

Sharp Direct View LED ONSITE & MAINTENANCE PROGRAM

Protect your dvLED investment through preventative maintenance, expert onsite service, and long-term performance assurance.

Program Coverage

The Onsite & Maintenance Program must be purchased at time of the dvLED order and includes:

-  Functional repair visits
-  One preventative maintenance visit, annually
-  Certified technician support
-  Parts return logistics



Advanced Color Calibration (Optional Add on)

-  Camera-based precision calibration
-  Requires a controlled, low-light environment
-  Scheduled separately at additional cost

HOW TO GET SUPPORT



Technical Support

-  Contact Technical Support with project details, location, and issue description (photos recommended)
-  Remote troubleshooting is performed to resolve the issue
-  If needed, a Sharp Certified Technician is dispatched onsite



888.467.4277

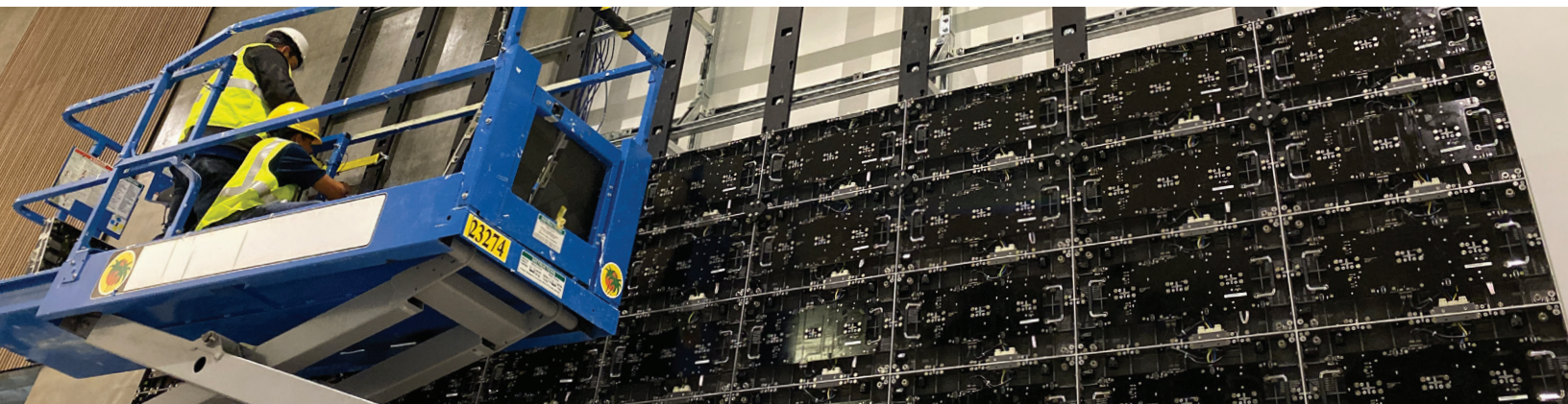
Mon-Fri | 7:00 AM – 7:00 PM CT



SharpAV-ledtechsupport@sharpusa.com



<https://getsupport.sharpusa.com/display-projector-support#dvled>
Mon-Fri | 9:00 AM – 5:00 PM CT



5-Year warranty on all Sharp dvLED products! Register your serial number on the promotion site below
Register at: <https://proav.sharpusa.com/promotions/dvled-5yrexwarranty>

WHAT'S INCLUDED IN THE PROGRAM



Preventative Maintenance

Annual visit designed to maintain optimal performance:

- System health check and diagnostics
- Minor pixel defect resolution
- Color matching (every other year after year one)



Functional Repair

Covers issues impacting display performance and operation.

- Initiated after remote troubleshooting
- Includes onsite repair and parts coordination

Note: Minor pixel defects that do not affect image quality are addressed during maintenance



Requirements

- Installation by Sharp or authorized partners
- Full access to dvLED system, control environment, and tools
- Remote diagnostic access required



Pixel Defect Guidelines (Summary)

Functional repair applies only when defect thresholds are exceeded:

Type	Description	Typical Threshold
A	Bright pixel (always on)	≥5-10
B	Dark pixel (always off)	≥8-16
C	Bright sub-pixel	≥10-20
D	Dark sub-pixel	≥15-30
E-G	Cluster, abnormal, or foreign material	≥1-2

Thresholds vary slightly by product series.



Service Commitments

- Response within 24 hours
- Onsite technician visits are scheduled during standard business hours
- Includes technician visit and ground shipping for parts
- Coverage aligns with standard warranty (extensions available)



Service Process & Logistics

- Service requests are verified for coverage prior to dispatch
- Defective parts are returned through coordinated RMA
- Annual maintenance is scheduled in advance
- Advanced calibration requires a separate visit



Customer Responsibilities

- ☒ Replace failed **pixel cards**, if necessary (training provided)
- ☒ Request RMA for defective components, if necessary
- ☒ Provide system access and remote connectivity (e.g., TeamViewer)

Exclusions

Not covered under warranty/service program:



- Accidental damage from misuse or environmental damage
- Unauthorized modifications or improper installation
- Lifts, scaffolding, ladders (quoted separately if needed)
- Advanced color calibration (unless purchased)