



Service Above and Beyond

Prismview is unmatched when it comes to service and support

Brilliantly Responsive

Prismview technicians are experts available to provide professional support 7 days a week, 24 hours a day, 365 days a year. Combined with our network of Authorized service providers, we are prepared to quickly address any of your service and maintenance issues.

Because the digital display is a sophisticated compilation of sensitive digital components, the need for service is a reality. While the need is infrequent, it is nevertheless an unfortunate reality for all manufacturers. Prismview has developed a service philosophy which incorporates the full support of our entire team, an extensive group of engineers and technical experts ready to handle anything that comes up.



On-Site Parts Inventory

Each digital display arrives with an inventory of redundant parts to address on-site service requirements. If an LED module is, itself, the problem, then the removal and replacement of that particular module is a five-minute task. If a power supply or other internal component is at fault, then those components may be easily removed and replaced once one or more LED modules are removed.

On-Site Parts Swap and Remote Supervision

Utilizing the technician's cell phone, the on-site parts swap is completed under the supervision of the Prismview Service Technician in Logan, Utah. In most scenarios, the part swap resolves the problem. However, if additional issues present themselves, the remote supervision of the Prismview technical staff makes it possible for testing and additional remedies to be taken, utilizing the technical on-site labor.

Component Repair

Once the affected component has been removed, the on-site technician is responsible for packaging it and sending it, immediately, to the Prismview Service Center for repair or replacement.

When the component arrives at the Prismview Service Center, it is dispatched to the bench repair area where it is evaluated to determine if it is suitable for repair. In most cases, it is possible to repair the part and return it to the local support staff, which will be charged with returning the part to the on-site inventory upon its next trip to the display location.



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Repair vs. Replace

A unique, cost-saving element of the Prismview service philosophy relates to the production of swappable components which can be repaired. This is a critical, overall cost-control factor in the maintenance of a digital display.

Many manufacturers encase the face of their LED components in black epoxy in order to provide contrast and seal the face of the display. Other manufacturers seal the entire LED module, and/or other components, in order to prevent water incursion problems. Both scenarios limit the ability to repair minor subcomponents, resulting in the unnecessary expense of component replacement when a simple repair would otherwise be possible.

Prismview conformal coats all internal components to deflect water, in the unlikely event that water penetrates the cabinet. The Prismview cabinet is water-sealed with internal pressure, which forces air out through the face of the display. This system prevents water from entering the display cabinet.

The Prismview LED modules are produced in a patented formula that does not result in encasing the LEDs in epoxy. (See the Prismview white paper on high contrast for further information regarding the Prismview contrast philosophy.) At the rear of the LED pixels – at the point where the LED leads approach the printed circuit board – the leads are exposed in a ventilated area, thus providing cooling to the face, without encapsulating the diodes in a permanent coating.

Prismview provides the finest in digital display service for all applications, anywhere in the world. For more than 90 years, Prismview has been known as the go-to company for the highest caliber of sign service.

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