

Onsite Service Plan

Discount LED Displays Onsite Service and Support Plan – Overview

Discount LED Displays vision has been to provide reliable, high performance outdoor advertising displays at an affordable price. We have always stood behind our products with a comprehensive five year parts and In-house service warranty. Extending further, Discount LED Displays now proudly presents our Onsite Service and Support Plan.

Discount LED Display Onsite Service and Support Plan provides the next level of investment protection - onsite service and support labor for a full 5 years. Should a hardware failure occur, you've got worry free protection and a worry investment for the next 5 years.

If you experience a hardware failure with a covered product during the plan's term, simply call our toll-free number or email support at support@discountleddisplays.com, report the issue, and after basic troubleshooting with one of our in-house tech support representative, if the issue cannot be resolved over the phone, a service technician will be dispatched to repair or replace the product.

Key Features:

- Coverage is available for the whole continental US.
- The plan covers most mechanical and electrical failures to equipment due to defects in materials and workmanship, and includes:
 - Technical Phone Support-End user technical support during normal business days (M-F), 9am to 6pm, Central Time.
 - Onsite Service within 3 business days.
 - When required, an aerial lift to reach covered product.(some restrictions apply)
 - Coverage is coterminous with the standard five year limited parts warranty applicable to the display.
 - The plan is provided by Discount LED Displays for end customers. Discount LED Displays is directly responsible for and stands behind fulfilling the terms of the plan's agreement.
 - Discount LED Displays standard plan is available for installations with a maximum product height of 37 feet.
 - Custom plans may be available for taller installations.
 - An onsite inspection of the proposed covered product will be performed to certify compliance with Discount LED Displays installation standards and accessibility requirements if Discount LED Displays is not contracting the installation.
 - The Onsite Service and Support plan is non-transferable to new owners.
 - In the case of failed pixels or modules, a service technician will only be sent onsite when more than 2% of pixels or modules per a display face exhibit non operational LEDs.
 - For lower failure rates, replacement pixels or modules will be offered free of charge within the standard 5 year parts warranty period to customer for Do It Yourself service.
 - The plan is only available for permanent installations. Mobile equipment is not eligible for coverage.(some restrictions apply)