

The AbsenCare logo, featuring the word "Absen" in a bold, black, sans-serif font and "Care" in a bold, orange, sans-serif font.

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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
SERVICE

Online Response
Timeliness

10s

Tel Response

30s

Website Response

5min

Email WhatsApp
Response

30min

Online Solutions

RMA Service

By Region	Domestic	Overseas
SMD	5D	8D
MicroLED	15D	45D

Service Timeliness

By Region	Domestic	Overseas
Key Cities	4h	24h
Other Cities	8h	48h

On-site Service

4h

Simple Issues

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.

24/7
SERVICE

Call Us
400-700-3278

Product Inquiry

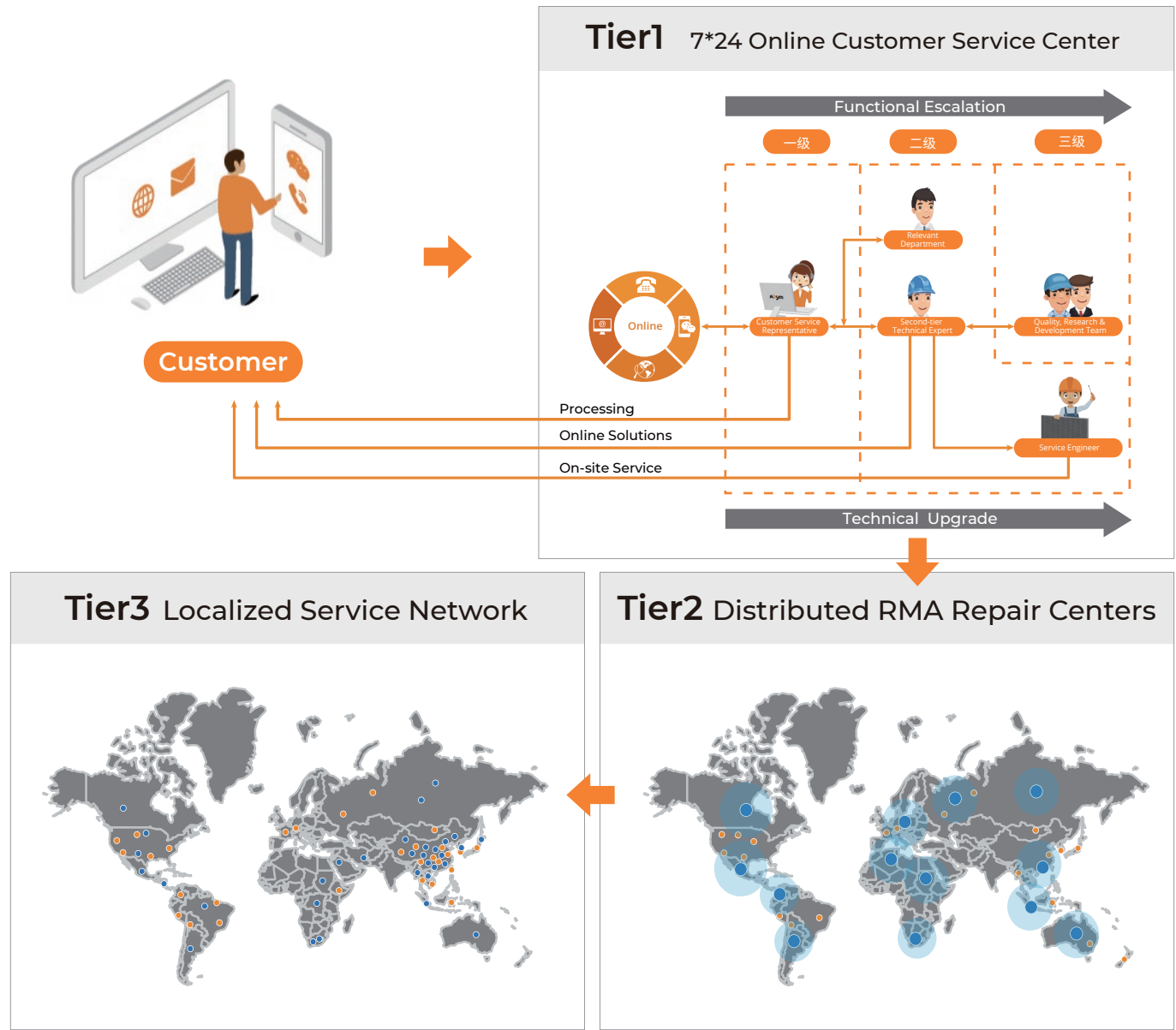
Business Cooperation

After Sale Service

Complaint

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.

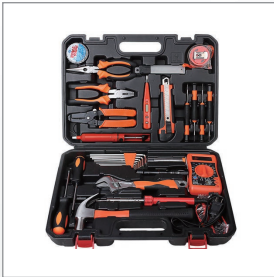


Professional - Uniform Standard

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



Iraqi



Netherlands



Chile



South Africa



Singapore



Morocco



Tunis



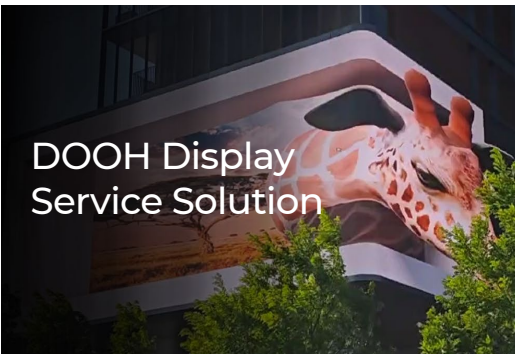
Dach



Miami

* Only certain countries and sessions are listed.

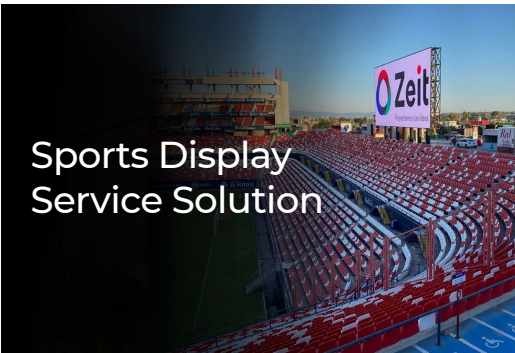
Professional - Resolutions for Applications



DOOH Display Service Solution

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

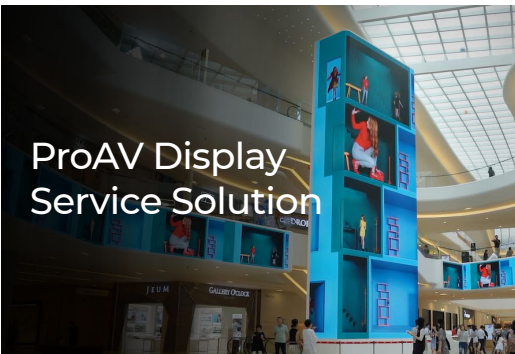
 Fast Response 24/7 support	 Specialized Inspection Proactive removal of potential hazards	 Comprehensive Support One-stop solution
 Six-star standalone services Freely customizable, meeting your personalized needs!	 Choose from two standard packages to suit your needs Standard Assurance Package: Comprehensive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



Sports Display Service Solution

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

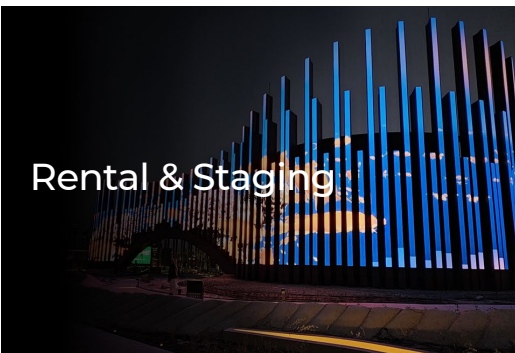
 Fast Response 24/7 support	 Specialized Inspection Proactive removal of potential hazards	 Comprehensive Support One-stop solution
 Worry-Free Event Package for Critical Events Delivering end-to-end support	 Five Premier Service Available in flexible combinations to meet your needs!	



ProAV Display Service Solution

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	



Rental & Staging

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!

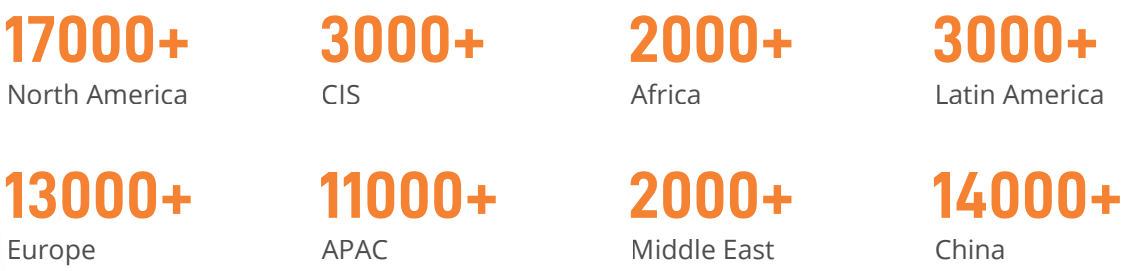
Global - Coverage of Global Network



Global - Ecosystem Platform and System



Service Project Count by Region



Key Service Cases by Region

