



ViewSonic®
**White Glove
Services**

WE'VE GOT YOU COVERED

Enhanced On-Site Repair and Advanced Exchange Benefits

Because display technology and solutions are important to your operations, they are especially important to us at ViewSonic. All of our solutions are backed by our reputation for quality and reliability. They are protected by industry-leading warranties. If anything should ever go wrong with your ViewSonic® large-format display, rest assured, we've got you covered with our White Glove on-site repair and advanced exchange services.

WHITE GLOVE ON-SITE REPAIR

Service Details

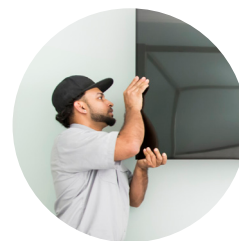
- Parts will be sent to an assigned on-site technician.
- Once the repair technician receives the parts, they will schedule an on-site visit with your location contact.
- An on-site repair technician and a helper will disconnect cabling and unmount the defective unit from the wall or cart.
- The technician will repair your unit.
- The on-site repair technician and a helper will mount the repaired unit back onto the wall or cart.
- The on-site repair technician will reconnect the cabling and verify that your unit powers on.

Customer's Responsibilities

- Removing any installed components that are not being replaced such as slot-in PCs, Wi-Fi modules, USB adapters, etc.
- Disconnecting any cables such as video cables, RS-232, USB, power, etc.
- Removing any security mounting locks, screws, etc. that will restrict removal of the display from its mounted location.
- Clearing any furniture or equipment that may block or limit access to the display.
- Providing an adequate and safe work area for the service technicians to perform repair tasks.

Service Restrictions

- If the service location of the defective unit is located more than 40 miles outside a major metropolitan area, the customer will be responsible for sending the covered product to a designated repair center.
- White Glove repair service only covers products mounted up to 8 ft. from the bottom of the unit to the ground.
- White Glove repair service only covers products that are mounted against the wall via standard installation and excludes complex installations such as video walls or other enclosures.
- Servicing personnel will not handle electrical systems or move existing furniture or appliances.
- If a defective unit is irreparable on-site or is classified by a ViewSonic technician as having a manufacturing panel defect, a replacement unit will be sent from a ViewSonic warehouse to the customer's ship-to location (front door deliveries only). Customers will be responsible for sending the defective unit back to a designated repair center.



For more information contact your ViewSonic representative today.
(888) 881-8781 or salesinfo@viewsonic.com



WHITE GLOVE ADVANCED EXCHANGE

Service Details

- If the product is irreparable on-site for any reason, we will send out a replacement unit with White Glove installation.
- ViewSonic will have a replacement advanced shipped to your location.
- The delivery team will contact the customer to confirm the delivery schedule and deliver the replacement unit.
- Delivery team will coordinate an installation team to conduct the product swap.
- Installation team will unmount the existing unit from the wall or cart.
- Installation team will transfer mounting brackets from the existing unit to the replacement unit.
- Installation team will mount the replacement unit on a wall or cart.
- Installation team will verify that your unit powers on.
- Installation team will remove any debris
- Installation team will pack the returning unit in replacement unit packaging and schedule a pickup.
- Pickup team will return the unit to the ViewSonic Service Center.

Customer's Responsibilities

- Removing any installed components that are not being replaced such as slot-in PCs, Wi-Fi modules, USB adapters, etc.
- Disconnecting any cables such as video cables, RS-232, USB, power, etc.
- Removing any security mounting locks, screws, etc. that will restrict removal of the display from its mounted location.
- Removing any items attached to the sides of the display.
- Clearing any furniture or equipment that may block or limit access to the display.
- Provide ample space for delivery team to work in.

Service Restrictions

- White Glove advanced exchange service only covers products mounted up to 8 ft. from the bottom of the unit to the ground.
- White Glove advanced exchange service only covers products that are mounted against the wall via standard installation and excludes complex installations such as video walls or other enclosures.
- Servicing personnel will not handle electrical systems or move existing furniture or appliances.
- Delivery in certain areas may be delayed due to carrier practices.
- Additional charges may apply in certain circumstances including but not limited to:
 1. Restricted access to the building, no elevator, staircase, extremely narrow doorways, parking or roadway restrictions that impede normal delivery.
 2. Customer not available during normal business hours (8AM-5PM local time) within a regular four (4) hour delivery window.



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