

Warranty and Service Information Manual



For ProTV
Region: Europe
Davy Schillewaert
Customer Care Department
May 2017

Professional Display Solutions

PHILIPS

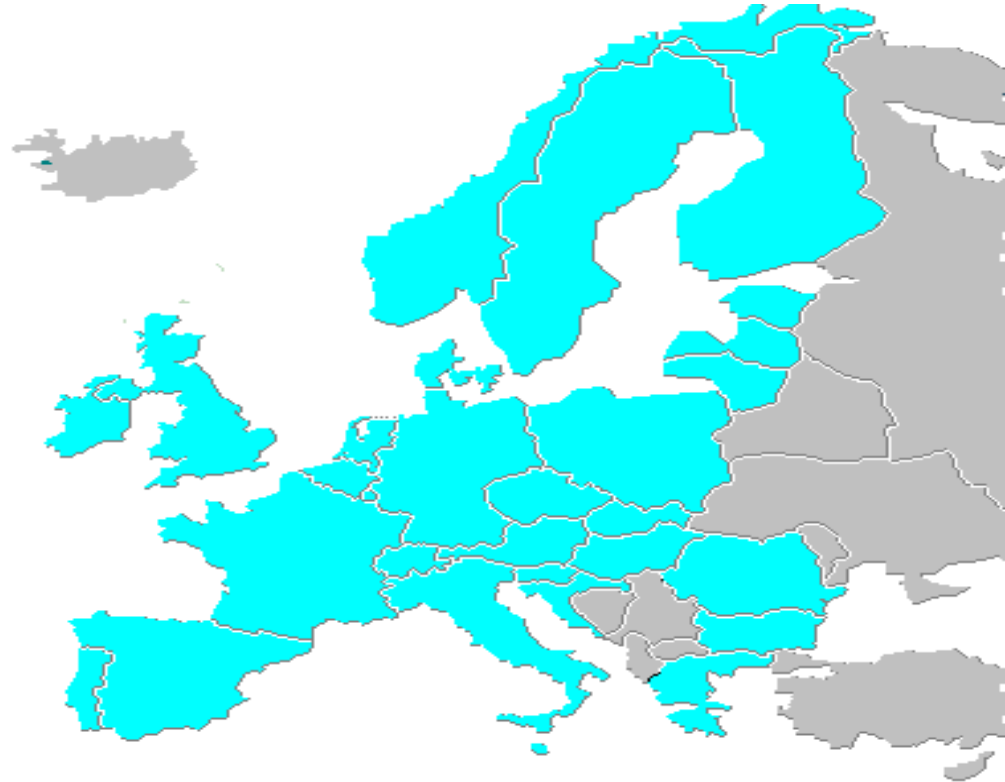
- Customer Care Network
- Warranty Policy & Repair Process
- Spare Parts
- Customer Care Team

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- Single defective product or multiple products with different failures
 - **Customer Care Network**

• European helpdesk

- End customers/installers
- Assistance / Front End Filtering
- Warranty validation
- Trigger all repair processes via RMA
- Managed by TP Vision ProTV HQ



The helpdesk needs the following data:

- Model number and Serial number
- Clear problem description
- Possibilities to do requested tests during of after the call

If the set appears to be defective:

- Address details for the pick up of the set (your address or your customer's address)
- Mail address for sending information
- Set ready for pickup, properly packed next working day.

Performance 2016:

Average Answer Speed (mm:ss) Average Talk Time (mm:ss) % Calls Abandoned after 15 Secs



Performance 2017:

Average Answer Speed (mm:ss) Average Talk Time (mm:ss) % Calls Abandoned after 15 Secs



The ProTV web portal service provides:

- Front stage activity for authorized customers
- Track & trace system for repairs
- No need to call helpdesk for reporting defective product

Conditions:

- First line filtering done by VIP (technical capabilities)
- Considerable volume

Webportal

RMA MANAGEMENT

REQUEST RMA

Customer Information: [Add/Look Up Contact](#)

Model ID: [Add/Look Up Product](#)


Please select the closest description of the fault: Condition:

IRIS Code M2:

Please describe the problem that you observe in great detail below :

Remarks :

Serial Number:

Purchase / Installation Date:  Customer Induced Damage?

Warranty Type:

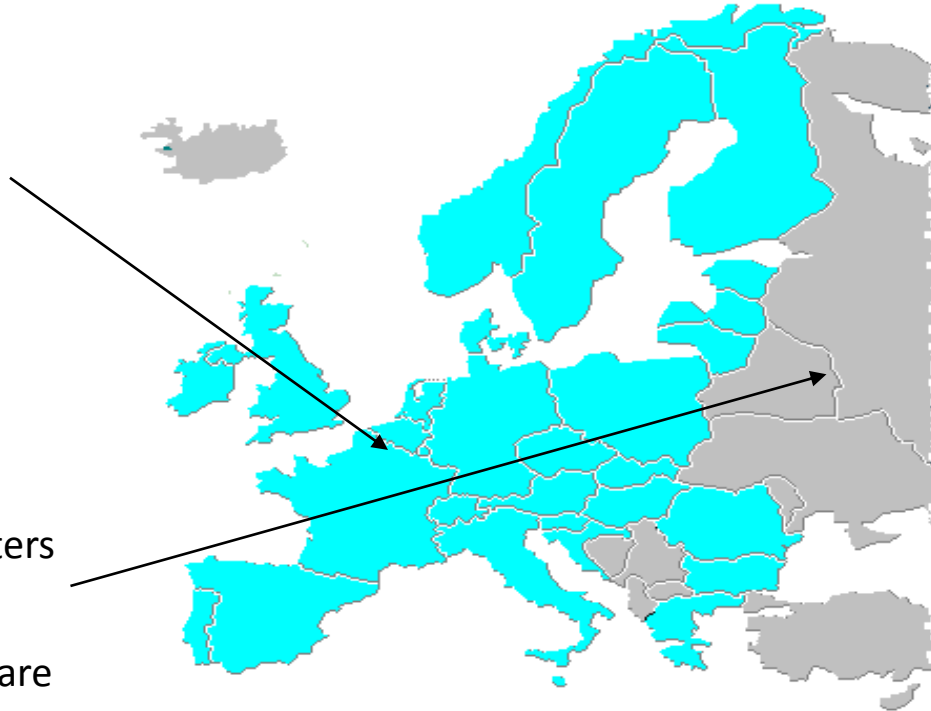
Warranty Description:

Additional information:

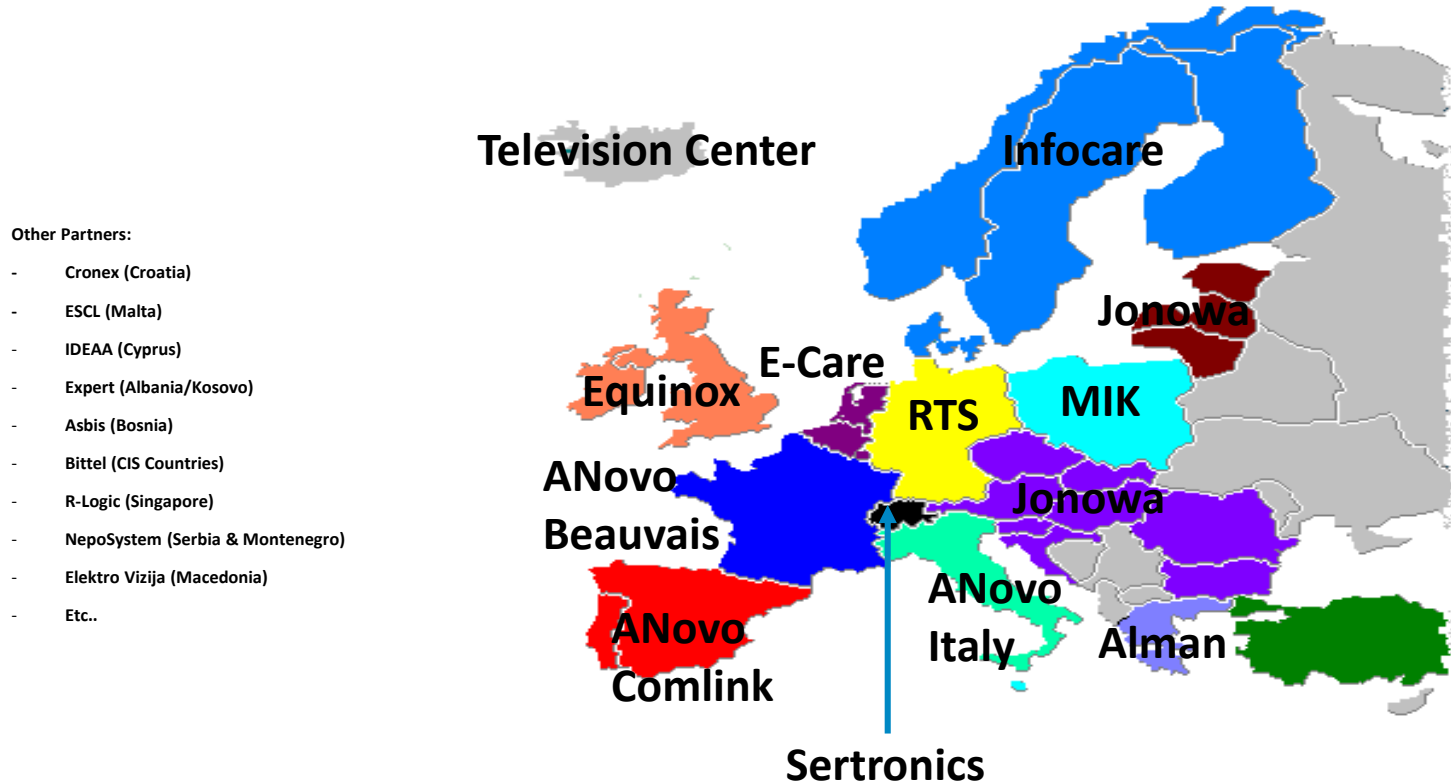
Customer Care Network

- Centralized B2B repair centers
 - Managed by ProTV HQ
 - Monthly reports

- Centralized B2B/B2C repair centers
 - Managed by ProTV HQ & Consumer TV Consumer Care
 - Quarterly Reports



Customer Care Network



Other Partners:

- Cronex (Croatia)
- ESCL (Malta)
- IDEAA (Cyprus)
- Expert (Albania/Kosovo)
- Asbis (Bosnia)
- Bittel (CIS Countries)
- R-Logic (Singapore)
- NepoSystem (Serbia & Montenegro)
- Elektro Vizija (Macedonia)
- Etc..

Performance repair network: Target ≤ 10 working days

For 80% of the cases we reach our TAT target

* TAT= Turn Around Time

- Customer Care Network
- Warranty Policy & Process
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Applicable products:

TVs with HFL letters in the Commercial Type Number

Warranty Conditions:

2 years warranty.

Pick-up, repair and return procedure.

Targeted repair time 10 working days

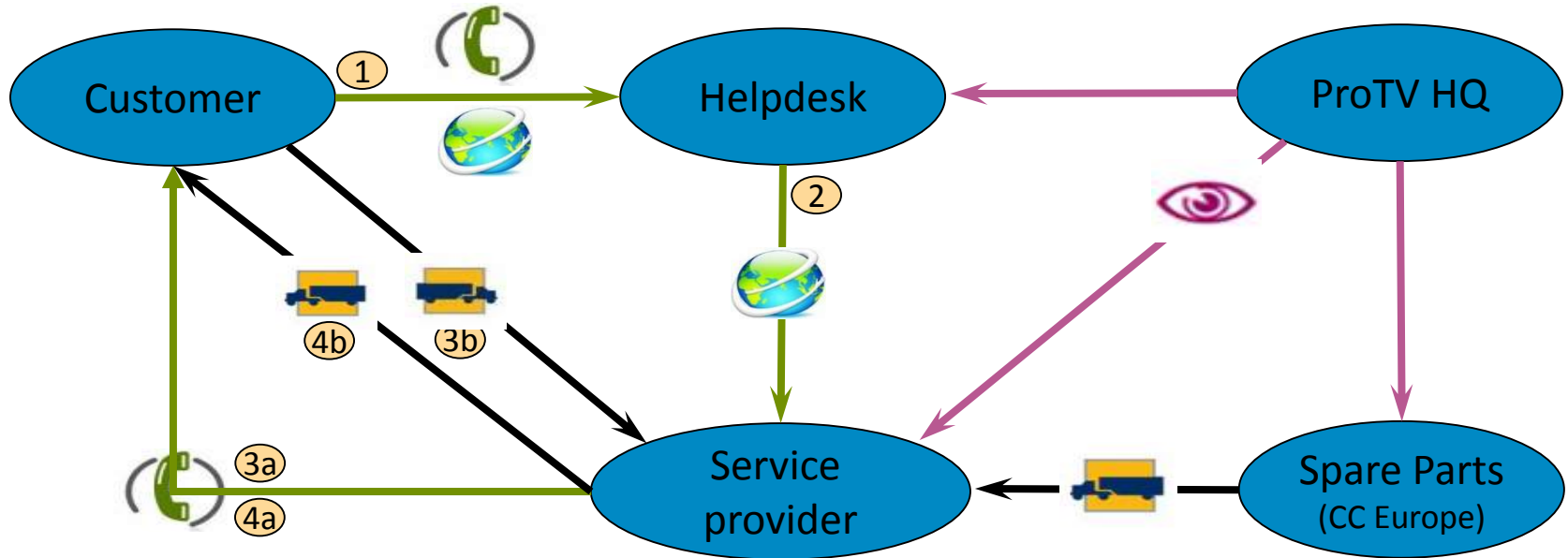
Applicable countries:

Albania, Andorra, Austria, Belgium, Bosnia, Bulgaria, Canary Isles, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Kosovo, Latvia, Lithuania, Luxemburg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

General Warranty Period (PUR)

- TPVision grants the end user a warranty period of **2 years** from the date of installation of a new unit. Within the warranty period defective products will be repaired free of charge.
- The warranty period will be verified by means of the purchase date to the final customer in combination with the manufacturing date of the product.
- Customer, claiming a guarantee service, should be able to provide a proof of the purchase to receive warranty service. The sales receipt or another official sales document showing the purchase date is considered as a proof of purchase.
- **Customer is responsible for proper packaging of the defective unit. Any damage during transport caused by improper packaging will be claimed to Customer.**
- If needed, packaging material can be purchased from authorized service provider.
- The target turnaround time of the repair is 10 working days.

Repair process Pick-up, repair and return



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Pickup:

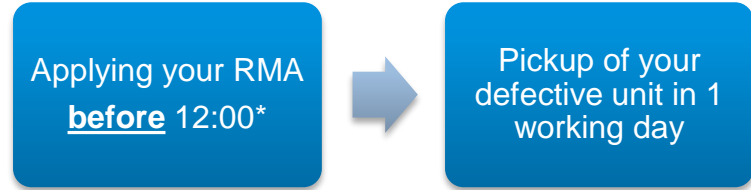
- Customer is responsible for decent packaging
- Customer can request decent packaging at own cost
- TP Vision is responsible for transport and related cost

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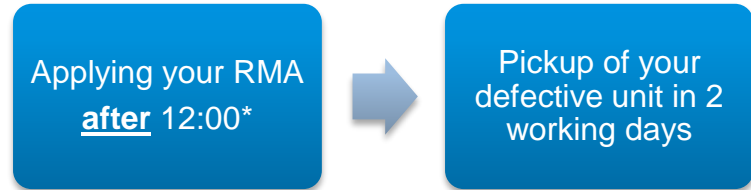
Return:

- TP Vision is responsible for decent packaging and transport
- Transport & repair related cost are for the account of TP Vision
- Targeted pick-up/return turn-around time is 10 working days

Repair process Pick-up, repair and return



Turn Around Time



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

Extended Warranty Period (PUX)

- We sell also 3y of extra warranty, but it is very important that all serial numbers are uploaded in our XTW portal. If this is not done, the extra warranty will not be automatically generated.
- In case of “Extended Warranty” claims customer is able to use the same process like for “Within Warranty”. When registering the product to the dedicated helpdesk Extended Warranty is validated based on the serial number provided.
- Customer is responsible for proper packaging and packing of the defective unit. Any damage during transport caused by improper packaging will be claimed to the Customer.
- If needed, packaging material can be purchased from the TPVision authorized service provider.
- The target turnaround time of the repair is 10 working days.

Available for Web VIP & non VIP customers under the following DOA conditions

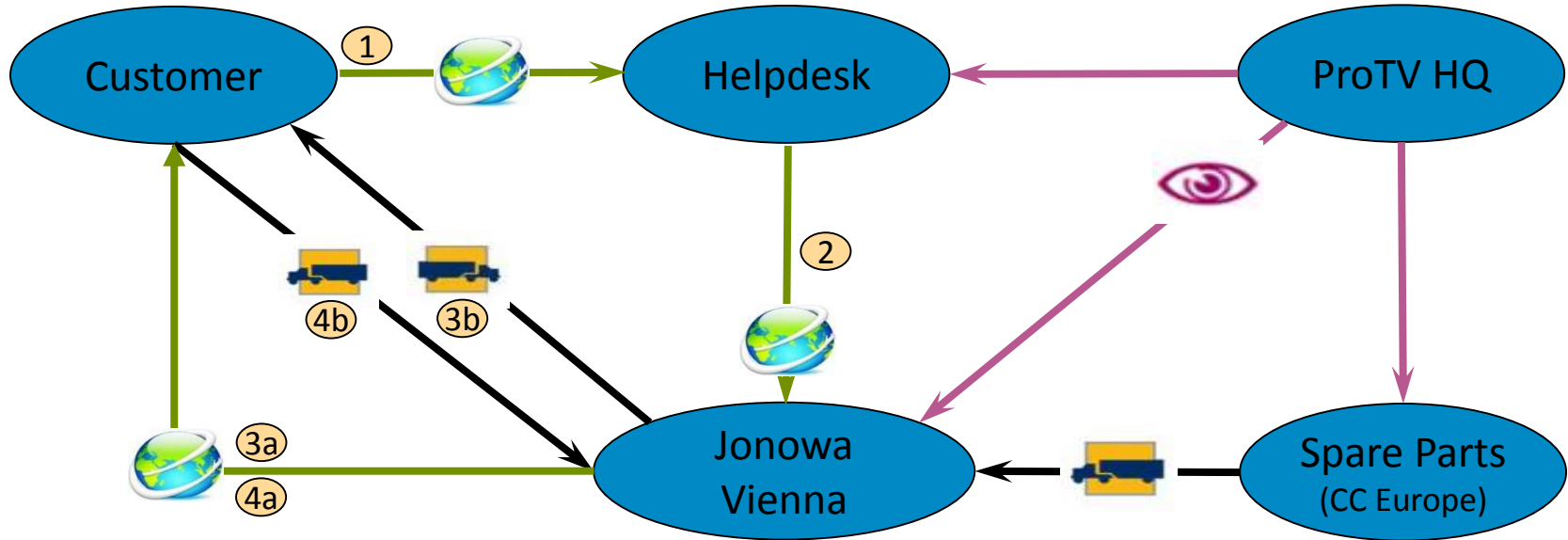
- Within 7 days after installation.
- Within 26 weeks after the product manufacturing date.
- Not used for more than 50 hours.

Target to replace this unit within **2-3 working days**.

Defective product must be returned within 10 working days.

Instruction is shared how to send back the TV in the multi shipment box together with the pallet if used.

DOA conditions and procedures



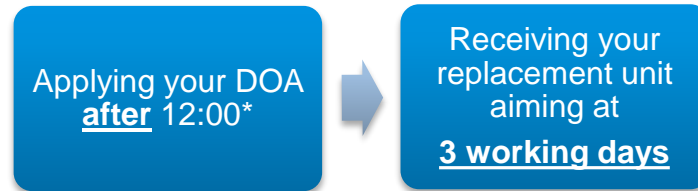
- 3** **Shipment of replacement set:**
Replacement set is shipped in multi shipment box
Replacement set is shipped without accessories
TP Vision is responsible for transport and related cost

- 4** **Return of defective DOA set:**
Customer to return defective DOA set in multi shipment box
Defective DOA set to be returned in 10 working days
Transport related cost are for the account of TP Vision

DOA conditions and procedures



Turn Around Time



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

Agreed procedure about transport damages HTV:

- Transport damage having visible and physical damage to the box but TV not damaged will be handled by HTV order desk.
- Also applicable when having damage to the box and damage to TV
- TV damage without box damage should be handled by service instead of HTV order desk. If needed we could request HTV order desk to ship replacement when not having stock at Jonowa.
- Most of those cases will be DOA cases if they are entitled to the DOA conditions.

Out of Warranty Period (OOW)

- For “Out of Warranty” claims the process is the same as for “Within Warranty”. Transport, repair and spare parts however are charged at occurring costs to the customer.
- Customer is responsible for proper packaging of the defective unit. Any damage during transport caused by improper packaging will be claimed to Customer.
- If needed, packaging material can be purchased from authorized service provider.
- The required functional spare parts are available for the authorized B2B service workshops during 7 years from the time that production ceases.

Accessory requests

- The helpdesk can also be contacted for customer replaceable parts like a remote control or a stand.
- This counts for in warranty and out of warranty cases

When Customer Care is needed

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

In order to avoid unnecessary inconvenience, we advise you to follow the following steps before contacting the Philips Customer Service Representatives:

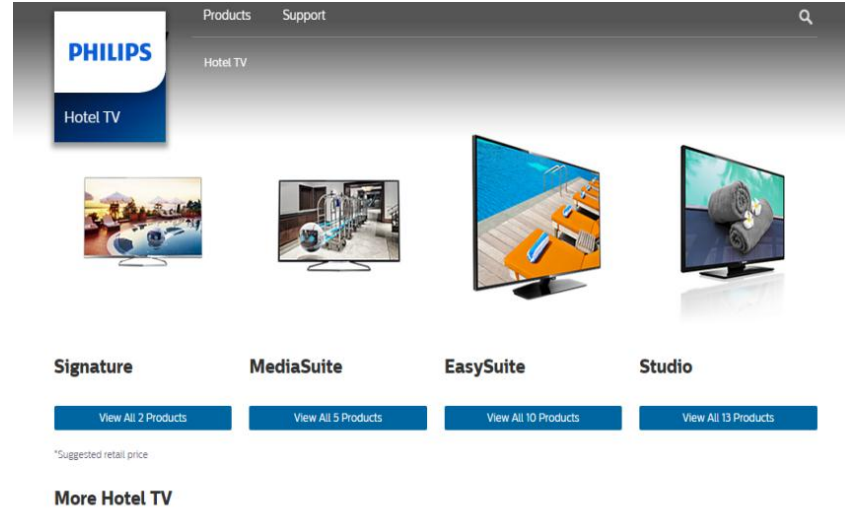
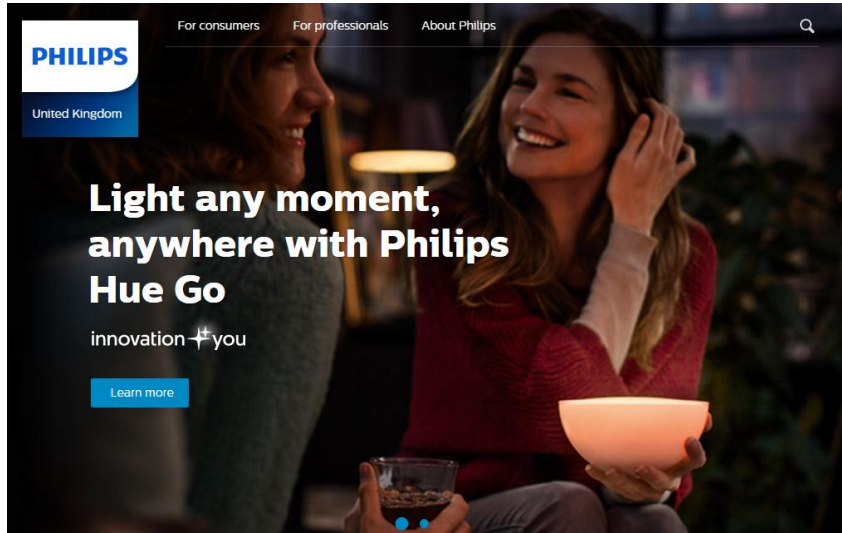
- Read the operating instructions carefully
- Consult the support section of www.philips.com/support
- Consult your System Integrator or your Dealer

To obtain service within the warranty period please contact the Philips Customer Service Centre. Contact details of the Philips Customer Service Centre can be found on www.philips.com or the helpdesk overview, which can be found in this document.

To help you efficiently when you contact your System Integrator, Dealer or a Philips Customer Service Representative, please have the following items available:

- The original invoice or cash receipt, indicating the date of purchase, dealer name and model number of the product;
- Your product serial number, which can be found on the back of the product.

How to contact Customer Care



1. Go to www.philips.com
2. Select “For Professionals” > “Professional Display Solutions”

3. Select “Product Support” on top followed by “contact”
4. Scroll down to find the contact option for **Professional TV's**

How to contact Customer Care

Monitors and Professional Display Solutions



Call us **0 20 79 49 00 69**

- Monday – Friday: 08:00 am – 05:00 pm

Example from the UK website

Signage Solutions, Monitors, Hospitality TV
(Dial the entire 11 digit number)

- Choose the product category and contact for **ProTV**
- Standard opening hours are between 9:00 – 18:00 (UK 08:00 – 17:00)

How to contact Customer Care

Standard service hours: 09:00 – 18:00 for Western Europe (UK, Ireland 08:00 - 17:00)

Access Number	Country	Access Number	Country
+355 44806061	Albania	+355 44806061	Kosovo
+34 915 909 335	Andorra	800 03 448	Latvia
01 502 842 133	Austria	880 030 049	Lithuania
02 700 7360	Belgium	26 84 3000	Luxembourg
00800 115 4426	Bulgaria	+35621441180	Malta
800 142 100	Czech Republic	0038923135115	Macedonia
0800 222 782	Croatia	+ 382 20 240 644	Montenegro
35258761	Denmark	010 428 9533	Netherlands
800 004 4307	Estonia	22708250	Norway
0922901908	Finland	222030327	Poland
01 5732 4070	France	0800780902	Portugal
0696 640 4383	Germany	03 7276 6905	Romania
0 0800 4414 4670	Greece	+ 381 11 40 30 100	Serbia
800 92 256	Greece -Cyprus	0800004551	Slovakia
0680 018 544	Hungary	0800 80 255	Slovenia
1 601 1161	Ireland	915 909 335	Spain
02 4528 7030	Italy	08 632 0016	Sweden
		223 102 116	Switzerland
		0207-949-0069	United Kingdom

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.

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Spare Parts

- Since the first of June 2016 we are ordering spare parts @ TPVD, located in Poland (Gorzow).
- WOP completely closed.
- OOW cases via a new partner ASWO.

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- Multiple sets with same phenomenon (potential field issue) or technical question
 - **Ticketing system: Customer Care Team**

*which you can find at <https://philipspds.supportsystem.com>
Please enter any questions or requests in this tool.*



Questions?