



PHILIPS TV – Consumer Care

Service instructions

SOFTWARE UPGRADE

If a Philips TV product is not functioning properly, the first step is to make sure that the latest software is installed. Due to changing external factors, such as media formats and broadcast changes, upgrades are part of the regular maintenance of a TV, and not considered as a repair.

Upgrades are freely available on www.philips.com/TVsupport. Philips TV helpdesk are happy to assist the consumer with the upgrade if needed. If the TV is connected to internet we can also push out new software directly to the consumer's TV.

If the issue remains after upgrading the software, consumer should contact **Philips TV helpdesk** for troubleshooting and further support.

Sweden phone (+46) 857 929 083 Monday-Friday 9-18

TROUBLESHOOTING

Philips TV helpdesk troubleshoots in order to define what the issue might be and in some cases we will be able to solve it remotely without having to arrange repair.

If Philips TV helpdesk has been contacted directly for troubleshooting and registration of a service case, any workshop cost related to an NFF (No Fault Found) diagnosis will be covered by TP Vision, unless otherwise informed beforehand. This requires that instructed troubleshooting is followed accordingly.

SERVICE SCENARIO OVERVIEW

For TV sized 54" and smaller

Carry-In via retailer/ Pick up and Return arranged by Philips TV helpdesk

Philips TV Service Partners: Electrocare Nordic AB or LetMeRepair Nordic AB

For all consumers with a Philips TV 54" and smaller we kindly refer them to contact Philips TV helpdesk for troubleshooting. If troubleshooting does not solve the issue Philips TV helpdesk can submit the TV for repair via Pick up and Return for consumer or consumer can carry in their TV to retailer who submits a repair request in XPOS. Once the order has successfully been booked and approved in XPOS, the TV will be picked up by Philips TV service partner from the retailer or consumer. After successful repair, TV is returned to retailer or consumer.

For TV sized 55" and larger.

Home Repair arranged by Philips TV helpdesk

Philips TV Service Partner: LetMeRepair Nordic AB or Electrocare Nordic AB

For all consumers with a TV of **55" and larger**, we kindly refer them to contact Philips TV helpdesk for troubleshooting. If troubleshooting does not solve the issue Philips TV helpdesk can submit the TV for repair via Pick up and Return or Home Repair (in available areas). Once the order has successfully been booked the TV will be picked up by Philips TV service partner or Home Repair will be arranged with Philips TV service partner. After successful Pick up and Return-repair, TV is returned to the consumer.

Service Scenario Overview

Screen size		Series							
		3000	4000	5000	6000	7000	8000	9000	OLED
≤ 54"		Carry-In /PUR							
≥ 55"		PUR/HR							

No matter which scenario, Customer should always contact Philips TV helpdesk for troubleshooting and possible solution before service is arranged.

A link to track the work order will be sent out to the email address noted underneath contact details for location of the device, once a work order number has successfully been created (IT-TPVision-XXXXXXX). All active claims are continuously updated by responsible Philips TV service partner.

LetMeRepair Customer Service: philips@letmerepair.se

Elcare Customer Service: ktc.se@elcare.com

WARRANTY & LACK OF CONFORMITY

Warranty is issued by TP Vision as a manufacturer and is offered on top of the consumer law.

Warranty and **lack of conformity** claims are **only covering manufacturing faults**.

Warranty and Lack of conformity periods:

<u>Sweden</u>	Warranty	Lack of Conformity	Total claim period
TV:	2 years	1 additional year	3 years
AVA:	2 years	1 additional year	3 years
Remote (incl. with TV)	2 years	1 additional year	3 years
Remote (bought separately)	1 year	2 additional years	3 years

According to consumer legislation, the burden of proof, that there is not a manufacturing fault, is on the manufacturer/dealer the first 6 months. The remaining time it is on the consumer to prove that it is a manufacturing fault. In general, the warranty means that the manufacturer prolongs the period of which they take on the *burden of proof*. Through our manufacturer's warranty, we prolong our burden of proof to the full warranty period.

Please note that the above only concerns **consumer** purchase and not products bought for professional nor commercial use.

The warranty period for all TV Philips products starts on the date of purchase as stated on the proof-of-purchase (POP) of the product by the (first) consumer.

In case the proof of purchase (POP) cannot be made available, the warranty period shall be deemed to have started 3 (three) months from the date of manufacture of the product (indicated on the product or derived from the serial number).

In the unlikely event of a failure of the Philips TV product, we will arrange that the Philips TV product will be serviced, free-of-charge when the defect occurs and is reported during the warranty period, provided that the product was used in accordance with the user manual (e.g. in the intended environment).

Service options provided within the warranty period are **Repair** or **Replacement** with a new or refurbished product of similar functionality. A **refund of the purchased price paid** within warranty is possible under special circumstances and/or on a case by case basis.

After a repair, firmware upgrade or replacement the warranty period will continue from the date of the original purchase.

CONSUMER IN WARRANTY REPLACEABLE PARTS

Consumer replaceable parts are spare parts - missing from delivery or malfunctioning - which can easily be replaced by a consumer, for example remote control, stand and cables.

We kindly refer consumers to contact Philips TV helpdesk who will assist with ordering the needed spare part.

Retailer can also order consumer replaceable parts directly via XPOS. You can choose whether to have it delivered to the store or to the consumer.

www.xpos.eu

TRANSPORTATION DAMAGE

In case of transportation damage for an unsold TV, this should be reported within 7 days to TP Vision: nordic.complaints@tpv-tech.com. Transport damage for unsold TV's should be not reported to Service Workshop.

If your process is to report transport damages to your central warehouse, they will report this to TP Vision.

Out Of Warranty

In case spare parts, replaceable parts or accessories are needed for an Out Of Warranty case, responsible retailer can to contact Philips TV's licensed OOW partner **ASWO**.

Sweden +46 42 16 70 80 aswo@aswo.se aswo.se

SUPPORT

For questions regarding XPOS, specific claims, credit notes etc. please contact **Philips TV helpdesk**.

PRODUCT SUPPORT – CONSUMER

Individual cases, such as consumer queries/complaints, product support questions, service/repair, home service etc., should always be referred directly to Philips TV helpdesk. Please remember to always be ready with model, serial number and receipt when calling as our helpdesk will request it.

Philips TV helpdesk

Sweden phone 08-5792 9096 Monday-Friday 9-18

PRODUCT SUPPORT – DEALER

For dealers we want to offer a VIP line where you can call regarding the exact same subjects as consumers. Please remember to always be ready with model, serial number and receipt when calling as our helpdesk will request it.

Philips TV helpdesk

Sweden phone 08 - 7528763 Monday-Friday 9-18

DOA

Product defects occurred within the DOA period are considered Dead on Arrival (DOA) cases. Our aim is to meet customer's expectations in case a Philips TV product is defective on "arrival" and to provide a quick support by offering a new Product of the same product type, free of charge OR a different Product type with similar functionality OR refund of the purchased price paid, provided all specific local DOA criteria are met:

- TV set returned in original packaging (production number on TV set match printed production number on packaging) -> together with all original accessories
- Maximum 90 operation hours
- The problem cannot be solved by software update
- Not only CRP defect
- No transport damage
- No mechanical defect
- Max 12 months after production
- Max 14 days after sale date

DEMO OLED TV's:

1. Defective OLED Demo Philips TV set should be not sent directly to Backend service channel (Panel defects - Sticking image / Burn in defect)
2. Demo TV set should be redirect for Backend service channel only in case of up front confirmation by TPVision Consumer Care Team.
3. In case of submit unexpected Demo TV set for Backend service channel, authorized service provider should decline possibility open WO and follow up with next steps:
 - a) Demo TV set should be directly return by service provider to responsible store.
 - b) Service provider should inform store about return demo TV reason and provide contact data for TPVision dedicated person in purpose of continue reimbursement procedure.
 - c) TPVision contact person who will check demo set and gives instructions for store:
 - Finland: Eetu Hernesniemi (eetu@philipstvaudio.com)
 - Sweden Mid/North: Oliver Loman (oliver@philipstvaudio.com)
 - Sweden South & Norway: Victor Söderholm (victor@philipstvaudio.com)
 - Denmark: Dennis Madsen (dennis.madsen@tpv-tech.com)