

Direct View LED Maintenance and Value-Added Services

Departures					
FLIGHT	STD	TO/VIA	COUNTER	REMARK	
Z3833	09:00	LONDON	A9-A10	ON TIME	
LE3614	09:05	TEXAS	A14-A16	DELAYED	
C2853	09:05	TOKYO	L3-L4	ON TIME	
MU2152	09:10	PARIS	E6-E10	CHECK-IN	
281857	09:15	MOSCOW	R1-R4	CHECK-IN	
781857	09:15	MILAN	S8	CHECK-IN	
781857	09:15	BANGKOK	F5-F10	CHECK-IN	
LI3845	09:30	NEW YORK	D17-D20	DELAYED	
R2351	09:30	KUALA LUMPUR	A11	ON TIME	
F9386	09:35	HONG KONG	E11-E14	ON TIME	
KN8943	09:40	SEOUL	U16-U17	ON TIME	
E3219	09:50	SINGAPORE	F15-F17	ON TIME	
R2236	09:50	DOHA	J19	ON TIME	
W6385	10:00	SAN FRANCISCO	K4-K10	ON TIME	
RT4943	10:05	MIAMI	X3-X5	ON TIME	
B7240	10:05	BOSTON	Z19-Z20	ON TIME	
YV1384	10:10	DUBAI	C3-C4	ON TIME	
H2247	10:10	DUBAI	C3-C4	ON TIME	



TotalCare
Health Checks



TotalCare
Maintenance



TotalCare
Cleaning



AIO
White Glove



Pixel
Surgeon



LG DVLED MAINTENANCE SERVICES

LG provides not only high quality DVLED displays but also a comprehensive maintenance service solution package.



TotalCare Health Checks

LG authorized professionals perform health checks directly at the customer's location. This hands-on approach allows for thorough examinations of the display systems in their operating environments.

This includes a health check to inspect pixel health, system configuration, and spare parts, followed by a detailed report. The professional also handles troubleshooting for software, configuration, firmware, and performance issues. If necessary, the professional performs white balance and color calibration to fine-tune the display output.

This service helps ensure optimal performance and identifies display issues for service. TotalCare Health Checks are ordered in discrete amounts of either 1 or 2 visits per year for up to 5 years.

TotalCare Maintenance

This service begins with an on-site health check, followed by comprehensive hardware maintenance and repairs to address any issues with failed LED pixels, repairing them to restore the display's visual integrity.

If any defective components, such as LDMs or circuit boards, are identified during the check, the technician will replace them using available spare parts to prevent further issues. In addition, the technician will troubleshoot any software-related problems, adjust the system configuration, and perform firmware upgrades as necessary. If necessary, the professional will perform white balance and color calibration to fine-tune the display output.

This combination of repairs and troubleshooting maintains performance and longevity over time. TotalCare Maintenance can be ordered in discrete amounts of either 1 or 2 visits per year for up to 5 years.



TotalCare Cleaning

LG's Direct View LED (DVLED) display cleaning service is an on-site maintenance solution designed to keep your system in optimal condition. The technician uses industry-approved, non-abrasive tools to remove dust, dirt, and debris from the LED panels, ensuring no damage occurs to the delicate surfaces.

The service also includes cleaning ventilation areas and external components to maintain proper airflow and prevent overheating. Additionally, the technician inspects the system for any signs of wear and suggests further maintenance if needed.

Regular cleaning helps improve display performance, maintain visual quality, and extend the system's longevity.

All-in-One White Glove Service

LG AIO DVLED White Glove Service provides comprehensive support specifically and only for LG All-in-One Series Direct View LED displays, handled entirely by LG-authorized technicians. No system integrator is needed, ensuring streamlined on-site service.

The technician performs a health check, and if any issues are identified, they will immediately repair failed LED pixels and replace defective components like LDMs or boards using provided spare parts. The service also includes troubleshooting for software-related issues, configuration problems, and firmware upgrades, ensuring the system is fully optimized. Additionally, if color accuracy is an issue, white balance and color calibration are performed to maintain vibrant, precise visuals.

This all-inclusive service guarantees optimal performance and virtually seamless operation for professional DVLED installations. It is available in 3-to-5-year subscriptions.



Coming Soon: Pixel Surgeon On Call

LG Pixel Surgeon on-call service is an on-site solution for addressing pixel-level issues in SMD Direct View LED displays. LG Technicians perform a thorough diagnostic to identify and repair malfunctioning or dead pixels, restoring the display's visual quality.

Using advanced tools, the technician targets individual pixel repairs, avoiding the need for full panel replacement and minimizing downtime. The service may also include checking the system's components to identify any underlying issues, such as electrical or connection problems.

By focusing on pixel repair and system optimization, the Pixel Surgeon will replace serviceable pixels with the goal of having all pixels functioning, enhancing the viewing experience and making it ideal for professional settings where the best possible output is critical. These can be purchased in 1-day increments during the warranty period.

SUMMARY OF LG DIRECT VIEW LED SERVICES

Service Name	Key Services	Terms	Restrictions
TotalCare Health Checks (SKU: MTS)	DVLED Routine Health Check S/W Service - Troubleshooting - Priority RMA Support - Full Health Status Report	- Offers up to 2 TotalCare visits per year (no carryover) - Minimum term 3 years, up to 5 years	- Restricted to scheduled inspection and report only. For any issues discovered, Onsite technician will notify a display owner/manager for a further instructions. - LG Service strongly recommends the System Integrator to be presented for Health Check visit. Physical removal and replacement of components are performed by the System Integrator. - No onsite pixel repairs will be performed, unless otherwise agreed upon. All modules will be submitted for a return authorization from LG.
TotalCare Maintenance (SKU: MTA)	Includes all of the MTS service plus the following: H/W Service - Onsite Repair Service - Defective Component Replacement*	- Offers up to 2 TotalCare visits per year (no carryover) - Minimum term 3 years, up to 5 years - Initial visit is typically scheduled by customer upon completion of installation	- LG Service strongly recommends the System Integrator to be presented for Health Check visit. - LG Technician will not handle electrical systems or move existing furniture or appliances. - All Repair of failed LED pixels restricted to that falls under Warranty. - Out of Warranty repair may apply additional cost for repair. LG will provide a quote at point of inspection. - This service only covers products mounted up to 10 feet from the bottom of the unit to the ground. Additional costs may apply for products mounted higher than 10 feet.
TotalCare Cleaning (SKU: MTC)	DVLED Cleaning Service - Cosmetic display cleaning for both Outdoor/Indoor DVLED	Terms and price will be discussed prior to purchase	All projects must be discussed with LGEAI prior to purchase this service.
AIO White Glove Service (SKU: WGS)	All-in-One DVLED displays only All services handled by LG authorized technician H/W Service - Onsite Repair Service - Defective Component Replacement Service S/W Service - Troubleshooting	Minimum 3 years, up to 5 years	- Model restriction applies for this service (LG All-in-One Series DVLED Displays). - This service only covers products mounted up to 10ft. From the bottom of the unit to the ground. - Onsite scheduling restricted to failed display (module and cabinets) only. It does not cover a pixel-to-pixel failure unless it causes the module failure. - All Repair of failed LED pixels restricted to that falls under Warranty. - Out of Warranty repair may apply additional cost for repair. LG will provide a quote at point of inspection
Pixel Surgeon On Call (SKU: ISS)	Coming Soon: Onsite Pixel Repair	- Purchased in one-day service increments - Service extends across all LG SMD DVLED displays	- This service only applies to Surface-mounted device (SMD) type LEDs. - A restriction for the limited quantity of pixels per module applied. - Unrepairable module(s) not covered under this service. Contact LG Service for options to purchase replacement modules (888-865-3026). - LG Technician is not responsible of remove/replacement of modules(or cabinets) from the installed display. - LG Technician will not handle electrical systems or move existing furniture or appliances.

* Includes field-replaceable components only (e.g., SMD Pixels, Power Supply, Hub Board, or Receiving Card).