RAYBO LED Display After-Sales FAQ

Shenzhen RAYBO LED Display Manufactory Co., LTD.

(Applicable to rental series, fixed projects, and all product lines)

Q What after-sales support do you provide for projects?

A Every RAYBO project includes a 5-year quality warranty, free lifetime technical support, remote fault diagnosis, after-sales repair services, spare parts supply, and maintenance guidance. Strategic clients can also schedule annual online inspections and free engineer training.

Q Do I have to return a faulty LED display to the factory for repair?

A Not necessarily. Our engineers provide targeted solutions based on the fault:
1) Common faults are resolved directly through remote guidance;
2) For reasonable quantities of damaged parts, we prioritize shipping replacement parts with remote installation guidance, saving you time and logistics costs;
3) For faults requiring factory repair, our engineers will provide the specific mailing address after verification.

Q What is the process for after-sales repair services?

A It's simple:
1) Visit https://www.rayboled.com/ and click "Contact Us" to reach after-sales support;
2) Fill in and submit your invoice/contract number, product model, fault description, contact details, and return address;
3) A RAYBO engineer will contact you within 8 hours. If your display needs to be returned for factory repair, we'll send you the specific return address.
4) Once we receive your product, our engineers will complete the repair and testing within 7 business days, share a video showing your display working normally again, and ship it back using the shipping method we agreed on.

Q How are repair logistics costs estimated?

A Before a repair return, we provide transparent cost estimates from at least two international logistics providers based on your location, product weight, and volume, so you can choose the best option with full visibility.

Q Is there a discount for bulk repairs?

A Yes. For a single repair batch of 40 or more modules, you receive a 30% discount on the outbound international logistics cost for that repair.

Q **What is not covered by the warranty?**

A The free warranty excludes: damage from improper operation or failure to maintain per the manual; faults from rough handling or force majeure (e.g., earthquake, fire, flood); damage from unauthorized disassembly or repair; damage during transportation (insured — claims can be filed); and natural brightness/color degradation over time. Specific terms are subject to the sales contract.

Q **Does RAYBO provide remote technical support?**

A Yes. We offer free lifetime remote technical support via email, phone, WhatsApp, and video calls — covering connection issues, software and parameter settings, and module/power/system card replacement — with a guaranteed engineer response within 8 hours.

Q **Do you provide training for local technicians?**

A Yes. We offer free online basic training for your designated local technicians — product knowledge, daily operation, and simple fault handling — so you can resolve minor issues locally and minimize downtime.

Q **Does RAYBO provide preventive maintenance and inspection?**

A Yes. We strongly recommend scheduled preventive maintenance: join our client portal for installation guides, manuals, FAQ, and software updates; strategic clients can book regular online system inspections with our engineers; and annual inspection service keeps your screen running at peak performance.

Q **What happens after the 5-year warranty period?**

A After the warranty expires, repair services remain available at standard parts and repair rates, with the client bearing all inbound/outbound logistics, labor charges, and tariffs. RAYBO continues to provide lifetime technical support and spare parts supply.

Q **Can I extend the warranty or purchase a custom service package?**

A Yes. Beyond the standard 5-year warranty, we can discuss custom service packages per project — such as extended warranty coverage, scheduled on-site inspections, and priority response — tailored to your operational needs.