

PHILIPS

Professional
Display Solutions

Professional Display Solutions Warranty & Service Manual

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The General Warranty & Service guidelines described in this document are mainly intended to give guidance to business partners buying or selling Philips Products for Professional use. Rights reserved to make adjustments and/or changes to this policy from time to time, without notice.



Table of Content

- [Introduction](#)
- [Information on Warranty](#)
- [General Warranty Period - Professional Displays Solutions](#)
- [General Warranty Period - Professional Display Solutions Products](#)
- [Extended Warranty Period – Professional Display Solutions](#)
- [Dead on Arrival \(DOA\) Period - Professional Display Solutions](#)
- [Non-Warranty/Refusal of Warranty/Excluded](#)
- [Out of Warranty \(OOW\)](#)
- [Transport Damage Case](#)
- [Transport Damage Case – who to contact](#)
- [Unpacking & Installation](#)
- [Recall Notification & Warranty](#)
- [Wave](#)
- [Service Scenarios](#)
- [Service Contact Information](#)



Introduction

All our **Philips Professional Display Solutions** products are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

If you encounter any difficulties while installing or using the product, we recommend to first consult the user manual or the information in the support section of our website, where (depending on the product type) you may find a downloadable user manual, frequently asked questions, instruction videos or a support forum. Secondly, contact your System Integrator who installed your product or your Dealer for further assistance.

Our Customer Service Representatives will also provide you with additional service when needed. Please refer to our Service Contact Information section for further assistance in finding the right contact service number.

To be able to help you efficiently and to avoid unnecessary inconvenience when you contact us or our service partners please have available:

- The product type- or model number (also sometimes called model ID);
- The proof-of-purchase (e.g. original invoice or cash receipt) indicating the date of purchase, dealer name and model number of the product;
- The product serial number or production date code as specified on the product (it can usually be found on the back or bottom of the product);
- The product in question for which requested tests may be required;
- A device which will allow you to take pictures (e.g. of the product, packaging) during or after contacting our service desk.



Information on Warranty



General Warranty Period - Professional Display Solutions

The warranty period for our products varies per product type and starts on the date of purchase as stated on the proof-of-purchase (POP) of the product by the end customer and ceases upon the expiration of the period as indicated in the General Warranty Period section.

In case the proof of purchase cannot be made available, the warranty period shall be deemed to have started 3 (three) months from the date of manufacture of the product (indicated on the product or derived from the serial number).

In the unlikely event of a failure of the product, we will arrange that the product will be serviced, free-of-charge when the defect occurs and is reported during the warranty period, provided that the product was used in accordance with the user manual (i.e. in the intended environment).

Service options which can be provided within the warranty period, at our discretion, are Repair or Replacement with a refurbished or new product of similar functionality.

After a repair, firmware upgrade or replacement, the warranty period will continue from the date of the original purchase.

To the extent permitted by local law, where a repair is not possible or not commercially viable, the product may be replaced with a new or refurbished product of similar functionality.

The local Customer Service Representatives will provide you with the local service details that are applicable for the corresponding European country.



General Warranty Period – Professional Display Solutions Products

				
Digital signage 3 years / 36 months	Videowall displays 3 years / 36 months	Interactive displays 3 years / 36 months	E-Line 5 years / 60 months	Tableaux E-paper 3 years / 36 months

Please refer to our Philips Professional Display Solutions LED Warranty & Service Manual for more information on LED products warranty period and other additional service information relevant to the products.

* Disclaimer: the General Warranty Period shall be applicable and enforced in all countries, to the extent permitted by local law.

Extended Warranty Period – Professional Display Solutions



We are offering* a 36 months De and Re Install or Swap Warranty (depending on the region) which 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 De and Re Install or Swap warranty and started three (3) months after the date of manufacturing or from the serial number indicated on 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 or Swap service within the warranty period.

In addition, to the periods set forth in the General Warranty Period pages of this document, we offer an optional Extended Warranty which extends the period of the product with additional 1 or 2 years. It is optional and has to be purchased in combination with the order of the Philips Digital Signage Displays – latest within 2 month after the purchase of the displays.

For further information on the purchase of optional Extended Warranty, please contact your local sales representative.

Note: please be advised that the information provided above is not applicable to the German market or products intended for sale in that market. For further details, you can inquire with your sales representative.

* Excluding E-Line

Dead on Arrival (DOA) Period



Philips Professional Display Solutions product defects occurred within the DOA period are considered Dead on Arrival (DOA) cases.

In case of a justified DOA claim, the same product as the defective product will be offered to you as a replacement or a different product type with similar functionality, provided all specific local DOA criteria are met (i.e. original box and all accessories are available and in a perfect condition, serial number on the box is identical to the one on device, a maximum of operating hours, the device meets the known warranty conditions, etc.).

We reserve the right to claim the costs for any missing parts we do not receive or any other justified Customer Induced Damage (CID).

Please reach out to the local Customer Service Representatives who will provide you with the DOA criteria applicable for the corresponding European country.



Non-Warranty / Refusal of Warranty / 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 proof of purchase (POP) documents have been altered in any way or made illegible;
 - The model- and/or serial number or production date code 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 animals, 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.
 - The product does not function properly due to problems with access to, or connection with service providers, such as interruptions in the access networks (e.g. TV cable, satellite or internet), faults on the subscriber's or the correspondent's line, local network fault (cabling, file server, user's line) and faults in the transmission network (interference, scrambling, faults or poor network quality).



Out of Warranty (OOW)

After the Warranty Period, we can offer you an Out of Warranty service or a repair solution via our Certified Service Centre/Authorized Service Partner (Workshop) if you wish to make use of this service. Please contact our Customer Service Center and a Customer Service Representative will manage your request with our Certified Service Centre/Authorized Service Partner (Workshop) in your country.

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

If the Certified Service Partner/Authorized Service Partner (Workshop) cannot perform a repair solution under the offered repair quotation, we will find alternative solutions for you if possible.



Transport Damage Case

Visible (obvious) transport damages:

Please note, every consignee (receiver) of the products is responsible for:

- checking the condition of products at the time of delivery,
- indicating any apparent discrepancy, loss or (obvious) damage of the packaging (i.e. pressure points, holes, splits, water stains, missing fastening straps, damaged pallets) to the carrier on the CMR (the required document for road transport which stands for '*Convention Relative au Contrat de Transport International de Marchandises par la Route*', in short Convention Marchandise Routier), additionally on the delivery note, consignment note/POD (proof of delivery) and any other document which supports the origin of the goods (e.g. photos, CCTV, serial number),
- notifying /claiming the condition of the products immediately/without delays to our Order Desk within the agreed (contractual) notification period (which can differ from country to country – i.e. immediately but within 24-72 hours after goods receipt 24, 48 or but latest within 72 hours and/ 7 calendar days - please verify the contractual agreements).

Each claim is being investigated case by case by our Claim Department. The transport damage can be claimed only for the transport organized by our company to the first ship-to address. Our company does not take liability for the transport damages that may occur while the products are forwarded by another party to another destination/ship-to. Any obvious transport damage (as described above) that has not been notified within the notification period will fall under the liability/responsibility of the consignee (receiver) of the products.

Hidden damages:

For all non-electronical failures (hidden damages) the Service department will review on case by case and communicate back the findings to the Customer. The unit will be Out of Warranty if the findings conclude it was Customer Induced Damage (CID).

Please refer to the following page for the corresponding contact information for whom to reach out to for visible or hidden damages.



Transport Damage Case

(who to contact in each case)

Visible transport damages
First ship-to address
Please contact the PPDS Operations Team ppds.orderfulfillment@tpv-tech.com

Hidden damages
Product at End Customer
Please contact our Service Center via the Hotline number. The Service Center will request information to register and review the case. After review Service Center will provide you with a response of the outcome.



Unpacking & Installation

All our Philips Professional Display Solutions products are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

If you encounter any difficulties while installing or using the product, we recommend to first consult the user manual or the information in the support section of our website, where (depending on the product type) you may find a downloadable user manual, frequently asked questions, instruction videos or a support forum.

IMPORTANT WARRANTY INFORMATION

Please read carefully and follow all unpacking and installation instructions prior to installation and use of the products. Do not break sealing labels before inspecting merchandise, when applicable.

The installation of Philips Professional Display Solutions products requires specialized skills and should only be performed by professional technicians.

All warranty claims become null and void if the instructions on the correct unpacking, installation and use of the devices are not followed.



Recall Notification & Warranty

There is nothing we take more seriously than providing high quality products that are safe and reliable. If an issue arises, we are proactive in communicating and addressing it as we work tirelessly towards a resolution.

Affected devices may be repaired under warranty. Further information will be provided regarding warranty replacement procedures, during this issue, when it is available.

Wave



Logging into Wave

Wave is on invite only at the moment. You can get in touch with your PPDS sales representative to get onboarded on to the platform and start experiencing the benefits of Wave.

If you have received your invitation mail to log into Wave, you should be able to create your password and log in by clicking on the link in your invitation mail.

Having trouble logging in? Contact the Wave **Software Solutions** team via our TPV B2B Support Portal [click here](#).



Service Scenarios Professional Display Solutions



Professional Display Solutions: De & Re Install Service in Warranty Period

We are offering a 36* months De and Re Install warranty, which begins on the date of your purchase and depends on the country where your product is installed. An overview outlining the specific conditions per country is given hereafter in this document. In case of a missing proof of purchase (POP), the warranty period is considered to have our general standard warranty and starts three (3) 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 the warranty period, we will make arrangements for the De and Re install service within the warranty period.

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

The De-installation and Re installation is subject to the following conditions:

- The screen is not mounted higher than "X" meters from the floor to the middle and/or top (please see overview hereafter)
- There is a defect Philips signage screen and not an issue related to installation or any other product
- There is sufficient access and space for two (2) 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 a unique display in a Video Wall, the display must be mounted on a "push-out" bracket

*** Excluding E-line which is 60 months**

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



Professional Display Solutions: De & Re Install Service in Warranty, conditions overview

Country/Region:	De and Re Install Warranty (months*):	De & Re Install available as of products bought from:	Conditions:
BeNeLux	36 months	1 January 2020	The screen is not mounted higher than 2 meters (from the floor to the Top)
Germany/Austria	36 months	1 June 2016	The screen is not mounted higher than 2 meters from the floor
Nordics	36 months	1 May 2015	The screen is not mounted higher than 2 meters
UK/Ireland	36 months	1 April 2014	The screen is not mounted higher than 2 meters from the floor
Spain/Portugal	36 months	1 January 2020	The screen is not mounted higher than 2 meters (from the floor to the middle)
Poland	36 months	1 January 2020	The screen is not mounted higher than 2 meters (from the floor to the bottom)
Estonia, Latvia, Lithuania	36 months	1 May 2020	The screen is not mounted higher than 2 meters from the floor
France	36 months	1 July 2018	The screen is not mounted higher than 2 meters (till the top of the screen)



Professional Display Solutions: Installation Service Exceptions

For any technical exchanges/services where the criteria is 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 analyze the issue, etc.)
- Advise Customer that they should contact the system integrator who initially installed the product.



Service Region: DE/RE install and Swap Service



DE/RE Install service is offered in the following countries:

- Austria
- Belgium
- Denmark
- Estonia
- Finland
- France
- Germany
- Ireland
- Latvia
- Lithuania
- Luxemburg
- Netherlands
- Poland
- Portugal
- Norway
- Spain
- Sweden
- United Kingdom

Advanced Swap service is offered in the following countries:

- Czech Republic
- Greece (mainland)
- Italy
- Switzerland



Professional Displays & Signage: Service Scenario

De & Re Install Process



* During business days

Turn Around Time



* During business days

Customer may mean the End Customer, the Distributor or System Integrator/Installer. For easy of purpose we use the word Customer to describe our processes.



Professional Display Solutions: Advanced Swap

Advanced Swap



* During business days

Turn Around Time



* During business days

Customer may mean the End Customer, the Distributor or System Integrator/Installer. For easy of purpose we use the word Customer to describe our processes.

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



Professional Display Solutions: Dead on Arrival (DOA) Period

DOA - De & Re Install Process



* During business days

Turn Around Time



* During business days

Customer may mean the End Customer, the Distributor or System Integrator/Installer. For easy of purpose we use the word Customer to describe our processes.

- Note:
- We are offering a DOA period of 7 calendar days (subject to local conditions by law), 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.



Professional Display Solutions: Dead on Arrival (DOA) Period

DOA - Advanced Swap



* During business days

Turn Around Time

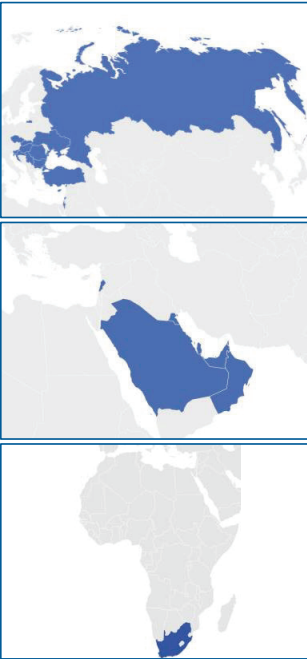


* During business days

- Note:
- We are offering a DOA period of 7 calendar days (subject to local conditions by law), 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.



Service Region: Pick-Up, Repair, Return (PUR) & Carry-In (CAI) Service



Pickup, Repair & Return or Carry-In service is offered in the following countries:

- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Estonia
- Hungary
- Israel
- Latvia
- Lithuania
- Romania
- Serbia
- Slovakia
- Slovenia
- Turkey
- Ukraine

Pickup, Repair & Return or Carry-In service is offered in the following countries:

- United Arab Emirates (UAE)
- Qatar
- Bahrain
- Oman
- Kuwait
- Lebanon
- Saudi Arabia
- South Africa (only Carry-In)



Professional Display Solutions: PUR and Carry-In

Pick Up, Repair & Return*



Standard service in the following countries: Bulgaria, Croatia, Cyprus, Czech Republic, Hungary, Israel, Romania, Serbia, Slovakia, Slovenia, Turkey, Ukraine, United Arab Emirates (UAE), Qatar, Bahrain, Oman, Kuwait, Saudi Arabia, Lebanon, South Africa
*Aiming at 10 business days.

Carry-In*



Standard service for Out of Warranty (OOW).
*Aiming at 10 business days.

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



Service Contact Information



Professional Display Solutions:

Customer Support (contacts of Authorized Service Partners)

In order to enhance our support in helping you find the appropriate contact for your specific region and to guarantee its accuracy, we offer you access to the following website support page. There, you can easily access and verify phone numbers as well as standard service hours.

TPV B2B Support Portal [click here](#) . You can also access this support page via our www.ppds.com / support / product service.

