

LG BUSINESS SUPPORT
for LED Signage



Confidential





LG Business Support for LED Signage

This document has been compiled with the most valuable care to provide you, a valued LG partner, with manufacturer support for LG Indoor & Outdoor and LED Cinema.

For other products, information can be requested from the LG Business Service Center.

Further documentation can be found at : www.lgsolutions.nl & www.lgsolutions.be

LED display products from LG are covered by warranty for parts only from product purchase date. In the event that a warranty repair is required, you must contact either your retailer, distributor, or the LG Customer Information Center.

In case of problems, please contact us for further information:

Contact Us LG Business Contact Center

Monday to Friday,
8:30 AM to 6PM:



Website: www.lgsolutions.nl & www.lgsolutions.be



Phone: Netherlands – 0900 5432222
Luxembourg – 0032 374 70038
Belgium – 0374 70038

When requesting support via our Business Contact Center, please provide us the following information:

- Product model
- Product Serial Number
- Project Code of LED Cabinets and Modules
- Proof of purchase
- Detailed fault description including photos
- Customer name, address, and contact details.

Indoor LED

Support Condition

The system integrator or customer will be responsible for uninstalling the failed part and sending it to our authorized LG service center. Module removal and exchange within cabinet is the responsibility of the customer or partner.

In order to remove or install modules from an existing installation a module removal tool should be used. This can be purchased as an accessory with your LED product.

The expected turnaround time for module repair is up to 4 weeks from collection date.*
(Most of module repair will be conducting by LG local PRC_Pixel Repair Center, the expected turnaround time for module repair is up to 2 weeks from collection date) The expected turnaround time for module replacement is up to 12 weeks from collection date. *(may take longer for specific cases)

Out of Warranty defects are chargeable for repair or exchange. LG is able to provide a quote for the repair or replacement after inspection of the faulty module.

Indoor Warranty

The standard warranty is only valid if claimed within standard warranty 36 months or 60 months upon request based on the serial number, the original purchase invoice.

Product	Warranty Term	Support options available
LED- (Indoor)	Terms and conditions: www.lgsolutions.nl www.lgsolutions.be	Parts only module repair

Warranty Support Options

- Once LG Customer information service center has all the required information we will arrange to collect the faulty module(s), inspect and repair and then return it to directly.
- We recommend that faulty modules are sent for repair as soon as they are reported as faulty.
- For full warranty terms for our LED product please contact the LG customer information service center.

If a module cannot be repaired, then a replacement module will be ordered. Turnaround times for repair and replacement are subject to parts availability.

LED Module Repair Charges

If the product is out of warranty by defect or by date, then LED module repair charges will apply and LG will provide a quote at point of inspection.

* This stated timescale is for guidance only and is not a Service Level Agreement

Outdoor LED

Support Condition

The system integrator or customer will be responsible for uninstalling the failed part and sending it to our authorized LG service center.

Module removal and exchange within cabinet is the responsibility of the customer or partner.

The expected turnaround time for module repair is up to 4 weeks from collection date.*

(Most of module repair will be conducting by LG local PRC_Pixel Repair Center, the expected turnaround time for module repair is up to 2 weeks from collection date) The expected turnaround time for module replacement is up to 12 weeks from collection date. *(may take longer for specific cases)

Out of Warranty defects are chargeable for repair or exchange. LG is able to provide a quote for the repair or replacement after inspection of the faulty module.

Outdoor Warranty

The standard warranty is only valid if claimed within standard warranty 36 months or 60 months upon request based on the serial number, the original purchase invoice.

Product	Warranty Term	Support options available
LED– (Outdoor)	Terms and conditions: www.lgsolutions.nl www.lgsolutions.be	Parts only module repair

Warranty Support Options

- Once LG Customer information service center has all the required information we will arrange to collect the faulty module(s), inspect and repair and then return it to directly.
- We recommend that faulty modules are sent for repair as soon as they are reported as faulty.
- For full warranty terms for our LED product please contact the LG customer information service center.

If a module cannot be repaired, then a replacement module will be ordered. Turnaround times for repair and replacement are subject to parts availability.

LED Module Repair Charges

If the product is out of warranty by defect or by date, then LED module repair charges will apply and LG will provide a quote at point of inspection.

* This stated timescale is for guidance only and is not a Service Level Agreement

European Warranty

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

LG products have Pan-European functional capability.

Displays deployed and installed outside of Europe are not eligible under the warranty terms detailed throughout this guidance.

However, our local LG offices and partner groups across the globe can provide out of warranty support on a case by case basis.

Should you require any further details, please contact the LG Business Service Center.

Extended Warranty

For any queries about extended warranty please contact your Sales Account Manager for more information.

Enhanced Service Network for LED

LG has PRCs, which are the Local Pixel Repair Center in Europe. This service network gives you the quickest repair, service, and maintenance.

No	Location	Coverage Country
1	Poland	East EU, North EU, France, other countries
2	United Kingdom	England, Ireland, etc
3	Germany	Germany, Austria, Swiss
4	Italy	Italy, Malta
5	Spain	Spain
6	Portugal	Portugal
7	Netherlands	Netherlands, Belgium, Luxemburg
8	Greece	Greece



Terms and Conditions:

Out-of-Warranty refers to conditions under which LG will not be obligated to provide assistance or replacements free of charge.

These include but are not limited to:

- If product is stored/used outside its storage/operating conditions (temperature, humidity, lower or higher voltage, exposure to chemicals or substances like paint and dust etc.) as indicated in the product manual provided as well as the products IP rating.
- If product has been altered, modified, serviced or repaired (software or hardware) by 3rd parties not approved by LG.
- If product has been subject to abuse, which is defined as mechanical damage done by rough installation, dropping the LDMS, using excessive force.
- Incompatibility with 3rd part software, devices or accessories, except those indicated by LG.
- If failures/defects from inadequate maintenance occur.
- If the product experiences a natural slight change in image due to ageing during normal operation over a long time.
- If product identity information is lost (serial number, model and project code).
- If the process for warranty claims established by LG is not followed.



On-site Service

In case the installers (Service Integrators) are unable to replace the LED tile (LDM), power supply module, hub board, or receiver card using the provided service in order to restore the LED wall, an LG engineer will provide support (by phone, email, or on-site, depending on the nature of the issue). In this case, the customer must submit a fault report to LG to request on-site service. The fault report must include, among other things, photos, videos, the number of faults, and so on, to enable LG to perform a preliminary fault assessment together with the SI. If, after the on-site inspection by the LG engineer, it is determined that the quality issue is not covered by this warranty policy, the customer will be responsible for travel expenses and technical service fees in accordance with LG's standards. **See the LG LED Supervision Cost Table below for more information.**

LG LED Supervision Cost Table Benelux

Cost	Work Days		
	1 day	2 days	3 days
Travel (by car)	200	200	200
Supervision & Installation (per day)	600	1,200	1,800
Accommodation + Meal (per day)	400	800	1,200
Total Cost Estimate	1,200	2,200	3,200

* Cost in Euro, for one LED Supervisor (based on Benelux rates)