

## Outdoor LED Display Service Process

Thank you for partnering with Samsung to service our Outdoor LED displays. This information packet will provide you with important information you need to know when servicing our displays and when to contact the NOC (Network Operations Center) for support.



### Reporting Outages

Email a picture of the outage to [pvsupport@sea.samsung.com](mailto:pvsupport@sea.samsung.com). In the email include the asset or panel name (See attached sheet). A NOC agent will attempt to resolve the issue remotely. If they are unable to, they will issue an OSA (Outside Service Authorization) for you to perform repairs on site.



### Receiving an OSA

The OSA is your work order and authorization to perform service work under the warranty. To ensure you are getting paid for work performed, BE SURE YOU HAVE AN OSA EMAIL FIRST before performing service work.



### Checking in

Contact the NOC at 866-726-4249 (866-SAM-4-BIZ), Option 2, then Option 2 and provide your ticket/OSA number. The agent will mark you on site in our ticketing system and advise you of where to begin troubleshooting if needed



### Troubleshooting on site

The NOC is available to assist with remote troubleshooting Monday through Friday 6a-8p EST and Saturday through Sunday 12p-8p EST. Agents typically have remote access to the control computer and are able to remotely diagnose most issues and play test patterns to help you troubleshoot the issue.



### Checking out

Before leaving the job site, email completion photos to the NOC and call in to be marked off site. If you need to send any parts in for repair, you can request an RMA (Return Materials Authorization) number at that time.



### Sending parts in for repair

Each component should have a toe tag attached with the RMA number and details of the failure written on the tag. Components should be packed in a way that prevents damage during transit. Contractors are responsible for paying any damages due to poor packaging. If costs are incurred for freight, those costs can be included as a line item on your invoice.



### Submitting invoices

Invoices can be submitted to [pvap@sea.samsung.com](mailto:pvap@sea.samsung.com). Be sure to include a copy of the OSA document as well as any supporting documentation for freight costs.