

SAMSUNG

Samsung Business Support For **Display**





Samsung Business Support for Display

This document has been compiled with the utmost care to provide you, a valued Samsung partner, with manufacturer support for Samsung Display products.

For other products, information can be requested from our Business Services Centre.

Further information relating to products and support can be found at:




<https://www.samsung.com/uk/business/>

For any other product or support related information required, just get in touch:

Contact Us

Samsung Business Services Centre

Available Monday to Friday, 8am to 6pm:

	Self Help: https://samsungenterprisesupport.com/
	Web: https://www.samsung.com/uk/business/support/
	Download our App on the Play Store – Samsung Business Support
	Call: UK - 0330 7262677 Ireland - 012 475161

When requesting support via our Business Services Centre, please provide the following information:

- Product model code
- Product serial number
- Proof of purchase
- Detailed fault description including photos
- Customer name, address and contact details

Support Conditions

What is covered?

Samsung's warranty covers the repair or if applicable the replacement of the Samsung product during the warranty period if a hardware fault has been confirmed.

The Samsung warranty does not apply in certain circumstances, including, if the warranty period has come to an end, the defect or fault is not covered under standard warranty e.g. damage, the display has been subjected to service attempts, poor conditions, neglect or abuse that deems the display unwarrantable, even during the warranty period. This includes any environmental damage that may have long-term effects on the performance of the product.

For our full warranty policy please visit:

<https://www.samsung.com/uk/support/warranty/> or refer to the warranty card received with the product.

If out-of-warranty support is required, we can recommend an Approved Service Partner to work with.

Please contact our Business Services Centre for details or use our service locator:

<https://www.samsung.com/uk/support/servicelocation/>

Warranty Term

If a hardware defect is confirmed via our Business Services Centre, Samsung's standard warranty entitles customers to:

Product	Warranty Term	Support Options Available
Large Format Display (LFD)	36 months	On-site. Swap Exchange
Set Back Boxes (SBBs)	36 months	On-site. Swap Exchange
Videowall LFDs	36 months	On-site. Swap Exchange with De/Re Installations Option
Hospitality Display/ Commercial TV	36 months	On-site. Collect, Repair and Return
B2B Desktop Monitor	36 months	Collect, Repair and Return
Gaming and Consumer Monitors	24 months	On-site*, Collect, Repair and Return

*On-site repair available on request for monitors 43" and 49"

Warranty Support Options



Onsite Support

- A Samsung accredited engineer will attend site to professionally repair the display, equipped with all the necessary parts to carry out the repair.



Swap Exchange

- Customers will receive an A grade replacement delivered via our courier service.
- For all faults reported to our Business Services Centre by 1pm, customers can receive a replacement display on the next business day. We'll collect the faulty display and deliver the replacement at the same time.



Collect, Repair & Return

- We'll arrange to pick-up the display and repair it at one of our display partner facilities.
- Pick-up and return can be used for repair of B2B desktop Monitors or Commercial TVs.
- After the fault is reported to our Business Services Centre, we'll collect the display and repair it at a Samsung approved repair centre. Once it's fixed, we'll package it up and send it right back.

For all support options, the service does not include de-installing or re-installing the display.

Our replacement displays are shipped in their original boxes or flight cases. They don't come with accessories, such as power cables or mounting brackets/feet.

Video Wall

For our video wall screens our engineers will visit site to either repair or exchange the faulty screen, they will deinstall the faulty screen and reinstall the repaired or replacement screen (access equipment will not be provided by Samsung).

Turnaround times for repair and replacement are subject to parts availability.

Returns within 28 days of Purchase

What is an RMA (Return Material Authorisation)?

An RMA reference enables a faulty display to be returned for a replacement to be issued.

When can an RMA be provided?

If a product has been purchased in the last 28 days and has a confirmed in warranty fault, or is damaged on arrival then an RMA may be applicable.

Damage

On rare occasions, displays may be physically damaged despite the packaging being in perfect condition. In these cases, please send all the details below to our Returns team for review – returns@samsung.com

Onward shipping whereby the retailer has 'home delivered' an order will not be considered for return.

- Product model code
- Product serial number
- Proof of purchase
- Detailed fault description with photo, if possible
- Customer address with post code
- Customer name and contact details
- Photograph of the unit showing the damage
- Photograph of the unit showing the serial number
- Photograph of the packaging relative to where the damage is on the unit
- Photograph of the packaging including the serial number

How is a replacement provided after RMA?

Once an RMA number has been issued the RMA reference can be used by the end user or reseller to obtain a replacement product directly from distribution. Distributors should send RMA details directly to the Returns Team, who can arrange for the display to be collected and any credit to be issued.

Samsung UK Returns Team: returns@samsung.com

RMAs are subject to exclusions where products have been purchased via a retailer or dealer who has a no returns agreement in place with SEUK.

Credits are issued to distribution partners for RMAs. Samsung can't refund or credit Systems Integrators, Resellers or End Users.

The full returns policy is available on request.

European Warranty

Samsung can offer in-country support for in-warranty issues. We do encourage our customers to contact the local in-country Samsung teams directly for the quickest response.

Samsung products have Pan-European functional capability.

Displays deployed and installed outside of Europe are not eligible under the warranty terms detailed throughout this guide. However, our local Samsung offices and partner groups across the globe can provide out of warranty support on a case by case basis.

Contact the Samsung Business Services Centre should you require further detail.



Recommendations for use

Screen Burn prevention

This information is an aid to preventing image burn-in on a Large Format Display (LFD). When a fixed image is shown on a screen for an extended period of time, this may result in burn-in. Such burn-in is not covered under warranty.

What is Screen Burn?

Viewing still content over a long period of time can lead to after images or spots.

Recommended prevention options

Turn off the product when not in use for a long period of time, activate the power-save mode, or run a moving screensaver. Use product in line with recommended usage times. Additional measures are outlined in the user manual.

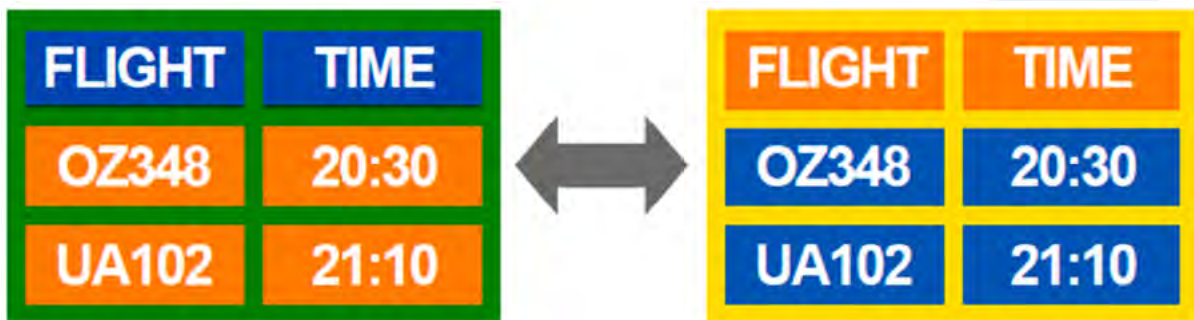
Pixel Shift

Pixel shift technology is included within a number of LFD and Monitors to reduce the possibility of screen burn. This can be enabled within the On Screen Menu of the display. Please refer to the User Manual for further information.

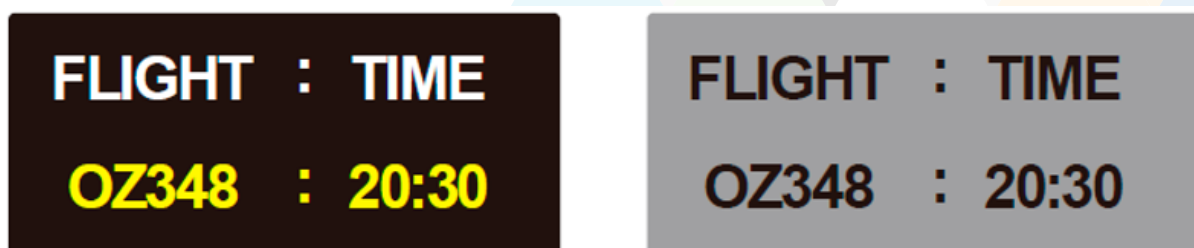
Change colours regularly

Avoid combinations of text and background colour of contrasting brightness (Type 1)
Avoid using colours of contrasting brightness (black, white, and grey) (Type 2)

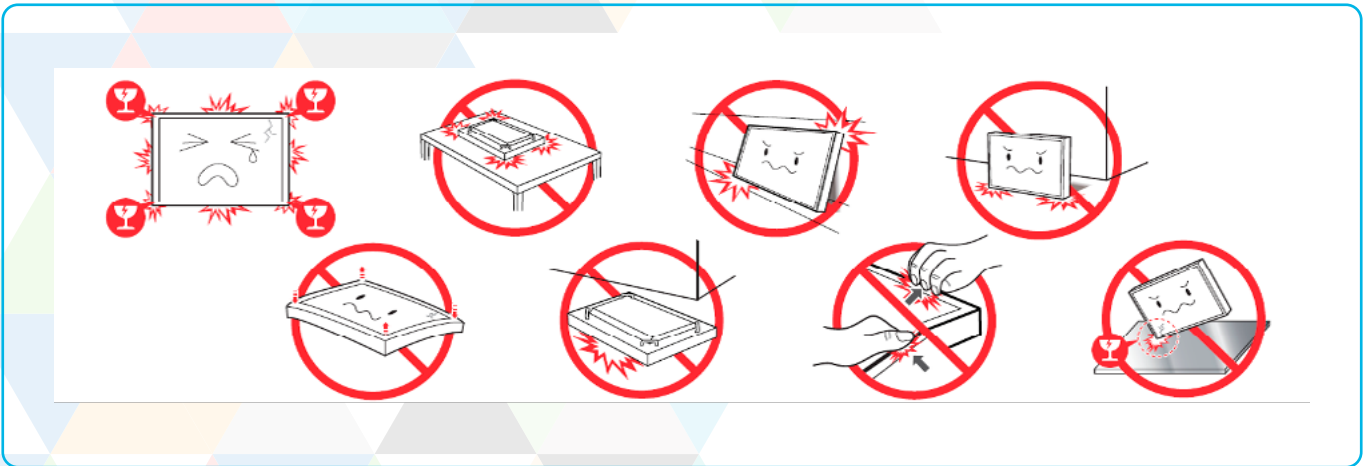
Type 1



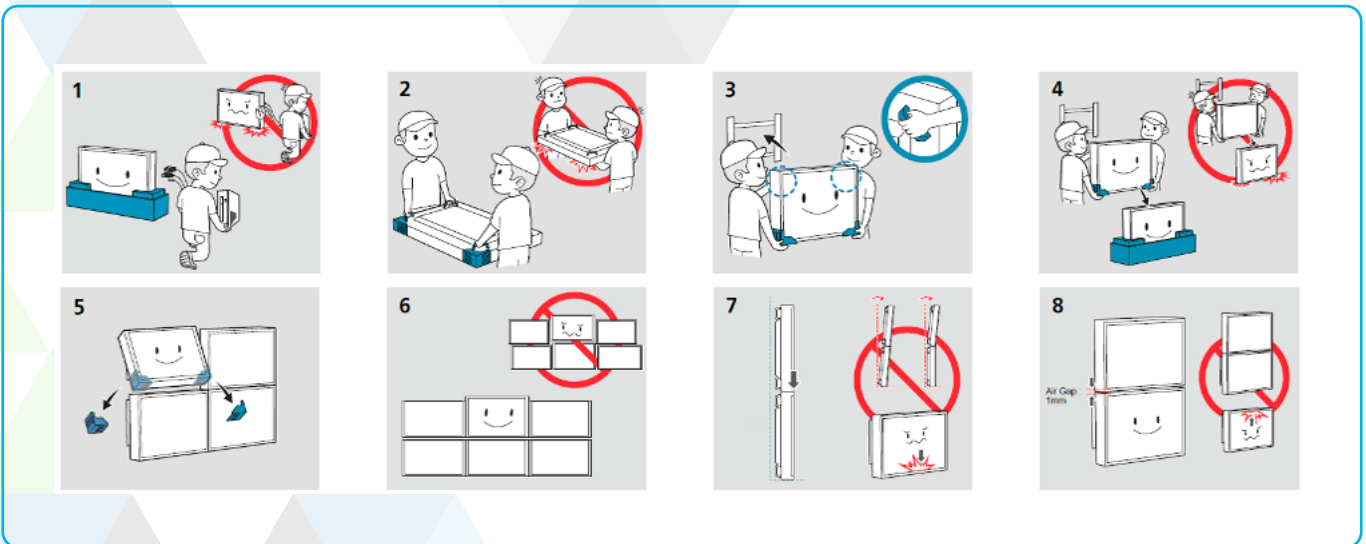
Type 2



Display Handling Guidance



Videowall Installation Guidance



For full Videowall installation guide please refer to the display user manual. For assistance please contact Samsung Business Services Centre.

Outdoor Display

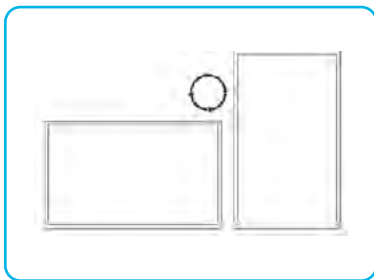
Installation Guidance

Before Installing the Product

Please ensure that prior to installation any enclosures or wall mounts are securely installed to the manufacturer specification.

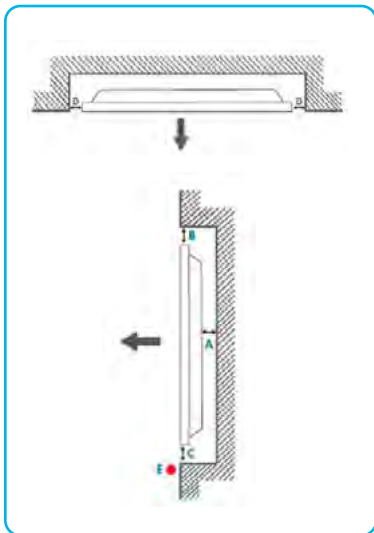
- Ensure that an authorised installation company installs the wall mount.
- Otherwise, it may fall and cause personal injury.
- Make sure to install the specified wall mount.

Installing in Portrait Orientation



To use the product in portrait orientation, rotate it clockwise. To avoid any damage to internal components caused by overheating.

Installing in Portrait Orientation

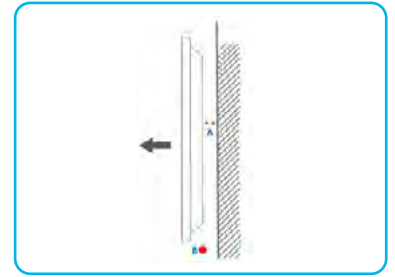


When installing the product on an indented wall, allow at least the space specified below between the product and wall for ventilation and ensure that the ambient temperature is kept below 35 °C.

- A – Minimum 40mm
- B Minimum 70 mm
- C Minimum 50 mm
- D Minimum 50 mm

Ensuring sufficient ventilation

When installing the product on a perpendicular wall, allow at least 40 mm of space between the product and wall surface for ventilation and ensure that the ambient temperature is kept below 35 °C.



Outdoor Product Installation

Please refer to the manual provided with your product or contact the Business Services Centre for further information.

Installing Outdoor Displays in Portrait Orientation

When installing Outdoor screens in an enclosure in portrait orientation please refer to the Outdoor Display installation guide which can be provided by our Business Services Centre.

Installation Guide for installing an OMF screen in an outdoor enclosure

When installing a semi outdoor screen in an outdoor environment using a Samsung verified enclosure, the install will need to adhere to the guidelines provided in the user manual and the Samsung Thermal Guide. This will ensure that that warranty is not void due to the overheating of the screen. Please contact the Business Services Centre for further information.



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