



Warranty and Services



MultiSync® Large Format Displays, Interactive Displays & Computing

Widely used for digital signage and meeting room presentation, Large Format Displays (LFD) provide dynamic visual experiences across all areas of business and leisure. The Sharp/NEC MultiSync® brand means enduring reliability and the best possible user experience. Our Warranty and Service options allow a tailored approach to protecting your assets and maximising your return on investment.

Warranties

Sharp/NEC's warranties underpin our dedication to quality, ensuring that our products and solutions deliver optimal performance. If a product doesn't meet expectations, our warranty guarantees peace of mind with an Exchange Service, Collect, Repair and Return or Return-to-Base service policy (depending on purchase area).

Our extension options allow warranty periods to fall in line with standard refresh cycles enabling our customers to manage their capital assets more smoothly.



	Midrange / Professional / Video Wall LFDs / Interactive Displays	MultiSync® E758, E868, E988 / MultiSync® Mxx1 PCAP	OPS / SDM / RPi Computing Solutions
3 YEAR WARRANTY	Included	Included	Included
4-5 YEAR WARRANTY	Optional *	Optional **	Optional **
CONDITIONS	Limited to 30,000 hrs usage	Limited to 25,000 hrs usage	Limited to 30,000 hrs usage

* Extended warranties are available at the point of purchase or during the product's standard warranty period.

** Extended warranties are available at the point of purchase.

[LEARN MORE](#) about our Large Format Display and Computing warranty extensions.

Services

Our value-added services are especially useful for larger estates, providing hassle-free convenience and peace of mind.

SUPPORT+



Should accidental damage occur during installation, our Support+ offering will ensure a new unit is provided to replace the damaged one. Dead on Arrival (DOA) terms are extended to 45 days after delivery, guaranteeing a new replacement product. Terms and conditions apply.

[LEARN MORE](#) about our Support+ service

DE-INSTALL/ RE-INSTALL



Essential for minimising downtime, our fast and professional de-/re-install service aims to offer next-day service, replacing a defective unit onsite by one of our approved technicians. This added-value service is optionally available to cover 1-3 years or 1-5 years and must be purchased within 90 days of product purchase date. Terms and conditions apply.

[LEARN MORE](#) about our de-/re-install service

LASER BRANDING SERVICE



Display your brand and mark your property with our laser branding service. Helping to protect your investment whilst displaying your brand logo, or other tagging details, the tamper-resistant marking will appear on your assets according to your supplied design and specification.

[LEARN MORE](#) about our laser branding service

Additional Service Options

At Sharp/NEC, we are driven to ensure complete customer satisfaction. Should additional services be required, we will where possible seek to fulfil specific customer requirements. Further service options may include, for instance:

- Cleaning of slot-in computing and fan renewal, extends the life of the display
- Cleaning and/or renewal of LFD components, extends the life of the display
- OPS, SDM or RPi customisation and/or deployment
- Inserting and/or testing a device integrated into the display
- Product and packaging relabelling
- Colouring and personalisation of products
- Pre-configuring customer settings
- Removal of unnecessary contents from the packaging (eg cables, disks, manuals or stands)
- Ad hoc customer requirements

Why Sharp/NEC

We have earned a reputation for quality and reliability, both in our products and our industry-leading service and support infrastructure. Our customers choose Sharp/NEC because we promise that our products will deliver long-life fit-for-purpose performance, a pledge that we stand by through our warranty and service offerings.

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