

AbsenCare

AbsenCare

Your Trusted LED Display Service Partner
Always by Your Side.

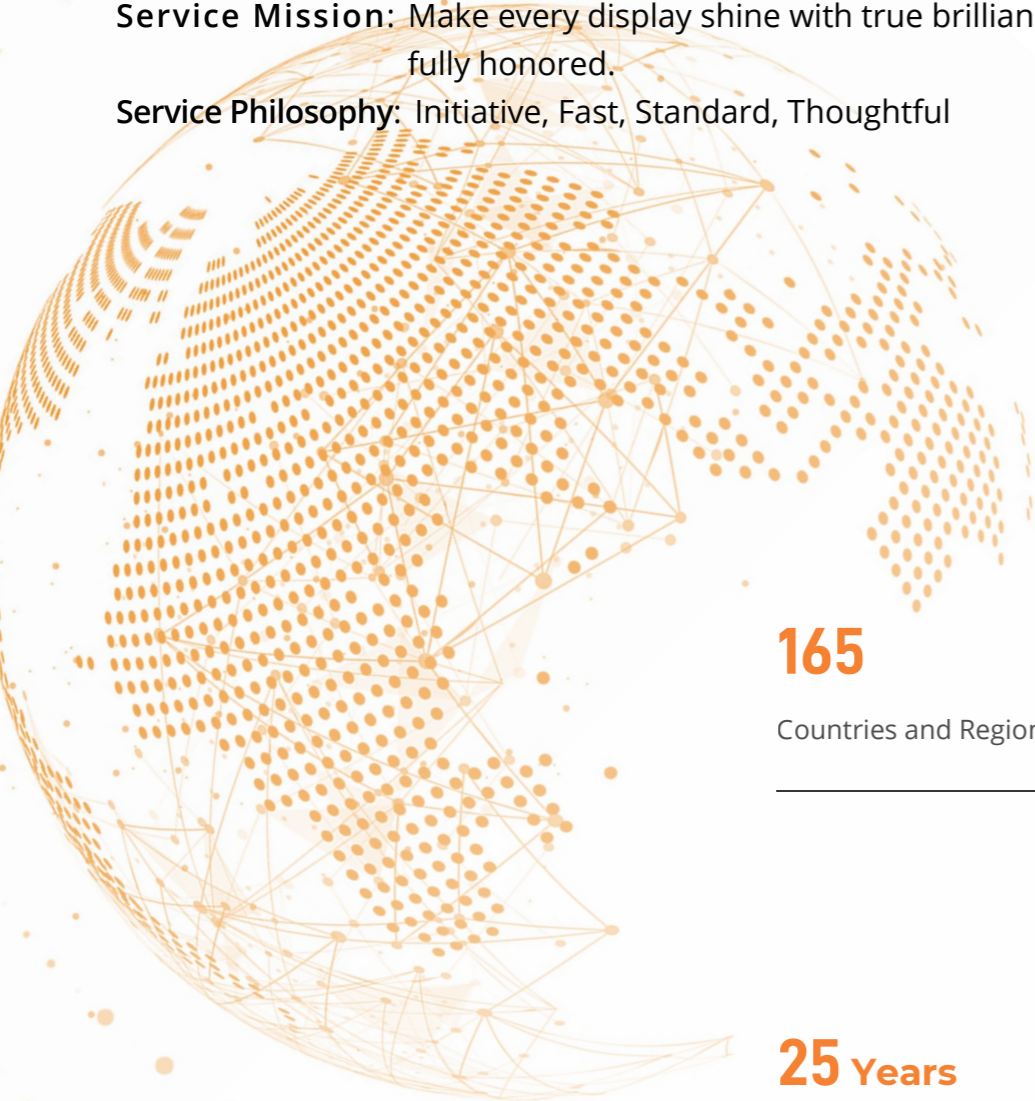
Fast · Professional · Global

AbsenCare is Absen's professional service brand designed for global customers

Value Proposition: The No.1 Service Brand for World-Class Display

Service Mission: Make every display shine with true brilliance, and ensure every trust is fully honored.

Service Philosophy: Initiative, Fast, Standard, Thoughtful



165

Countries and Regions

25 Years

Service History

500,000+

Service Delivered

65,000+

Service Cases

97%

Customer Service Satisfaction

Fast

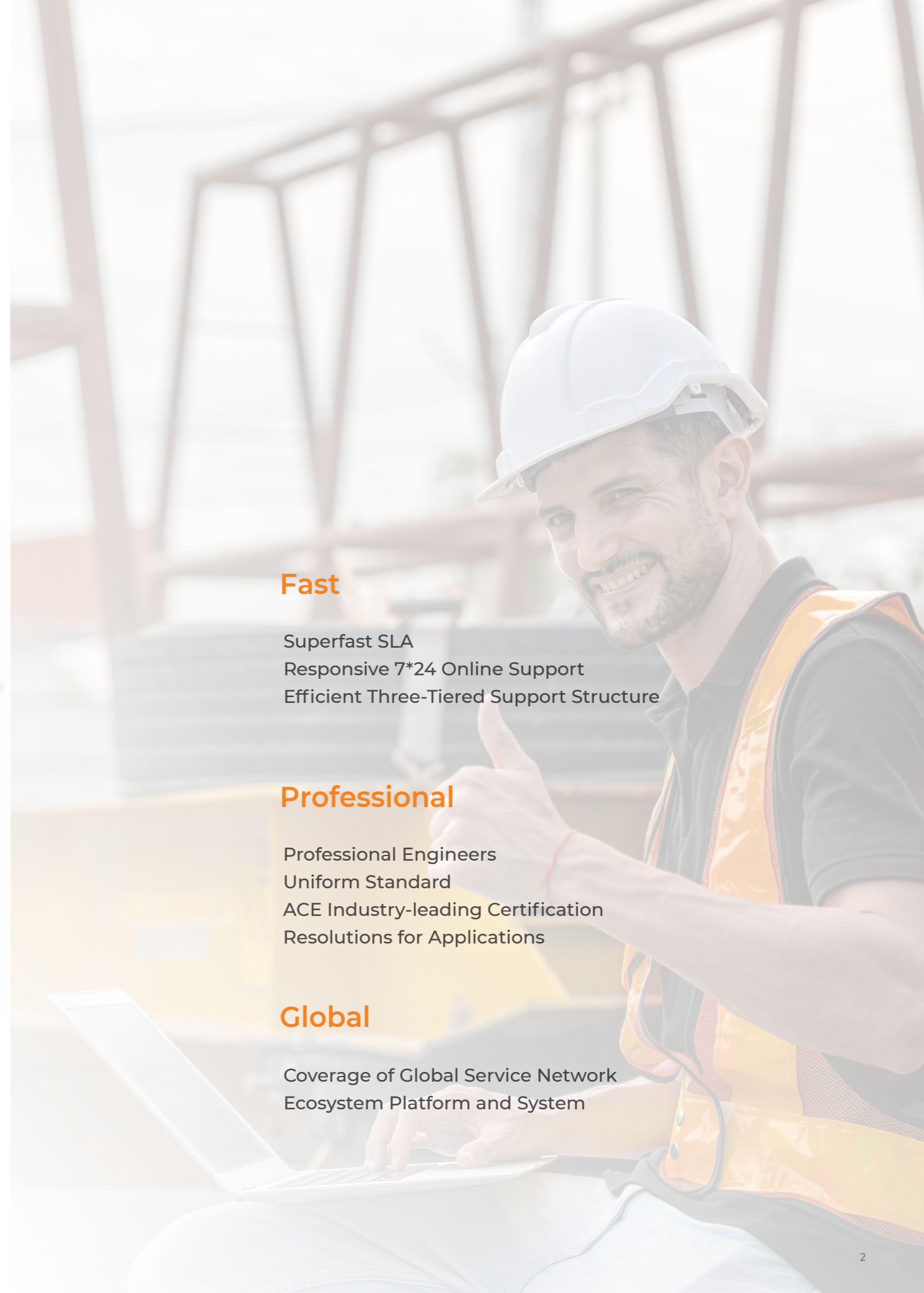
Superfast SLA
Responsive 7*24 Online Support
Efficient Three-Tiered Support Structure

Professional


Professional Engineers
Uniform Standard
ACE Industry-leading Certification
Resolutions for Applications

Global

Coverage of Global Service Network
Ecosystem Platform and System



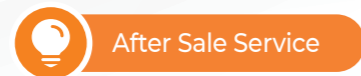
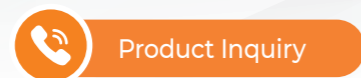
Fast - Superfast SLA

24 / 7 Online Support Service					
	10s	30s	5min	30min	
Online Response Timeliness	Tel Response	Website Response	Email WhatsApp Response	Online Solutions	

RMA Service			Service Timeliness			On-site Service	
By Region	Domestic	Overseas	By Region	Domestic	Overseas		
SMD	5D	8D	Key Cities	4h	24h	4h Simple Issues	
MicroLED	15D	45D	Other Cities	8h	48h	24h General Issues	
						72h Complex Issues	

Fast - Responsive 7*24 Online Support

Absen Global Customer Service Center is a platform that provides customers with Multiple-Channel access to the entire process of service consultation, service acceptance, service supervision, and service transformation.



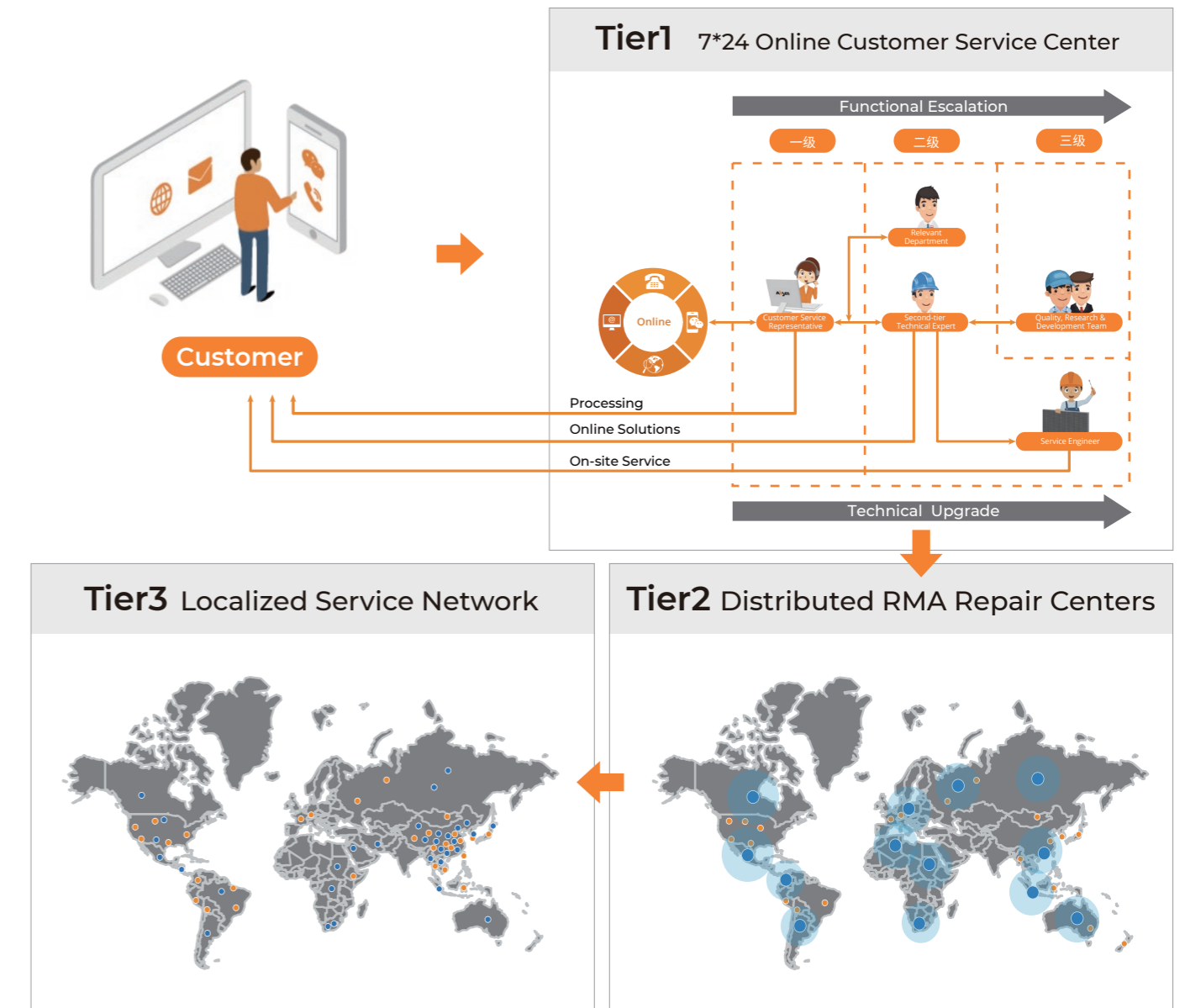
Fast - Efficient Three-Tiered Service Support Structure

Industry's first three-tiered support system, leading in global service efficiency

Tier 1: 24/7 Online Service Center handles all initial service requests and provide online solution

Tier 2: Distribution of "overseas" repair centers (RMA), cutting down shipping and waiting time

Tier 3: LOCAL service network to increase timeliness and quality of on-site services.



Professional - Professional Engineers

Absen employs over 170 in-house professional service engineers, all of whom have undergone rigorous training and certification and have an average of more than eight years of industry experience.

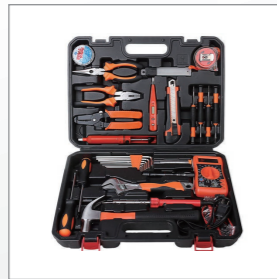


Professional - Uniform Standard

Standardization of Tooling & Equipment



Gloves



Tool Kit



High-altitude construction safety rope



Construction Sign



Protective Pad



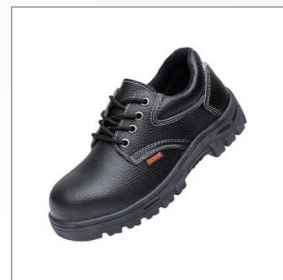
Caution Tape



Work Uniform



Reflective Vest



Safety Shoes



Flat Cap



Safety Helmet

Standardization of Service Proces



Professional - Scenario-based, full life-cycle customized professional service solutions

Absen Certified Engineer Program

Est. 2014

300+ Sessions

5400+ Engineer



China



United Arab Emirates



Iraq



Netherlands



Chile



South Africa



Singapore



Morocco



Tunis



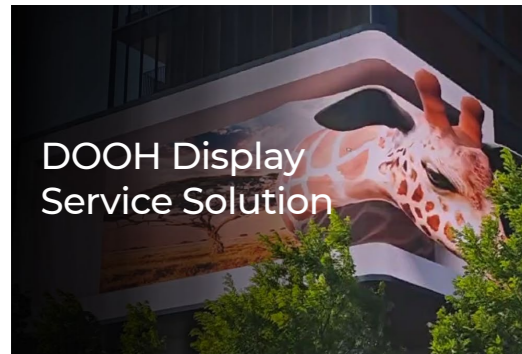
DACH



Miami

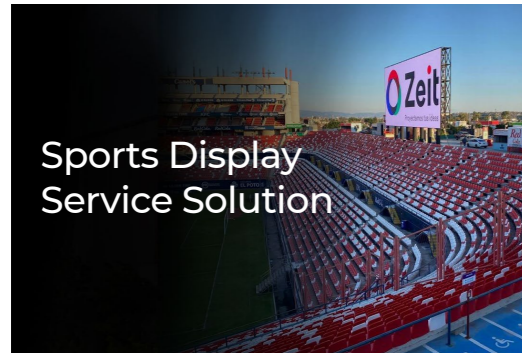
* Only certain countries and sessions are listed.

Professional - Resolutions for Applications



AbsenCare DOOH display service solution is specifically designed for DOOH displays to ensure uninterrupted performance!

Fast Response 24/7 support	Specialized Inspection Proactive removal of potential hazards	Comprehensive Support One-stop solution
Six-star standalone services Freely customizable, meeting your personalized needs!	Choose from two standard packages to suit your needs Standard Assurance Package: Comprehensive Coverage Premium Assurance Package: Proactive Protection	



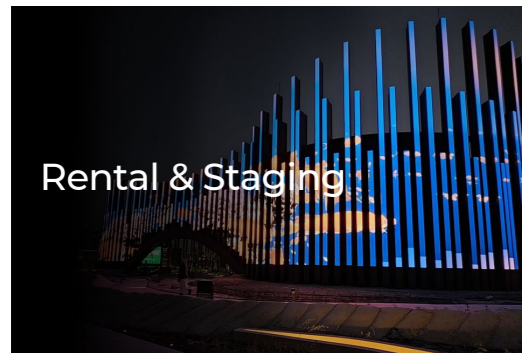
The AbsenCare sports display service solution, your dedicated event guardian that ensures failure-free, spectacular broadcasts!

Fast Response 24/7 support	Specialized Inspection Proactive removal of potential hazards	Comprehensive Support One-stop solution
Worry-Free Event Package for Critical Events Delivering end-to-end support	Five Premier Service Available in flexible combinations to meet your needs!	



Troubled by LED large screen maintenance?
The AbsenCare ProAV display service solution is here to help! We offer a One-stop Service Solution!

Worry-free Ease your maintenance pressure by 60%	Hassle-free Guarantee equipment stability	Fast Response 24/7 support
Six-star standalone services Freely customizable, meeting your personalized needs!	Choose from two standard packages to suit your needs Maintenance Protection Package: preferred choice for VAP partners All-round Protection Package: ultimate guarantee for end users	



Struggling with delayed maintenance responses and lengthy repair cycles in overseas markets?
AbsenCare has introduced the rental & staging display service solution exclusively designed for rental & staging.

Fast Response 30% increase in repair speed	Lower Costs Achieve up to 50% cost savings	Super Guardian Support Package for One-Stop Support
Fast Response, Hassle-Free Repairs, and Comprehensive Support!	Five Premier Services are available in flexible combinations to fit your needs!	

Contact Absen's official service team now to get your exclusive plan

AbsenCare makes your display more stable and your service worry-free!

Global - Coverage of Global Network

15

Primary Service Centers

25

Secondary Service Centers

1000+

Authorized Service Partners

165

Countries and Region Covered



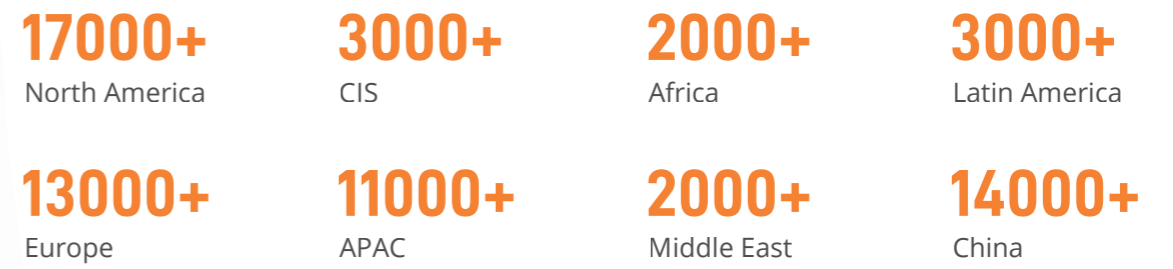
Regional Service Center

Crowdsourcing Service Providers

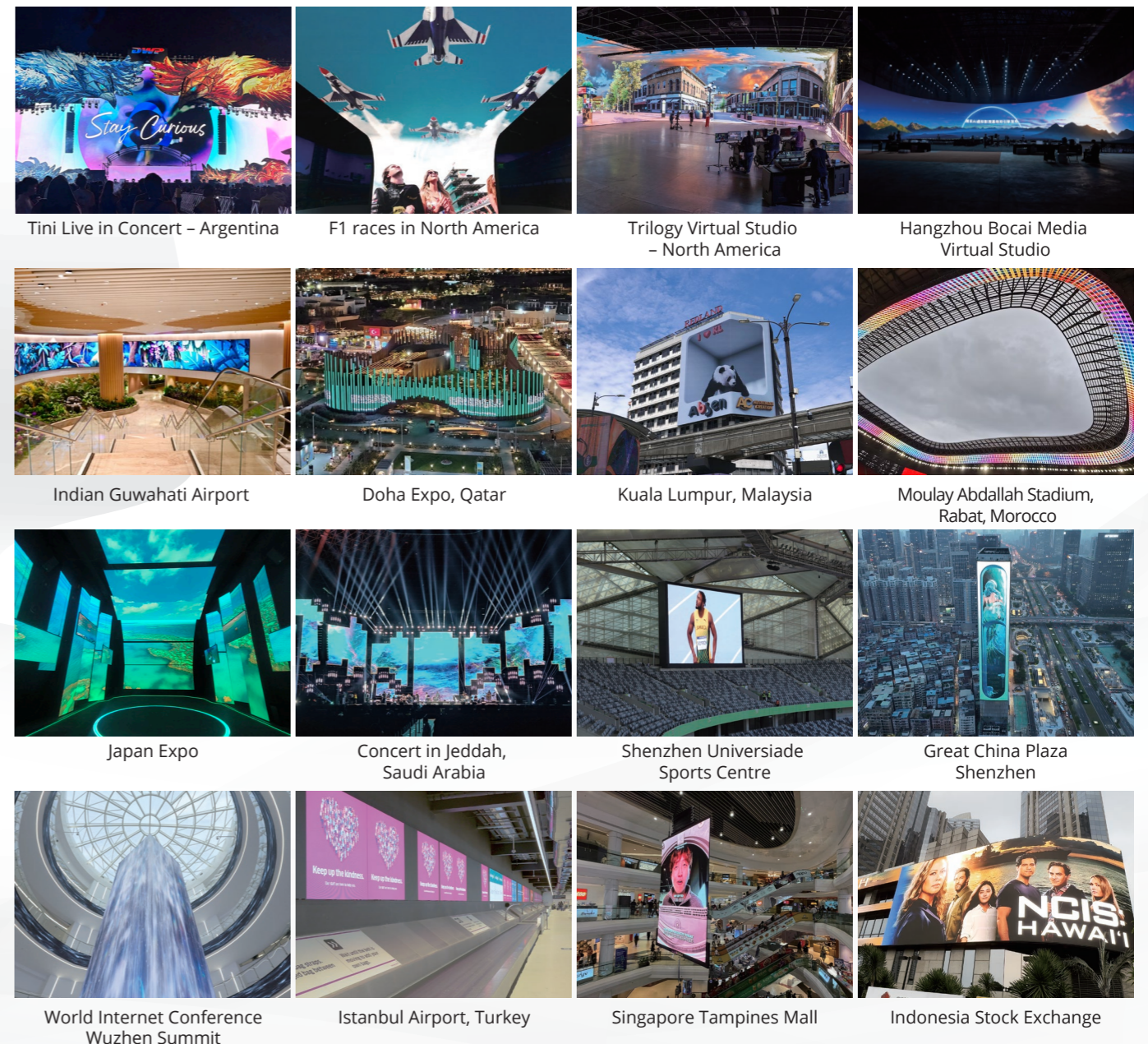
Global - Ecosystem Platform and System



Service Project Count by Region



Key Service Cases by Region



Client Testimonials



Australia ProAV

Absen has been a very strong partner with us in coordinating and collaborating on projects. And their level of assistance, and the support of Absen service team makes our job easier.



France ProAV

The Absen teams have the ability to quickly go on-site in France out in the field to help customers, whether it's for installations, after-sales issues, or other matters. So what I would really highlight is this availability, this responsiveness, and this service that is always there to move customer installations forward.



USA ProAV

The pricing for the installation through Absen is very reasonable. Peace of mind I also receive this, because I know that it's going to get done properly, lastly if there is a problem, I can count on Absen to fly out and fix the problem if necessary.



USA ProAV

Anytime we have a question of Absen service team, They're very quick to respond. Any project we've had, if there's been any issues, they've been quickly identified and taken care of.



USA ProAV

We can always call up Absen service and they can offer the solutions and get us the replacement parts that we need out on time.



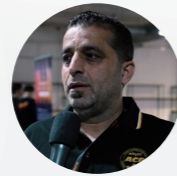
USA ProAV

So that specific project is what made us feel so good because Absen was there with us, every step of the way in partnership.



South Korea ProAV

We held an exhibition in Korea this past September. At that time, we purchased Absen products for the exhibition. We encountered a connection issue then. We collaborated remotely with the Absen engineers and were able to resolve the problem. We received a lot of help from Absen at that time. I was very satisfied with Absen's service then. That experience became a turning point for me to recognize how good Absen's service is.



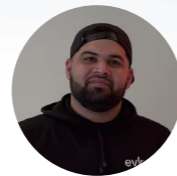
Iraq ProAV

Absen, as a leading global screen company, gave a scientific point of view in the industry. It provided high-quality support and maintenance in Iraq.



Singapore ProAV

As long as we're in the warranty you guys come down whenever we need any help the trouble should be avoided, Absen have 24 hours service.



Chile ProAV+Staging & Rental

Absen team have indeed supported us in terms of service. Also there is the aspect of tools, they have been supporting us in working around this.



South Africa Staging & Rental

now (join ACE) getting the experience with troubleshooting and learning many different methods of how to program and all that stuff is very helpful.



Uzbekistan Staging & Rental

I thoroughly enjoyed the training at Absen. We gained extensive knowledge, particularly in repairing circuits, troubleshooting LED modules, and mastering the installation of LEDs onto circuit boards. The program was exceptionally well-organized, and I greatly appreciated the expertise of Absen's engineers and staff.



South Korea ProAV


The characteristic of the Korean market is that consumers place great importance on service. Precisely because this is a market where consumers highly value service, products that fail to keep up with service standards are often neglected by consumers. However, during our cooperation with Absen, they have always responded quickly and handled service-related issues with professionalism. Therefore, we believe their service quality is very good.

Sincere Service Excellent Experience


Please feel free to contact us, It's our honor to provide service for you.

 Global Service Hotline
0086 400-700-3278

 Website
<https://www.absen.com/support/service>

 WhatsApp
0086 139 2341 3428
Scan QR code to add



 E-mail
Service: service@absen.com
Complaint: complaint@absen.com