong
4. India
5. Indonesia
6. Japan (1 year warranty)
7. Malaysia
8. Philippines
9. Singapore
10. Taiwan
11. Thailand

2.3.6 – Service Scenario and Process Time (*during business days)



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Premium De and Re Install Service

Already available in Nordics, UK, DACH, BNL

1.1 - Introduction

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Our Philips Customer Service Representatives will provide you with additional service when needed.

1.2 - De and Re Install Service Warranty Period

A **RMA (PMON) number** (Return Material Authorization) will be issued after your case has been accepted for warranty service.

We are offering a **36 months De and Re Install warranty**, the warranty begins on the date of your purchase. In case of a missing proof of purchase (POP), the warranty period is considered to have our general standard swap warranty and started three months after the date of manufacturing indicated on the product or from the serial number of the product.

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the De and Re install service within the warranty period.

1.3 - De and Re Installation Service Procedure

The De-installation and Re installation includes:

- ✓ Removing all connected cables and packing safely the faulty unit
- ✓ Installing the replacement unit and installing all cables
- ✓ Turning the unit on to check it is working
- ✓ The faulty unit will be taken back by the service partner

This service is subject to the following conditions:

- The screen is not mounted higher than 3 metres from the floor
- That there is a defect Philips signage screen and not a issue related to installation or any other product.
- There is sufficient access and space for two people to safely work on the product
- There are no entry restrictions to the location which have not been previously cleared
- No special lifting or climbing equipment is needed
- For Display in a Video Wall the display must be mounted on a “push-out” bracket

1.4 - De and Re Installation Service Exceptions

For any technical exchanges / services where the criteria are not met (for example access control, height, damages/scratches on the unit or issues not related to the PHILIPS signage screen) then service partner will do as follows:

- Provide an individual quotation for the work justifying any additional cost (for example lifting equipment, time to analyse, etc.)
- Advise Customer that they should contact the system integrator who initially installed the product to become.

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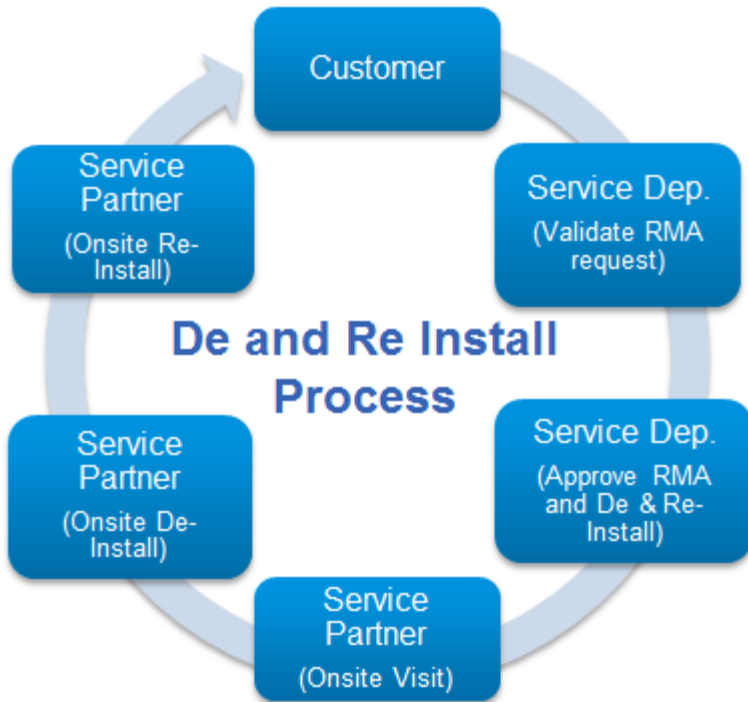
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If the Certified Service Partner cannot perform a repair solution, we will find alternative solutions for you if possible.

2.1 – Service Scenario and Process Time

*De and Re install service during business days.



Turn Around Time



