

Service Standards

3 Year Standard Warranty

A three-year warranty is not uncommon in the industry. The difference is we hold our products to a defect threshold that is unmatched, combined with how we execute the service associated with this warranty. Below is an outline of our product warranty defect thresholds and the warranty service standards that we provide. We believe in providing as much clarity as possible when it comes to defining what the events are that precipitate a service response and what that response will be.

How Our Warranty Works

1. The dealer removes the part in question
2. K-WAV creates an RMA for return shipping
3. If it is a non-warranty issues, repair cost will be submitted to the dealer for approval.
4. If covered under warranty K-WAV covers the parts and labor to either restore the part to working condition or replace it
5. K-WAV pays to ship it back

The turnaround time on a warranty repair or replacement is the next day from when K-WAV receives the part.

Acceptable Pixel Defect or Failure Rates

When it comes to acceptance criteria, we want to establish a standard beyond the primary practice of fixing an LED when it's out. There is no question we will repair/replace any defective part. What we are clearly defining is an acceptable rate of failure beyond which additional action is required.

Out of box (That's when you first install the screen and turn it on)

- >10ppm based on the total number of pixels in the screen

First 90 days or 2000 hours whichever comes first

- >10ppm defect rate

Failure/defect rates greater >10ppm will precipitate the following action plan:

- K-WAV on-site service representative dispatched (within 48 hours)
- Performance of a failure mode analysis
- Development of a corrective action plan
- Execution of corrective action plan

K-WAV Installation Service Benefits

Standard 90 Day On-site parts, Labor and Workmanship

If K-WAV provides the installation service, installing the LED, K-WAV will provide white-glove service over the first 90 days, including:

- Technical Phone Support/Troubleshooting
- First-line support of all issues.
- Creation of service ticket
- Return calls within 12 hours (outside of regular business hours)
- If unable to resolve, onsite service representative will be dispatched

On-site service representative dispatched for all service issues (within 72 hours)

- Pixel out
- Break-fix
- Parts swap
- Troubleshooting if needed

Determination of Quality Related Issues

Additional Criteria for Acceptable Defect/Failure Rates

Again, when it comes to acceptance criteria, we want to establish a standard that goes beyond the primary practice of fixing an LED when it's out. There is no question we will repair/replace any defective part. What we are clearly defining is an acceptable rate of failure beyond which additional action is required.

Of course, we will ask you to document any failures and send us a written narrative along with photographs that illustrate the issue to more quickly and accurately assess the situation and resolve any problems. We may also request sending us the component(s) in question. We ask that you provide this documentation at the time the problem is encountered.

Failure/defect rates greater those shown below will precipitate the following action plan:

1. K-WAV on-site service representative dispatched (within 48 hours)
2. Performance of a failure mode analysis
3. Development of a corrective action plan
4. Execution of corrective action plan

Module Failures

The module failure (module failure is abnormality due to the quality of the module's electronic components or design) rate is cumulatively $\geq 1\%$ for three consecutive months not less than 1 module.

Receive Card Failures

The control system (receiver card) has a cumulative failure rate of $\geq 1\%$ for three consecutive months and there are no less than 1 occurrence of malfunction.

Power Supply Failures

The failure rate of power supply is cumulatively $\geq 1\%$ for three consecutive months and there are no less than one occurrence of malfunction.

Metal Structural Components

Zero Tolerance

Plastic Structural Components

Zero Tolerance

Plastic Masks

The failure rate of the display's plastic masks is $\geq 2\%$.

Power Cables

The failure rate of one single type of signal cable is $\geq 2\%$.

Signal Cables

The failure rate of one single type of signal cable is $\geq 2\%$.

Failure Induced Safety Hazards

Zero Tolerance

