

Unilumin

UTV-P

**PRODUCT
MANUAL**
LED Poster Display



Revision Records

Version	Revised Content	Date
01	Initial release	Nov. 12, 2017
02	Update operating instructions	Jun. 08, 2019
03	Update address	Mar. 20,2020

The manual may be modified without any prior notice.

Instructions

Thank you for choosing our product. Please read the Product Manual carefully before using the product. The manual may contain errors despite all our efforts, and may be subject to change without prior notice. Contact us if you have any questions or suggestion when using the manual. We will try our best to help you resolve the problems in time, and highly appreciate your suggestions.

Copyright

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Trademark

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Read the following content carefully to ensure correct use of the indoor LED display products:

◆ WARNING!

The LED display may be damaged and become irreparable if you ignore the following warnings.

- 1) Do not place the LED display upside down or throw it during transport and storage.
- 2) Do not incline, scratch, or crash the LED display during installation.
- 3) Do not wet or submerge the LED display into water.
- 4) Do not direct the air outlet of an air conditioner to the LED display.
- 5) Do not place or use the LED display in an environment with volatile, corrosive or flammable chemical products.
- 6) Do not use the LED display outdoors in rainy days or when the humidity is higher than 80%.
- 7) Do not clean the LED display with water or chemical solvents.
- 8) Do not use any electrical accessories not approved by the equipment manufacturer.
- 9) Make sure the LED display and its auxiliary devices are grounded correctly and reliably before they are used.
- 10) Switch off the power immediately and contact the professional personnel when the LED display has any abnormal conditions such as peculiar smell, smoke, electric leakage, and abnormal temperature.

◆ CAUTION!

The optimum displaying effect may fail to be achieved if you ignore the following cautions.

- 1) Wear antistatic gloves when installing or repairing the product.
- 2) Ensure good ventilation for the LED display when designing the heat dissipation solution.
- 3) Keep the storage environment of the LED display well ventilated and dry, with a humidity not exceeding 85%.
- 4) Use single-phase power supply for an LED display with the total power consumption not exceeding 3 kW, and three-phase power supply for an LED display with the total power consumption exceeding 3 kW.
- 5) Ensure that the LED display is powered on at least twice per week, and at least 2 hours each time.
- 6) Installing the LED display in the following places may result in an equipment failure and reduce its lifespan: near the sea, in an area with salt and alkali or sulphurous gases, near a kitchen exhaust position, or at a place where the difference between indoor and outdoor temperatures is great. Consult our professional personnel at the service center if the LED display must be installed in any of these places.

Read the following content carefully to ensure correct use of the outdoor LED display products:

◆ WARNING!

The LED display may be damaged and become irreparable if you ignore the following warnings.

- 1) Do not place the LED display upside down or throw it during transport and storage.
- 2) Do not incline, scratch, or crash the LED display during installation.
- 3) Do not submerge the LED display into water.
- 4) Do not direct the air outlet of an air conditioner to the LED display.
- 5) Do not place or use the LED display in an environment with volatile, corrosive or flammable chemical products.
- 6) Do not clean the LED display with chemical solvents.
- 7) Do not use any electrical accessories not approved by the equipment manufacturer.
- 8) You must install a lightning protection system to prevent the abrupt accident.
- 9) Make sure the LED display and its auxiliary devices must be grounded correctly and reliably before they are used.
- 10) Switch off the power immediately and contact the professional personnel when the LED display has any abnormal conditions such as peculiar smell, smoke, electric leakage, and abnormal temperature.

◆ CAUTION!

The optimum displaying effect may fail to be achieved if you ignore the following cautions.

- 1) Wear antistatic gloves when installing or repairing the product.
- 2) Ensure good ventilation for the LED display when designing the heat dissipation solution.
- 3) Keep the storage environment of the LED display ventilated and dry, with a humidity not exceeding 95%.
- 4) Use single-phase power supply for an LED display with the total power consumption not exceeding 3 kW, and three-phase power supply for an LED display with the total power consumption exceeding 3 kW.
- 5) Installing the LED display in the following places may result in an equipment failure and reduce its lifespan: near the sea, in an area with salt and alkali or sulphurous gases, near a kitchen exhaust position, or at a place where the difference between indoor and outdoor temperatures is great. Consult our professional personnel at the service center if the LED display must be installed in any of these places.

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Chapter 1 Product Introduction

The UTV-P series is a new generation of commercial poster LED display product launched by Unilumin. Designed for super light, ultra-thin, high quality and intelligent management. It shows excellent results and supports multiple interface connections. There are many types of installation, and can meet the requirements of the application environment to the maximum.

1.1 Features

- 1) Ultra-light and ultra-thin, less than 30kg.
- 2) Can be played via WIFI and USB interface without computer control.
- 3) Front maintenance of module, convenient and quick.
- 4) Remote control to support cloud management.
- 5) Multiple installation methods.

1.2 Product Appearance

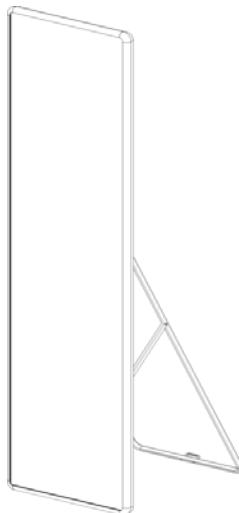


Figure 1-1 Product Appearance

1.3 Specification

Parameter		UTV-P 1.8	UTV-P 2.5
Physical Parameter	Pixel composition	1R1G1B	
	LED type	3-in-1 Black SMD	
	Pixel Pitch	1.8	2.57
	Pixels per Cabinet(dots)	320*1080	224*756
	Display area(mm)	576 (W) *1944 (H) *35 (D)	
	Cabinet size (Wx Hx D)(mm)	618 (W) *1986 (H) *35 (D)	
	Material	Aluminum	
	Weight(kg)	30	
Electronic Parameter	Grey scale(bits)	12	
	Refresh rate(Hz)	≥1920Hz	≥1920Hz
	Frame frequency (Hz)	50/60	
	Control mode	U disk/ Network/ WIFI	
Optical Parameter	Brightness (nits)	600	600
	Color temperature(K)	2,000~9,500 Adjustable	
	Contrast ratio	2500:1	3000: 1
	Viewing angle(°)	150/140	
Electrical Parameter	Input voltage(V)	AC 100~240	
	Input frequency(Hz)	50~60	
	Input power <max>(W/Cabinet)	480	
	Input power <typical>(W/Cabinet)	160	
Circumstance Parameter	Storage temperature/ humidity	-20℃~+55℃/10-85%RH	
	Work temperature/ humidity	-10℃~+45℃/10-80%RH	

1.4 Scope of Application

The UTV-P series products are extensively used for advertisements in public places such as retail brand stores, shopping malls, hotels, churches, airports, theatres, cinemas, company lobbies, high-end clubs, museums, and large conference rooms.



Theater



Retail



Mall



Hall

Chapter 2 Installation Guide

2.1 Out-of-Box Inspection

Check whether the packages are damaged. If the packages are intact, check the main components against the shipping list. If any inconsistency is found, contact us in time.

The main components include cabinets, signal cable, power cable, USB cable, HDMI cable, maintenance tools and Parts box. For details about the components, refer to the shipping list.

2.2 Introduction of Installation Method

2.2.1 Installation of Bracket Support

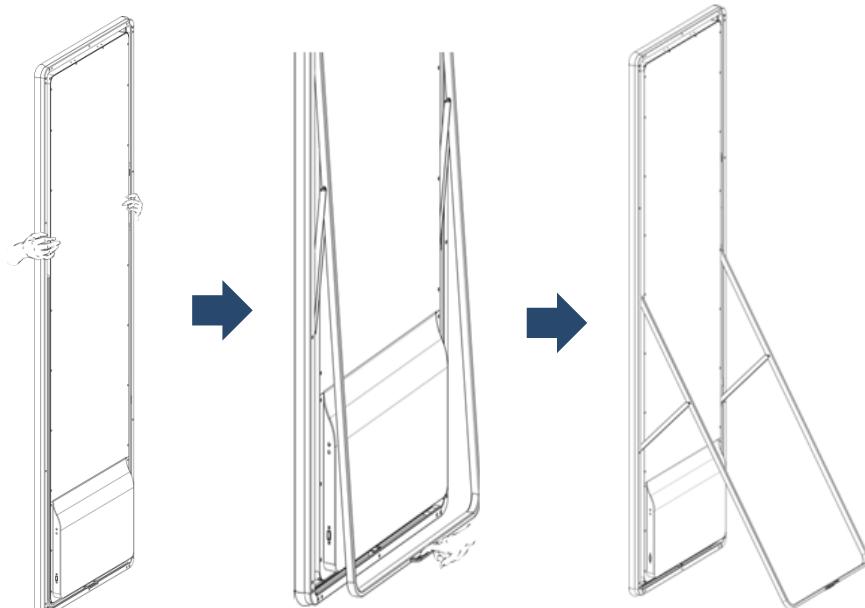


Fig 2-1 Operation Demonstration

2.2.2 Installation of Base Support

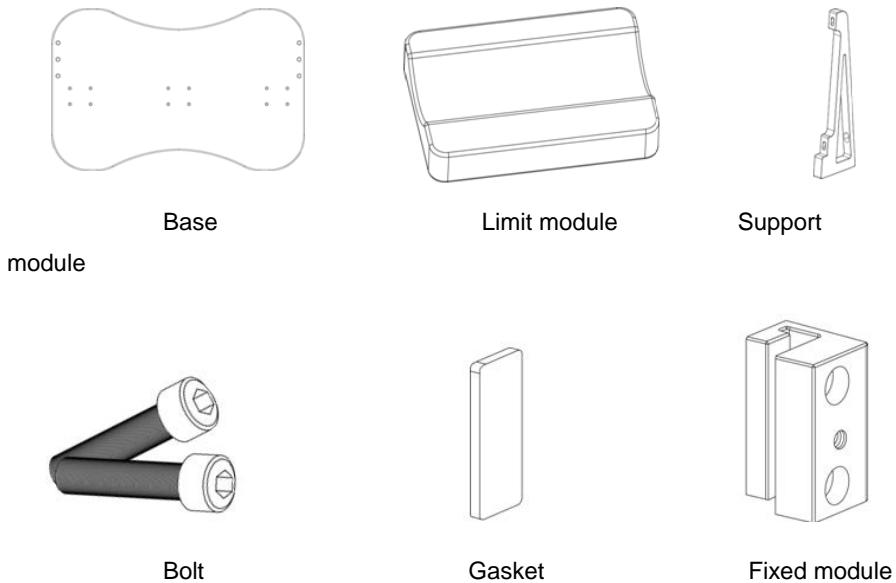
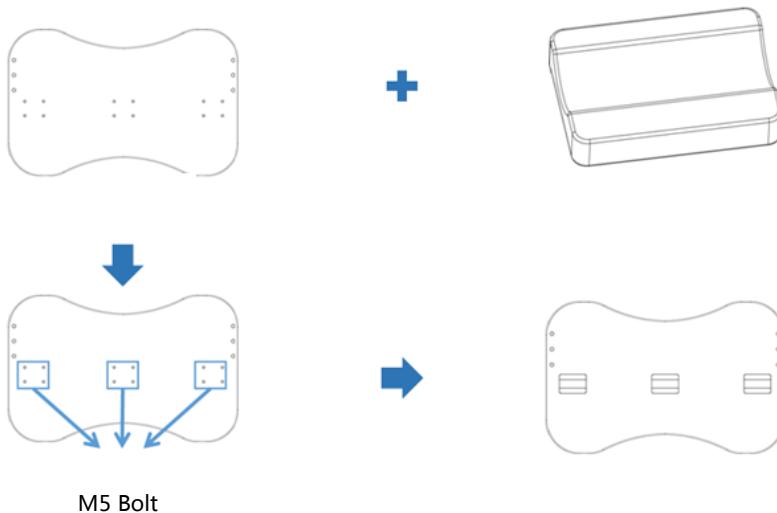
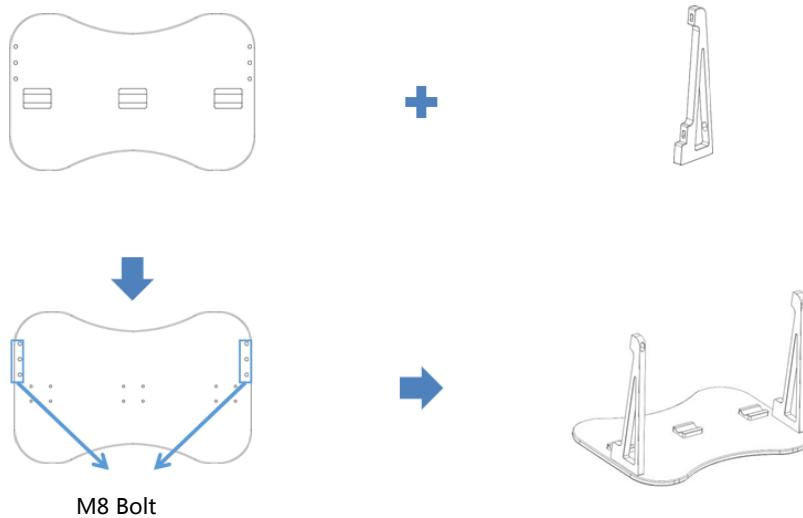


Figure 2-3 Parts

- 1) Install the limit module.

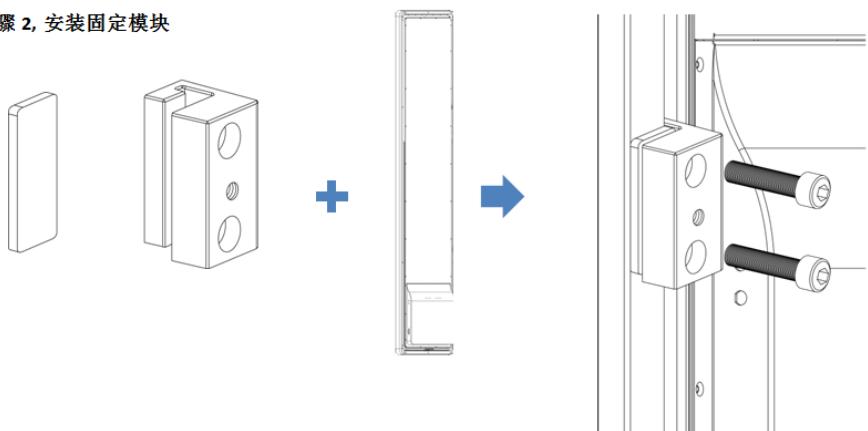


2) Install the support module

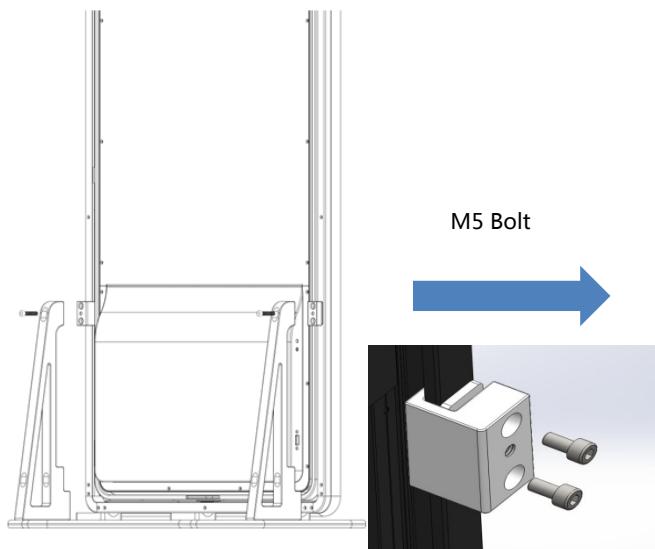


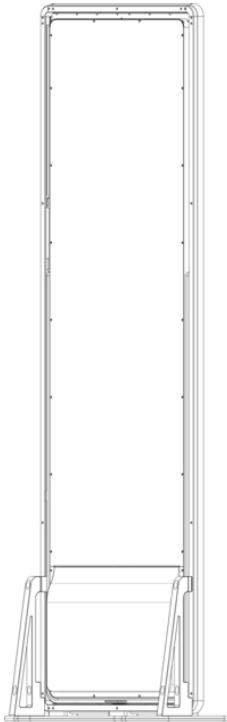
3) Install the fixed module

步骤 2, 安装固定模块



4) Install the cabinet





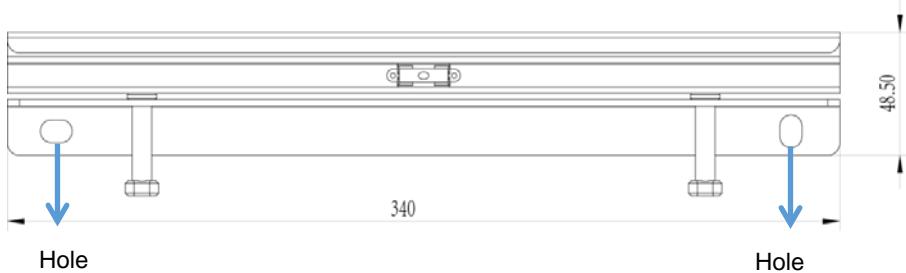
2.2.3 Vertical Wall Mounted

Note: Please install on the wall that can withstand 38KG weight.

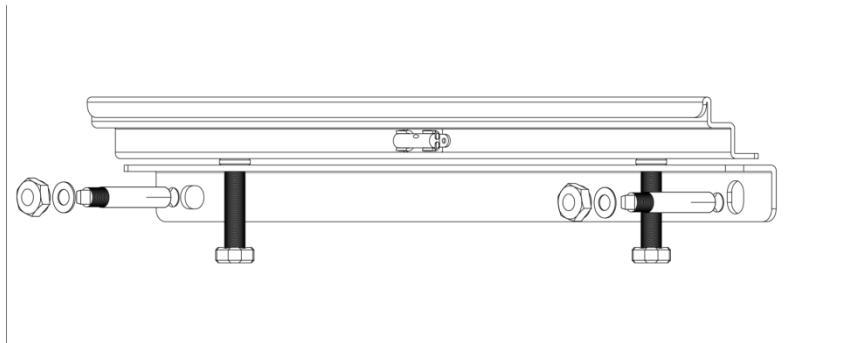
Impact Drill	M8*80mm Explosive bolts	Wrench	Hammer

1) Drill the holes

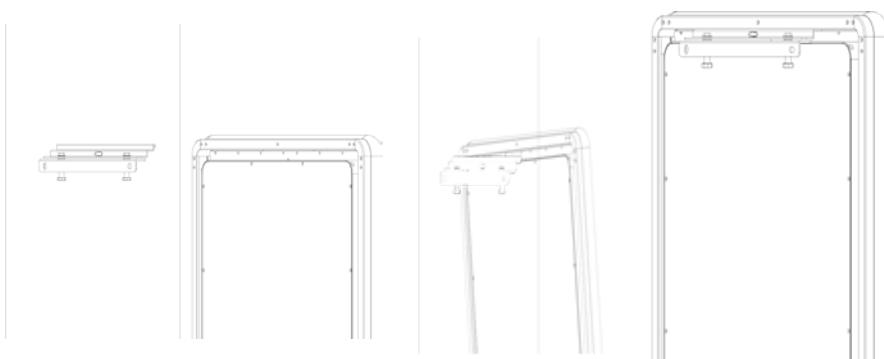
Put the mounting frame close to the wall and adjust the level, make the mark in the hole, take off the mounting frame and drill the hole.



2) Use explosive bolts to fasten the mounting frame to the wall.

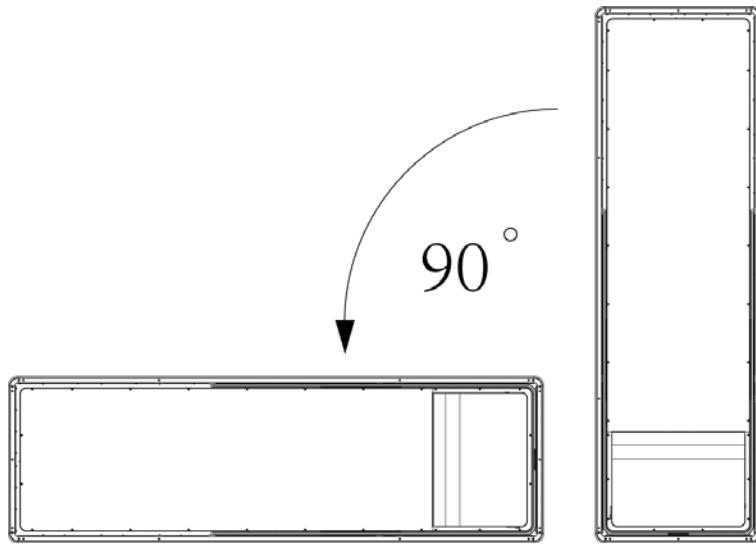


3) Hang the top of the cabinet on the mounting bracket



2.2.4 Horizontal Wall Mount

1. Rotate the cabinet counterclockwise to 90°



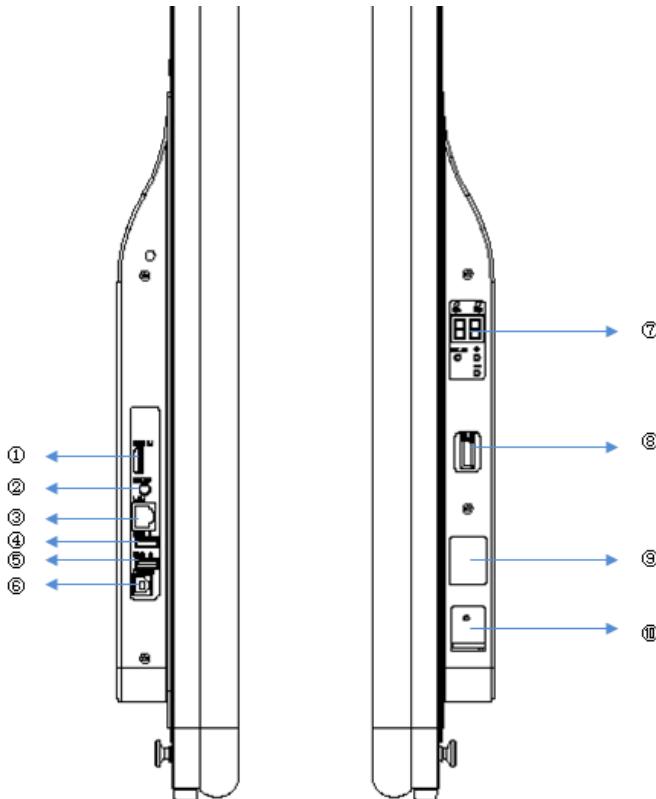
2. Installing the retention module at the distance from the edge 500mm, then fasten the cabinet.



Chapter 3 Function Introduction

3.1 Button Function

Before performing control setting on the LED display, confirm that each device is connected correctly.

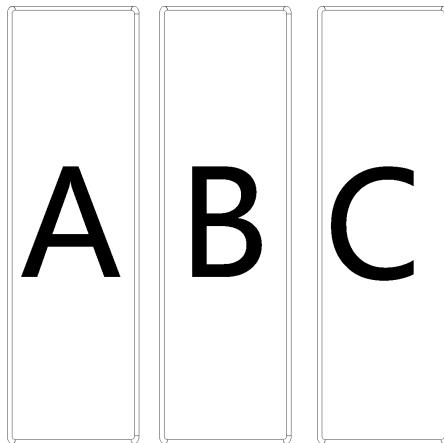


1. HDMI IN 2. Audio 3. LAN 4. USB 5.USB 6. Config board 7. Liquid crystal display board 8. HDMI OUT 9. Power Switch 10. Power Port

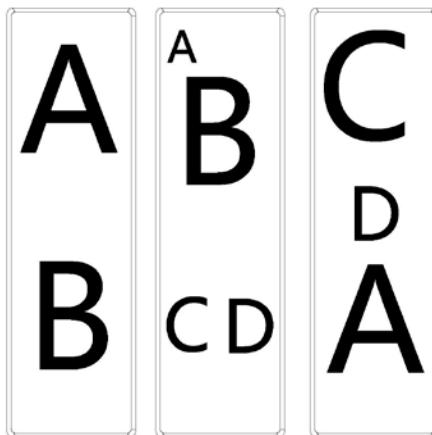
3.2 Display Mode Introduction

3.2.1 Standalone Mode

When the poster is used routinely, each poster can operate independently and display different pictures.

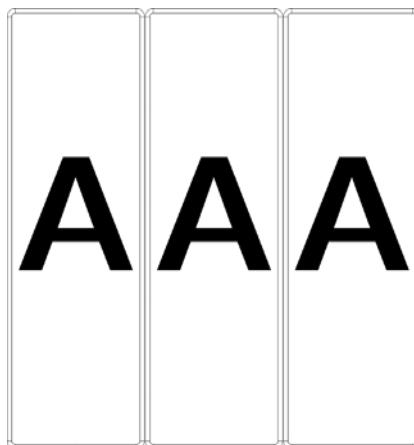


The poster screen can be segmented into multiple windows by the software editing of the system. It can support video window, picture window, scroll text window, date time window, etc.



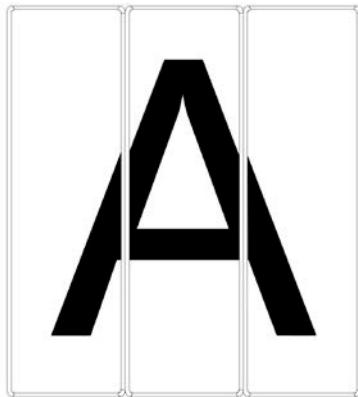
3.2.2 Replication Mode

When multiple posters are routinely connected through HDMI, from left to right the first poster is the controller. In the replication mode, the other entire posters will read the main poster's information and play the same picture.



3.2.3 Extended Mode

When multiple posters are routinely connected through HDMI, from left to right the first poster is the controller. Set all posters to extend mode, the posters' screens will be connected to a large display screen.



Chapter 4 Basic setting

UTV-P has completed all settings before shipping, which can be changed via PC if some of the settings need to be changed during use.

4.1 Basic Setting

Connect the computer and UTV-P by debugging cable.

Time Settings: Click [Modify] to set up date and time, or time zone as well.

Player Time: Display current time. Uptime: Calculated running time once C6 powered on.

Total/Available: View memory utilization.

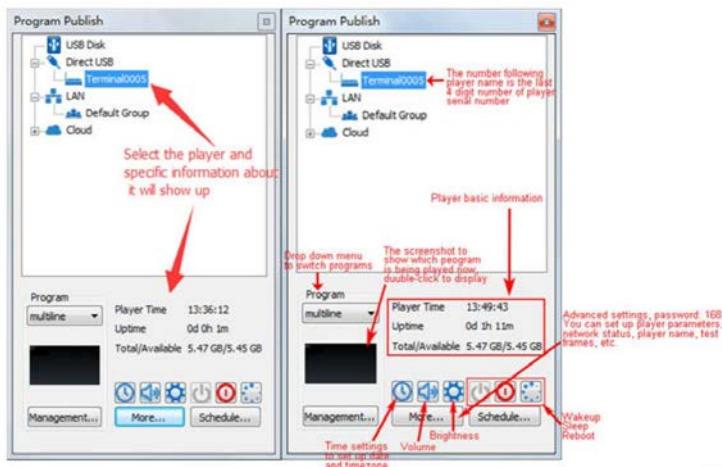
Wakeup, Sleep, Reboot: To perform C6 operation like wakeup, sleep and reboot once clicked.

Program: Use the drop down menu to play programs.

Management: Check, delete and choose program, and much more.

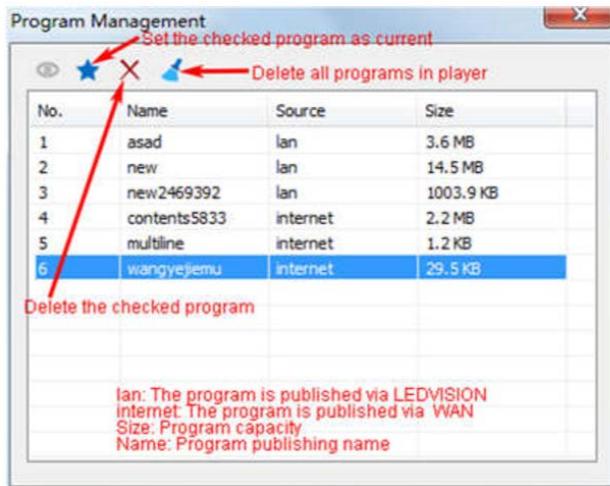
Schedule: Conduct timing settings on command contents like play program, sleep, wakeup, reboot, brightness adjustment, etc.

1) After connecting UTV-P to the computer, a player will show up in Direct USB, you can check the specific information and some basic settings about it through selecting the player.

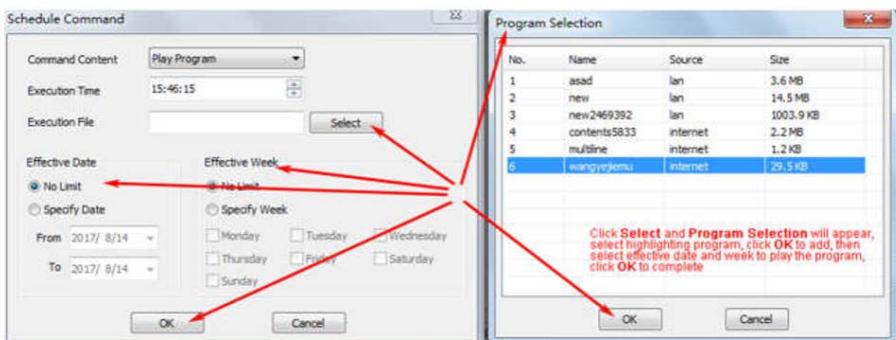
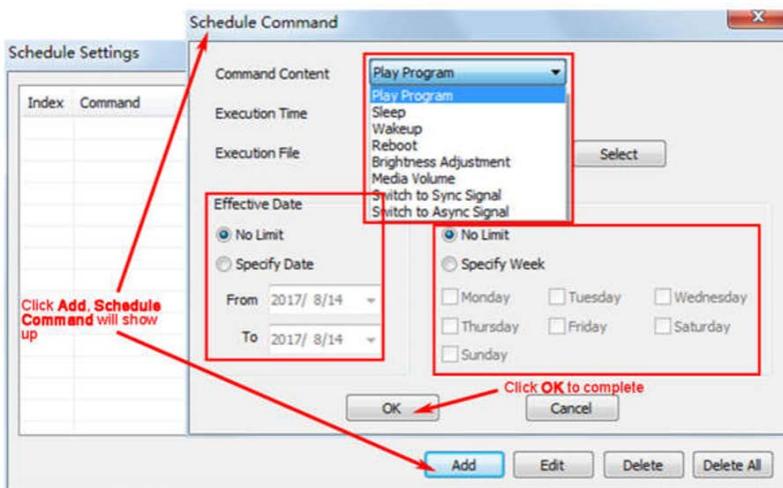


Chapter 4 Basic setting

2) In Program Management, you can conduct a comprehensive management on programs included in UTV-P, and all programs can be deleted in Program Management regardless of the type and source.



3) Schedule Settings: In Schedule Settings, click [Add] to add schedule command, and schedule command can conduct timing settings on contents like play program, sleep, wakeup, reboot, brightness adjustment, media volume, switch to sync/async signal, etc. As shown below:



4) Commands can be edited and deleted after completing adding schedule commands.

4.2 Advanced Settings

4.2.1 Playing Parameters

①LED Resolution

The [**Width**] / [**Height**] you input must be equal to or slightly larger than the actual screen resolution.

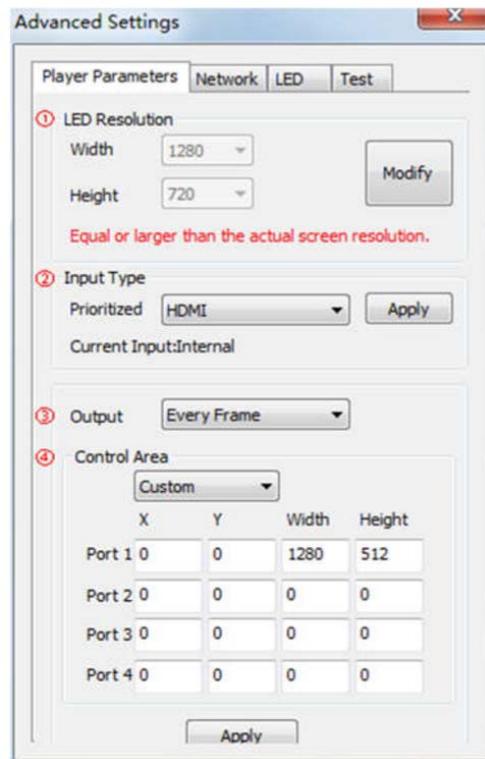
②Input Type: HDMI or Internal Media

③Output

[**Every Frame**] (Default)

[**Every Other Frame**] (Choose [**Every Other Frame**] can help avoid lag when image loading area is too large)

④**Control Area** Select [**Custom**] in control area, and modify the values according to your network port control area, click [**Apply**] to complete setting.

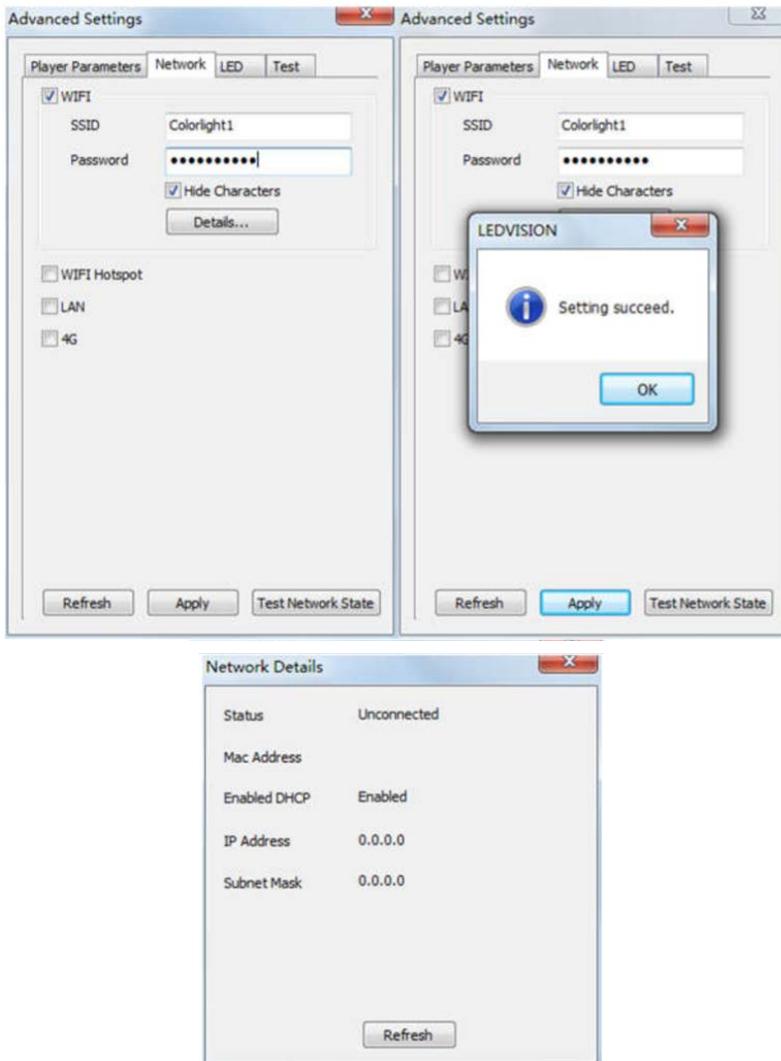


4.2.2 Network Setting

① WIFI

Check [WIFI] in network tab, and input your WIFI login information for [SSID] and [Password], then click [Apply] and [Refresh] to complete setting, click [Details] to check connection status.

Chapter 4 Basic setting

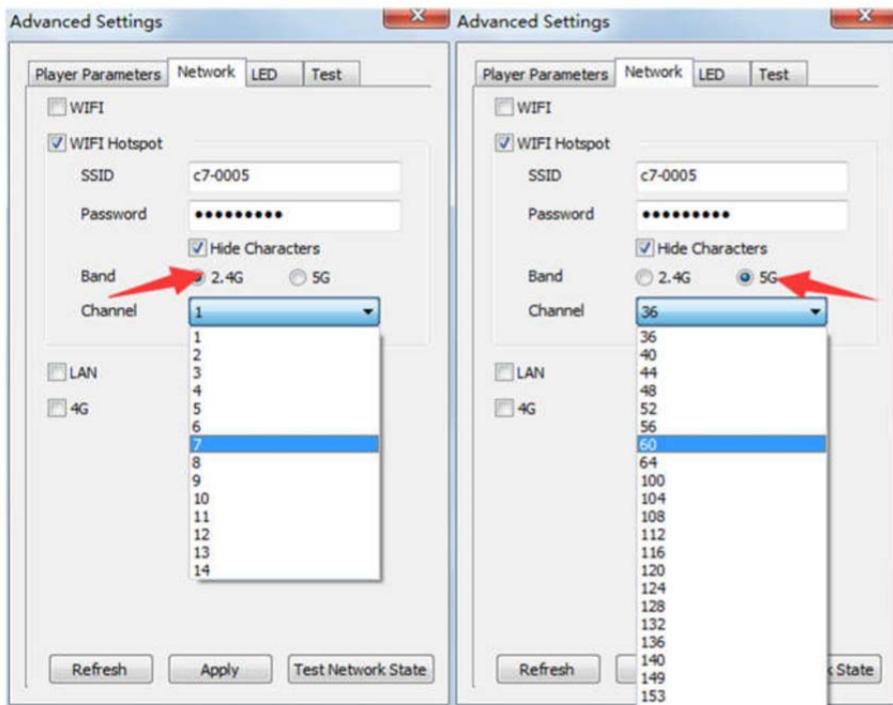


②WIFI Hotspot

Input your [**SSID**] and [**Password**] to use a WIFI Hotspot;

[**Band**]: 2.4G or 5G (5G mode will be faster and more reliable if both smart phone and computer support 5G WIFI)

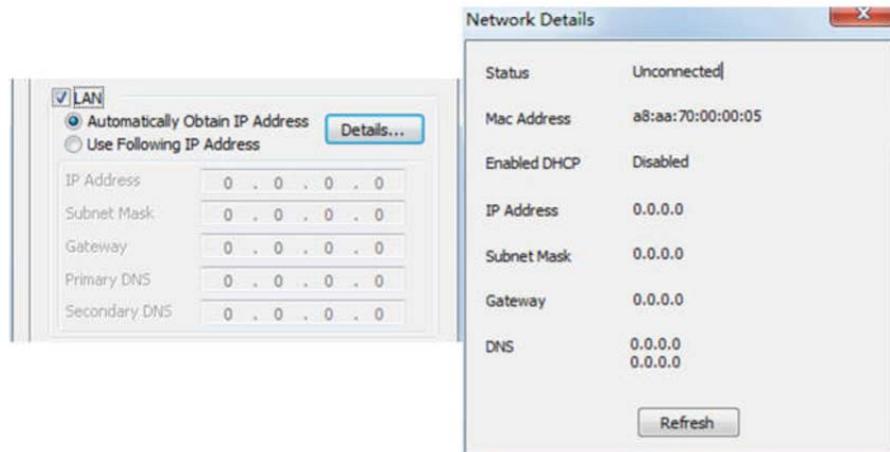
[**Channel**]: 14 or 24 choices, to avoid network overload.



③ LAN (Network Cable)

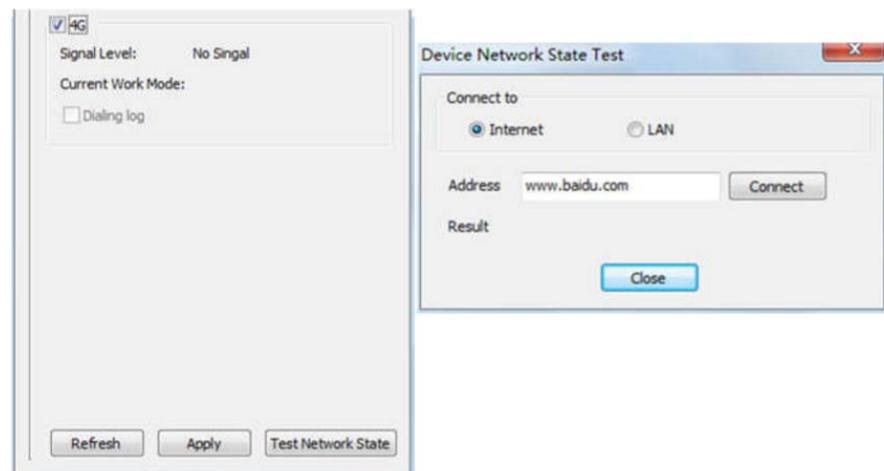
- [Automatically Obtain IP Address] (Default) When you connect your UTV-P's LAN port to a networked router, UTV-P will automatically obtain an IP address.
- [Use Following IP Address] To use a specific IP address, enter information for [IP], [Subnet Mask], [Gateway], then connect UTV-P LAN port to the router.
- [Details]

View network connection information like Status, Mac Address, IP address, etc.



④4G

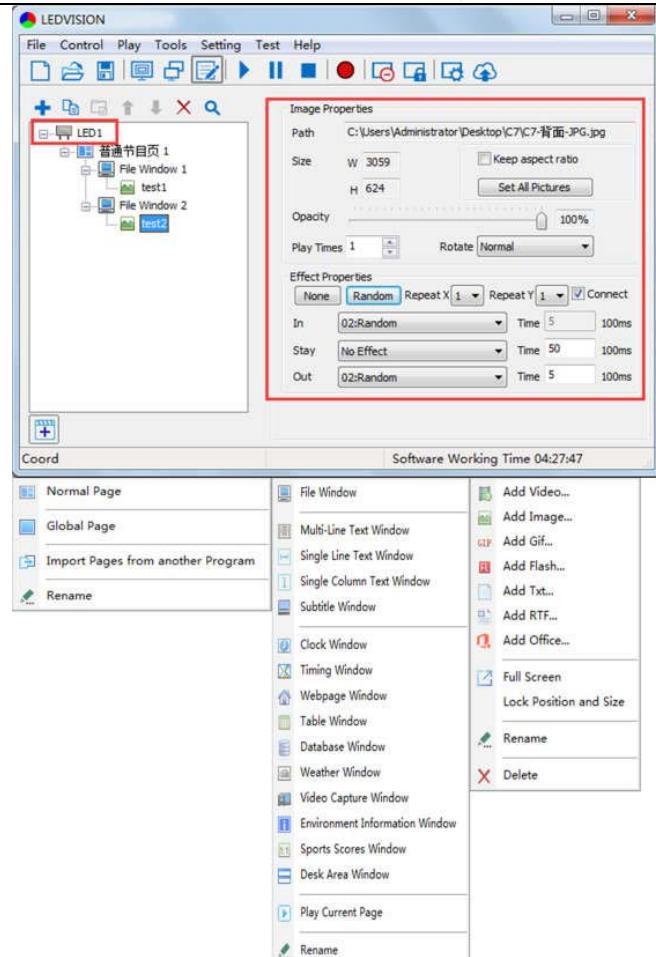
Check [4G] in network tab, click [Apply] and [Refresh] to access 4G network, click [Test Network State] to check connection status.



Chapter 5 Instructions for operation under Windows System

5.1 Program Editing

Turn on the software, you will see [LED1] in program editing area. Right-click [LED1] to add [Normal Page], you can add [File Window] in [Normal Page], then add [Image] and [Video] under the [File Window] to add media for asynchronous play.

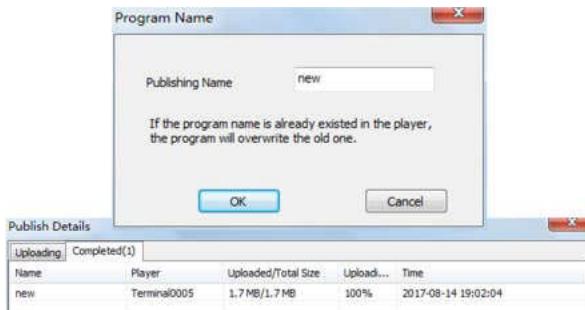
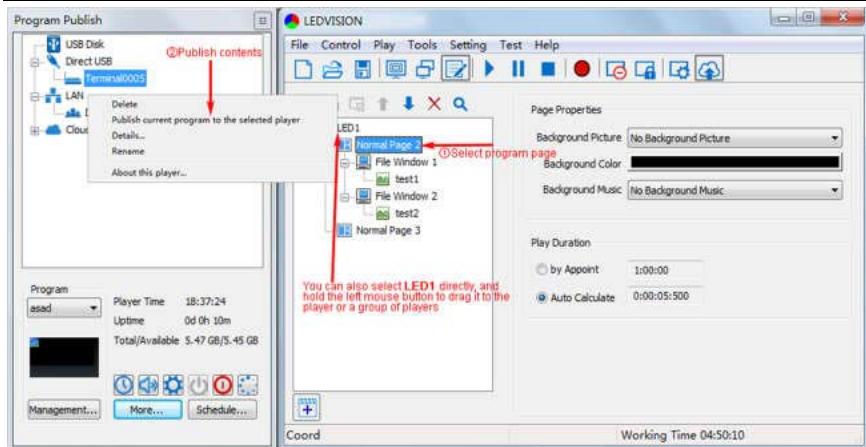


5.2 Program Publishing

5.2.1 Publish Program through Direct USB

- ① In [**Program Editing Area**], after finishing program editing, select the [**Program Page**] that you are going to publish.
- ② Click [**UTV-P**] and then right-click to choose [**Publish current program to the selected player**], you must rename the program and allow it to finish uploading to fully publish your program.

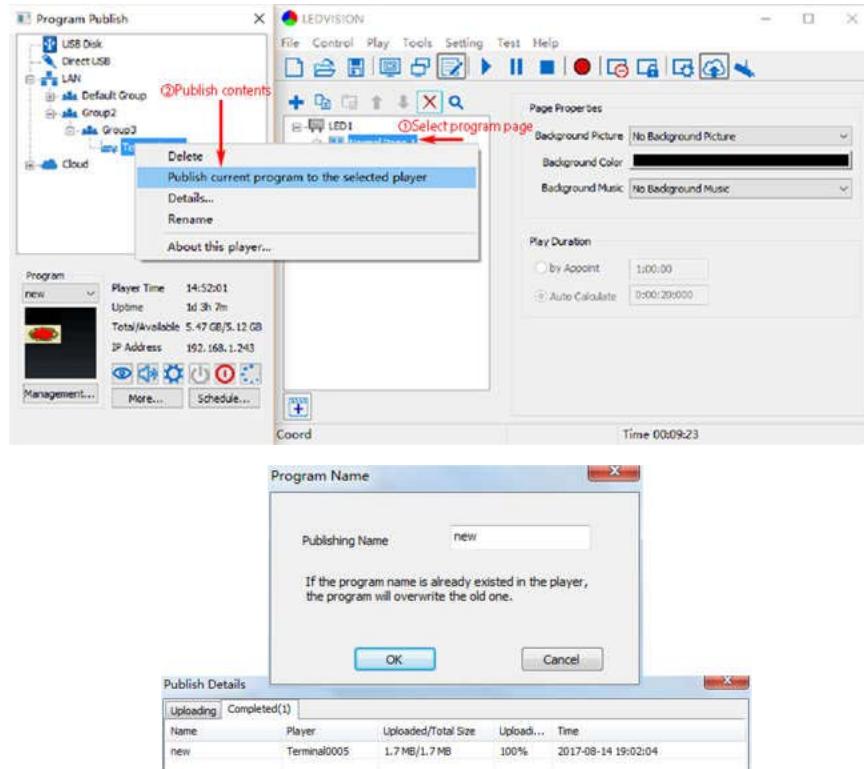
Chapter 5 Instructions for operation under Windows System



5.2.2 Publish Program through Ethernet Port

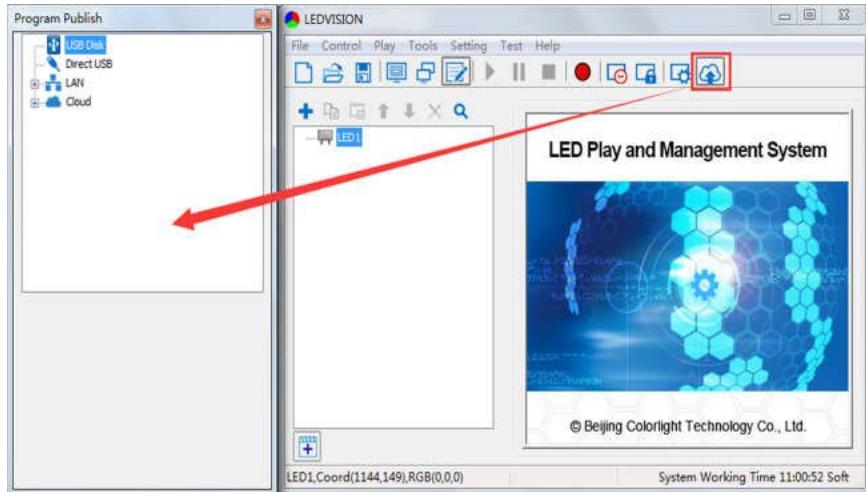
- ① In [Program Editing Area], after finishing program editing, select the [Program Page] that you are going to publish;
- ② Click [UTV-P] and then right-click to choose [Publish current program to the selected player], you must rename the program and allow it to finish uploading to fully publish your program.

Chapter 5 Instructions for operation under Windows System



5.2.3 Publish Program through USB Disk

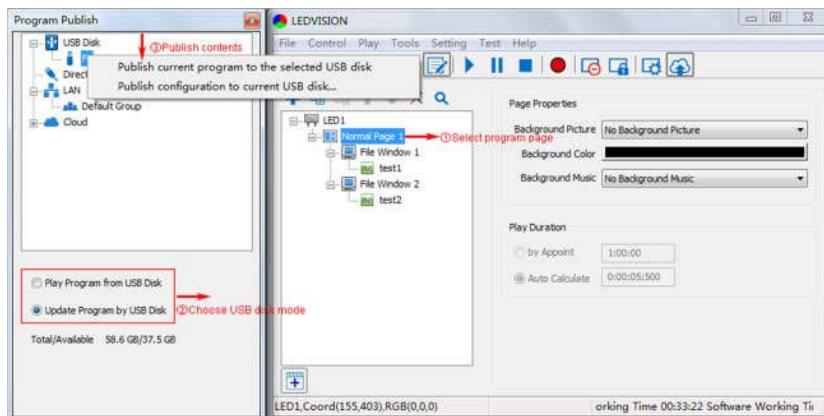
1. To begin publishing through USB, first insert your USB disk to the PC USB port; Click [Publish Program to Playboxes] to extend program publishing window.



Note: USB disk should be empty before publishing for best performance. Remove previous updated programs before using it to update or play new programs, so as to avoid any problems.

2. Software will automatically identify USB disk when plug, click [U Disk] to choose [Your USB's Drive].

① Select the [Program Page] in Program Editing Area.

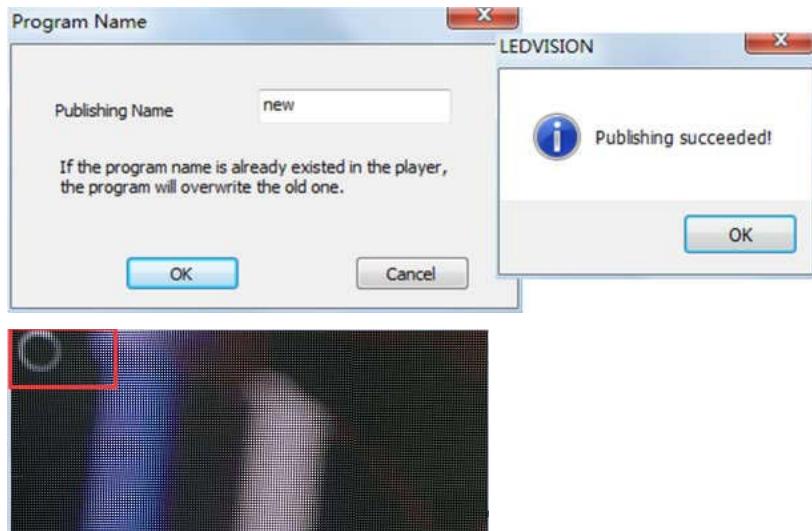


Chapter 5 Instructions for operation under Windows System

②Choose USB Disk Mode:

- Play program from USB disk (Auto play USB disk content after inserting to UTV-P; and the content won't be stored in UTV-P)
- Update program from USB disk (Auto play USB disk content after inserting to UTV-P; and the content will be stored in UTV-P)

③Select the drive letter under USB Disk, then right-click to choose [Publish current program to the selected USB disk], after publishing program successfully, insert USB disk into UTV-P USB port.



Note: A rotating circle in LED upper left corner will appear during the updating procedure. You may unplug the USB drive after the circle disappears.

Chapter 6 Instructions for operation under Android System

Scan the QR code and download the device control software for Android:



6.1 Use environment

When using mobile device control of Android, you need to connect the control device to the hotspot issued by UTV-P, or the control device and UTV-P to connect to the same local area network.

6.1.1 Control device access to UTV-P hotspots

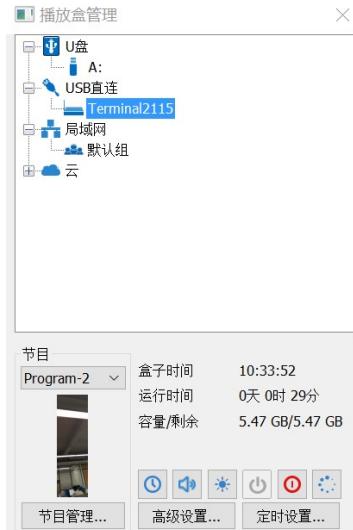
UTV-P emits a hotspot by default, which is enough for the first time with a direct connection. The hotspot name is C6-XXXX, the initial password is 123456789, and if you need to modify it, refer to the 4.2.2 network settings section.

6.1.2 Control device and UTV-P access to LAN

UTV-P can be connected directly to the router with a network cable, and then the control device can be connected to the router network.

If you need wireless access to the network, you need to connect your computer to set up the UTV-P network:

- 1) Use the data cable to connect UTV-P with the computer, the computer end to the USB port, UTV-P access to CONFIG port;
- 2) Open the computer control software, enter the settings interface:



3) Click on the advanced settings, enter the management password 168, enter the management interface:

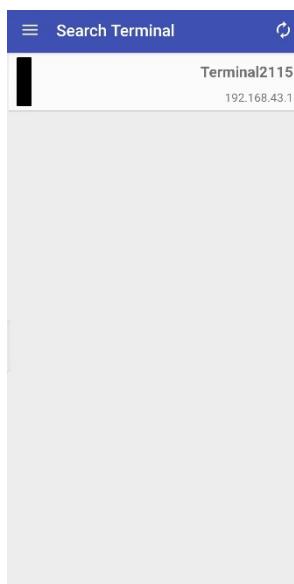


4) Select the network, check WIFI, enter the LAN account number and password, click on the OK.



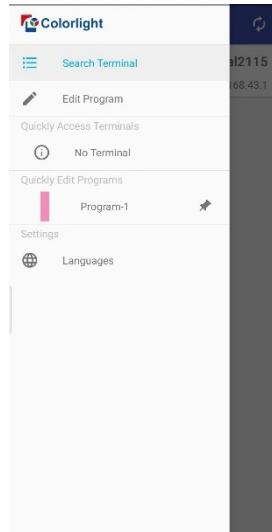
6.2 Introduction to software interface features

Open the software, enter the main interface: click  to refresh, find the terminal.



Click  Access to the quick management interface.

Chapter 6 Instructions for operation under Android System



Search Terminal: Find Online UTV-P;

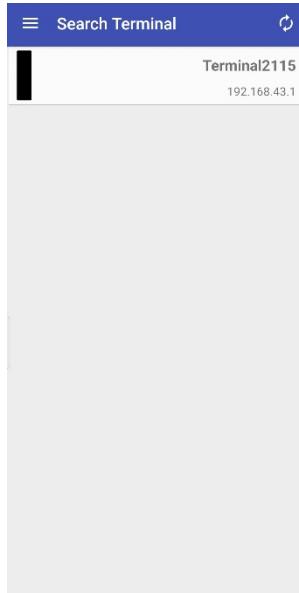
Editing program: directly into the program editing interface, the follow-up will introduce the specific operation;

Fast connection terminal: When multiple devices are connected, you can view all device status and choose management;

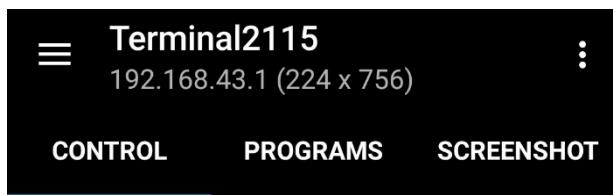
Quickly edit programs: quickaccess to saved templates, program editing;

Language: You can make changes to the language of the software.

Click on the device you need to control and go to the management interface:

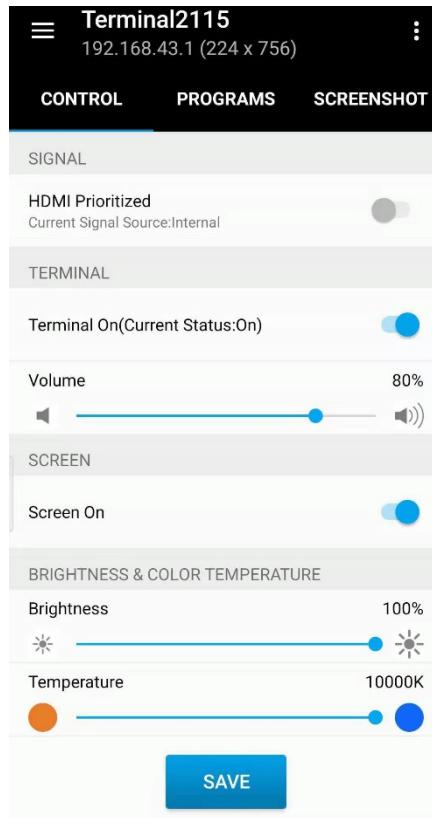


After entering the management interface, there are three main modules: control, program, screenshot:



① Control: basic settings management of equipment;

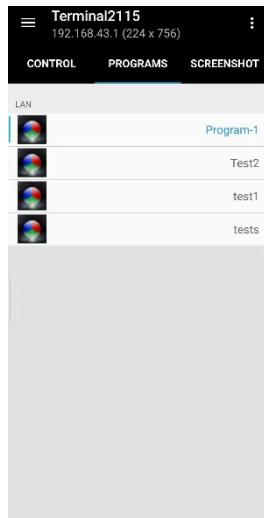
Chapter 6 Instructions for operation under Android System



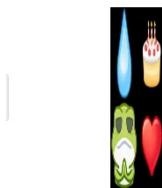
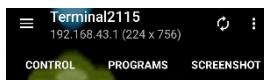
Chapter 6 Instructions for operation under Android System

② Program: Editing and managing the programs that need to be used;

All programs that have been played are saved here and can be called directly, or you can edit the program in advance and call it directly if needed.

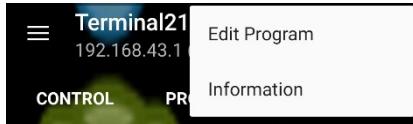


③ Screenshot: Real-time to see what's playing on your device;



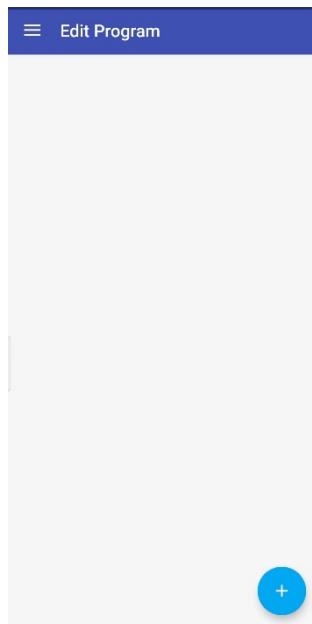
6.3 Program Management and Broadcasting

- 1) Click on the icon  in the upper right corner to select 'Edit Program'.



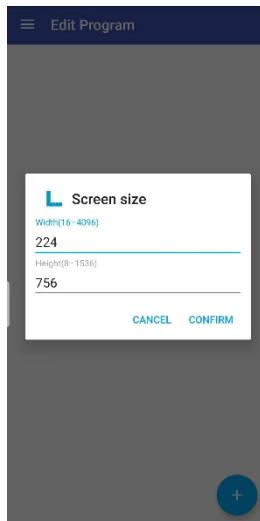
- 2) Enter the program management interface, where all the programs that have been played are recorded and can be called directly.

Click the lower right icon  to add a new program.

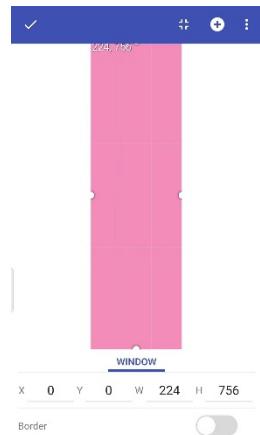


Chapter 6 Instructions for operation under Android System

3) Set the screen size: size refers to the total resolution of the display, UTV-P1.8 resolution is 320 x 1080, UTV-P2.5 resolution is 224 x 756;

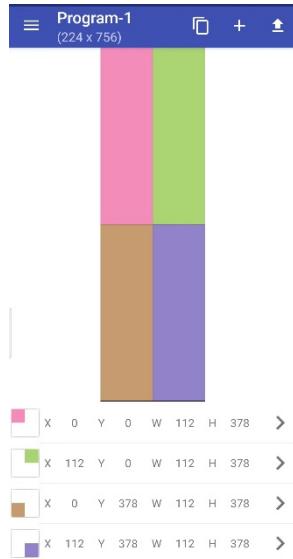


4) enter the window settings interface, if there is no multi-screen playback needs, directly add programs, if you need multi-screen display, click on the window, set the screen resolution (Note: set the screen 1 size, need to click on the blank to cancel the selection, and then add the next screen window)

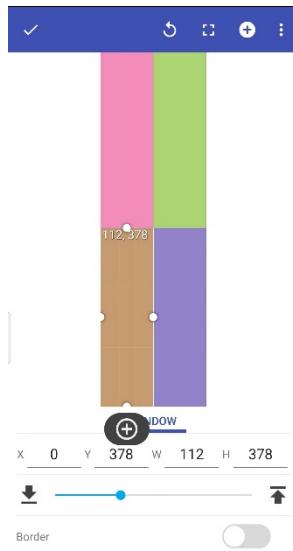


Chapter 6 Instructions for operation under Android System

5) Set the screen 1 size, click blank to cancel the selection, click on the add window, while adjusting the resolution below;



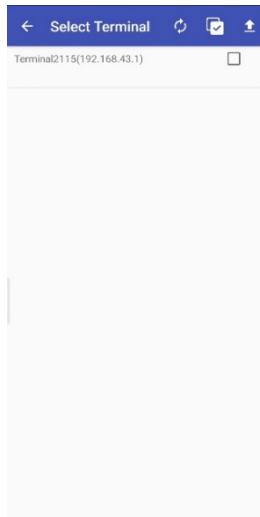
6) After the screen adjustment, click on the screen to add playback material



7) Add footage, click on the icon  in the upper right corner to send the show



8) Select the device that needs to change the program, click again, and finish sending the program.



Chapter 7 Instructions for operation under iOS System

Search the App Store for **LED Assistant** and download the installation.

7.1 Use environment

When using mobile device control of iOS, you need to connect the control device to the hotspot issued by UTV-P, or the control device and UTV-P to connect to the same local area network.

7.1.1 Control device access to UTV-P hotspots

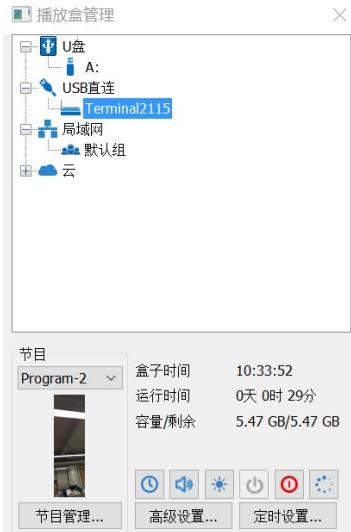
UTV-P emits a hotspot by default, which is enough for the first time with a direct connection. The hotspot name is C6-XXXX, the initial password is 123456789, and if you need to modify it, refer to the 4.2.2 network settings section.

7.1.2 Control device and UTV-P access to LAN

UTV-P can be connected directly to the router with a network cable, and then the control device can be connected to the router network.

If you need wireless access to the network, you need to connect your computer to set up the UTV-P network:

- 1) Use the data cable to connect UTV-P with the computer, the computer end to the USB port, UTV-P access to CONFIG port;
- 2) Open the computer control software, enter the settings interface:



3) Click on the advanced settings, enter the management password 168, enter the management interface:

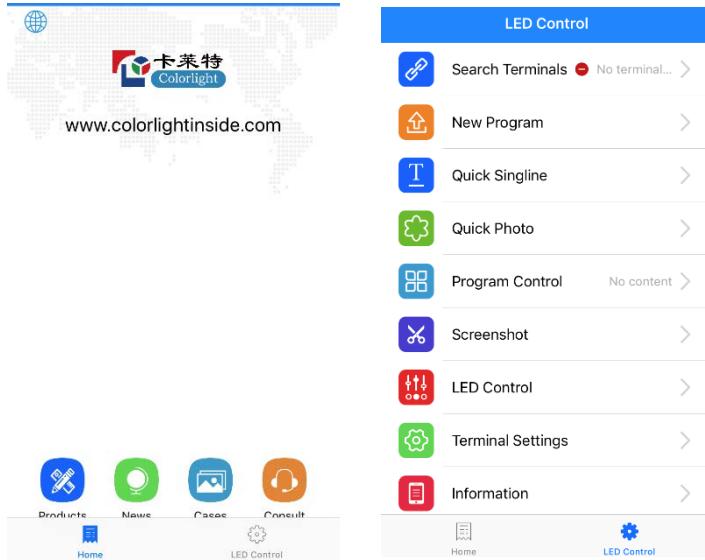


4) Select the network, check WIFI, enter the LAN account number and password, click on the OK.



7.2 Introduction to software interface features

Open the software, click on the icon  to switch languages, there are Chinese, English, Japanese three choices. Click the "screen control" at the bottom right for screen management;



The individual features in the "Screen Control" screen are described below:

Search terminals: When there are multiple devices to be managed, you can choose from here, or you can view the status of the device;

New program: Quickly create a new program, and then can be published on a specified device;

Quick Singline: quickly publish text messages, often used for emergency information release;

Quick Photo: quickly update program content;

Program Control: quickly replace preset different programs on to the device;

Screenshot: Detect current screen status in real time

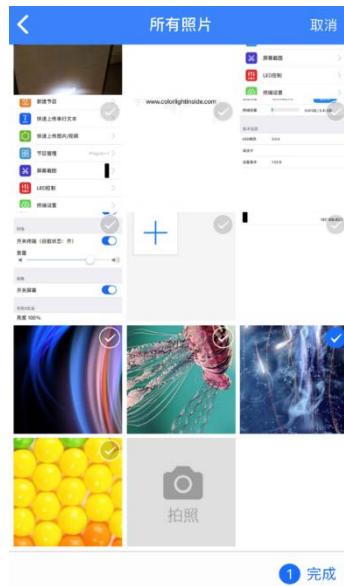
LED control: adjust the brightness of the screen, color temperature, volume and other states;

Terminal Setting: enter the password 168, you can change the basic parameters of the display (advanced functions, please use with caution);

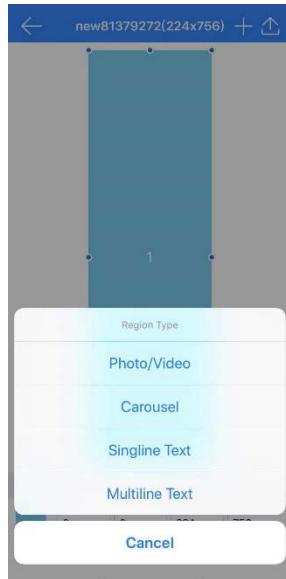
Information: You can view the terminal information and change the name of the device.

7.3 Program Quick Release

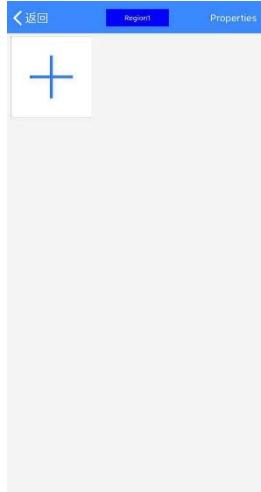
- 1) At the find terminal, select the terminal device that needs to change the program;
- 2) Click to quickly upload images/videos: select the corresponding material file in the mobile album, click "Complete", the program is sent, complete the UTV-P program changes.



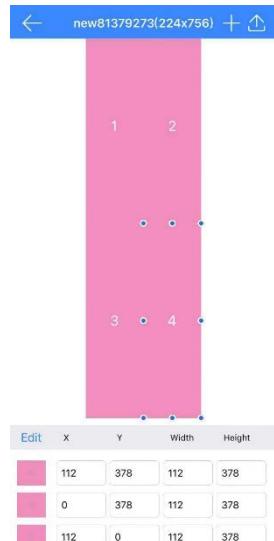
2) Click on the icon  to create a new program, according to the playback content selection type of pictures / videos, picture text, single lines of text, multi-line text, etc.



3) After selecting the type, it will automatically enter the add footage interface, if you do not need multi-screen playback, directly add footage can be published;

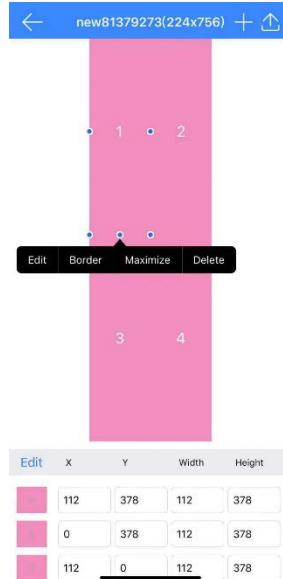


4) Multi-screen settings: after clicking back in the previous step, modify the window coordinates and resolution below

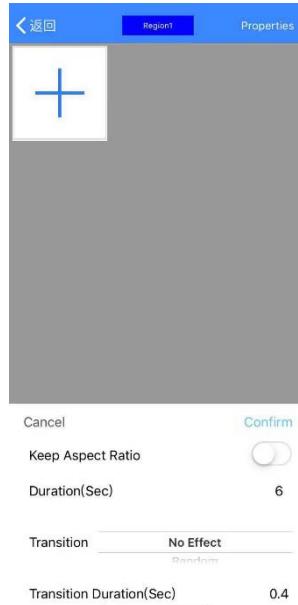


5) After the window adjustment, the footage management. Click on the window and select Edit:

Chapter 7 Instructions for operation under iOS System

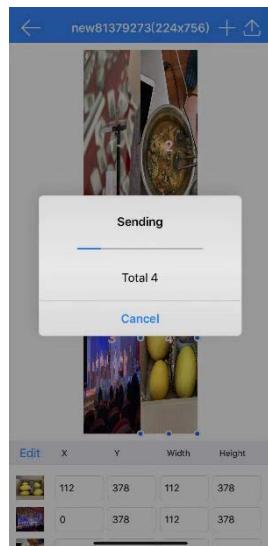


6) Go into the add edit interface. Click to add footage, click on the properties to edit the form of footage;



Chapter 7 Instructions for operation under iOS System

7) After the material is added, click on the upper right corner to send the program;



Chapter 8 Daily Maintenance

8.1 Daily Maintenance

- 1) The screen surface (including PC glass) is strictly prohibited from being hit and scraped by other sharp objects, do not put product in high temperature, high humidity and strong magnetic environment to avoid direct sunlight.
- 2) Do not use strong oxidizer or other washing products to wipe PC glass.
- 3) Check the power line regularly, keep the screen well grounded, and keep the screen working in a stable power environment.
- 4) When the screen is not used frequently, open the machine regularly (2 to 3 times a week, more than 30 minutes each time), and keep it in the wet season once a day.

8.2 Warm-up Operation

If the LED display has been idle for a long period of time, perform warm-up operations before using the LED display. The brightness of 0%-50% is preheated for 4-8 hours, and then adjusted to the normal brightness (80%-100%) to light the screen, so that the moisture is eliminated so that there is no exception in use.

Chapter 9 Troubleshooting and Component Replacement

9.1 Common Faults and Troubleshooting Methods

Failure phenomenon	Fault description	Troubleshooting method
Failure in lighting up	Open the power switch, the screen is unresponsive	<ol style="list-style-type: none"> 1. confirm whether the power supply is normal 2. the flicker of the signal indicator, such as no flicker, confirms whether the screen is powered 3. confirm the power of the power supply, otherwise please check the power transformer
The picture lacks colors	Color is abnormal	Check the signal line of the module for poor contact
The module failure in lighting up	module does not display or flicker	<ol style="list-style-type: none"> 1. Check the spring pin of the FPAG card on the module. If it is damaged, please change the new card if it is damaged. 2. bridge check whether a foreign body or dust, such as dust or foreign matter please rinse with alcohol

Chapter 9 Troubleshooting and Component Replacement

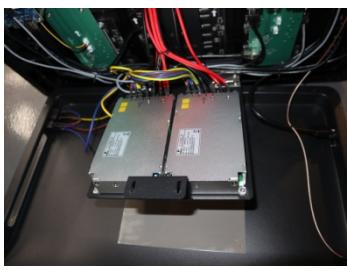
U disk cannot update content	U disk cannot load the video or picture	<ol style="list-style-type: none"> 1. confirm that the U disk is able to read and write normal data and check the format of the U disk (default FAT32) 2. confirm whether the format of the video is correct and the format of the picture
WiFi work anomaly	PC can't connect to the screen	<ol style="list-style-type: none"> 1. confirm that the screen is in the same LAN with the computer 2. check if the screen is dropped 3. reference software manual, correctly configuring WiFi information 4. close the computer end firewall and antivirus software
Network mode cannot work	can't find the screen	<ol style="list-style-type: none"> 1. confirm that the computer and the screen are in the same LAN 2. network lines to be connected to the router, not directly connected to the computer Whether or not the line sequence

9.2 Replacement of main Components

9.2.1 Replacement of Module

Step	Picture	Description
1		Remove the frame fix part(each one on the top and bottom)
2		Remove the frame
3		Take out the PC glass
4		Remove the faulty module and replace with a new one

9.1.2 Replacement of Power Supply

Step	Picture	Description
1		Remove the rear cover
2		Remove the screws Power supply cover plate
3		Find the faulty power supply and replace with a new one.

Chapter 10 Packaging Transportation and Storage

10.1 Packaging

The UTV-P series products would be packaged with flight case.



Figure10-1 Package

10.2 Transportation

The cabinets must be packaged before transportation. The product shall not be placed upside down or horizontally, and must be protected against the wind, rain, direct sunlight, and corrosive liquid during transportation. The stacking layers shall not exceed three layers for plywood cases.

10.3 Storage

The cabinets shall be stored in an environment with an ambient temperature ranging from -20°C to +55°C and a relative humidity ranging from 10% to 85% RH. Do not store the cabinets in an environment with volatile, corrosive, or flammable chemical products.

Chapter 11 After-Sales and Warranty

11.1 The Warranty Terms

This clause applies to LED display products purchased directly from Unilumin and under warranty. Any products not purchased directly from Unilumin are not applicable to these Terms.

11.2 Warranty Period

The warranty period is in accordance with the contract, please save the warranty card or other valid documents.

11.3 Warranty Service

Unilumin provides warranty service to the products meet the requirements of this warranty term. Including quality problem, materials problem and manufacturing problem during normal use. Unilumin has the right to judge whether the product has defects and problems.

11.3.1 Warranty service type

1) Free Online Remote Service:

Remote technical guidance provided by instant messaging tools such as telephone, mail, and remote software to help solve problems during the use of the device. Including but not limited to signal cable, power cable connection problems, software use, system software problems with parameter settings, module, power supply, system card replacement issues.

2) Locations Repair Service:

For problems that can't be solved by online remote service, Unilumin has the right to make decision on whether to send it back to service locations for repair service. The customer shall pay the freight, insurance, customs and customs clearance fees to the nearest service locations of Unilumin. Unilumin will send back the repaired products or equipment and only pay the shipping cost. Unilumin does not accept the payment of logistics parts and does not bear any customs duties and

customs clearance fees incurred in returning the repaired products or equipment.

Unilumin is not responsible for damage and loss caused by transportation and packaging.

3) Engineers On-site service for product quality problems:

For quality problem stipulated in Article 4 and necessary, Unilumin will provide engineer on-site service free of charge. In this case, the customer should provide a report of the failure, which includes but not limited to photos, videos, quantity of faults, etc to Unilumin to make a preliminary fault judgment. If the on-site analysis by Unilumin engineers determines that the quality problem is not covered by the warranty, the customer shall pay the travel expenses of the engineer and pay the technical service fee according to the after-sales service standard.

11.4 Disclaimer

Free maintain & reparation won't be given under the following circumstance:

- 1) Unless otherwise agreed, this warranty does not apply to consumables, including but not limited to connectors, networks, cables, optical cables, cables, power cables, signal cables, aviation connectors and all other wire connection items.
- 2) Defects, faults or damage in whole or in part due to improper use, handling, operation, installation, disassembly of the display or any other improper behavior of the customer.
- 3) Disassemble and repair without permission and authorization from unilumin
- 4) Do not operate and maintain the product according to the product manual
- 5) Man-made damage, physical damage, accident damage and misuse of the product, as well as defects, malfunctions or damage happens during transportation;
- 6) Damage or malfunction caused by force majeure, including but not limited to force majeure events such as war, terrorist activities, floods, fires, earthquakes, lightning, etc.
- 7) This product should be stored in a dry and ventilated environment. Any product defects, malfunctions or damages caused by storage in an external environment that does not fit the product manual, including but not limit to extreme weather, humidity, salt spray, pressure, lightning, sealed environment, compressed space

storage, etc.

- 8) Use the product outside the product parameters, including but not limit to lower or higher voltage conditions, extreme or excessive power surges, and inadequate power conditions.
- 9) During the installation process, defects, malfunctions or damages caused by non-compliance with technical guidelines, instructions or precautions.
- 10) Under normal conditions, natural loss of brightness and color.
- 11) The product lacks necessary maintenance.
- 12) Other repairs not caused by product quality, design, and manufacturing.
- 13) A valid warranty card cannot be provided, the product serial number casing is torn apart or damaged, or other documents are invalid.
- 14) Problems after the warranty period.
- 15) Products that are grossly damaged and cannot be repaired due to improper handling, accidents, improper maintenance, or failure to comply with product specifications.
- 16) Unilumin's product don't work or damage due to the match with equipment such as broadcasting and control system which are not provided by Unilumin, If the maintenance is required, the charging standard shall be implemented according to the contract.

11.5 Warranty service process

1) Remote service process:

With the warranty card or order number, you can submit requirements through the website of the company, email, telephone, and special customized window and you need to provide the details of remote control way and contacts.

2) Product rework process:

The warranty card or contract number is used to submit the demand through the website of the company, mail, telephone, and special service window, and the packing list of the returned product and the consignee address.

- a) Unilumin Technology Mailing Information: (Unilumin Science and Technology Park, No. 6 Lanjing North Road, Pingshan District, Shenzhen)

- b) Customer mailing instructions:
- c) Provide a brief description of the fault of the repaired product (can be attached to the surface of the device)
- d) Packing list (including contract order number, type and quantity of equipment to be repaired)
- e) Return receipt information (company name, delivery address, consignee and contact details, etc.)
- f) In order to avoid damage to the returned items during logistics, please pay attention to the packaging and protection of the products. Unilumin will not be responsible for any damage to the products or parts returned to Unilumin.

3) Engineer on-site service process:

With the warranty card or order number, you can submit requirements through the website of the company, email, telephone, and special customized window and you need to provide specific content and site address of the service, information of the on-site contact.

11.6 Warning

FCC warning:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by

Chapter 11 After-Sales and Warranty

turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC warning:

English:

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si

le brouillage est susceptible d'en compromettre le fonctionnement.

“This equipment complies with IC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.”

« ce matériel est conforme aux limites d'exposition aux rayonnements rf de ic énoncés dans un autre environnement.

ce matériel doit être installé et exploité à une distance minimale de 20 cm entre le radiateur et votre corps. ”

11.7 Other

This warranty policy is the standard warranty terms of Unilumin. No one (including any agent, distributor or sales representative) is authorized to make any representations or warranties that are different from this warranty. Unless confirmed by Unilumin in the form of the contract, attachments, etc., any warranty and content that conflicts with the terms of this warranty policy will automatically become invalid. The final interpretation of this warranty policy belongs to Shenzhen Unilumin Technology Co., Ltd.

11.8 Product Warranty Card



Contact Information

Shenzhen Headquarters

Headquarter Address: 112 Yongfu Rd., Qiaotou Village, Fuyong Town, Baoan District, Shenzhen 518103 China

Pingshan manufacturing center: 6 Lanjing North Road, Pingshan District, Shenzhen 518118 China.

Daya Bay manufacturing center: Longsheng Fifth Road, western Daya Bay, Huiyang District, Huizhou, China.

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Fax: +86-755-29912092

Website: www.unilumin.com

Service Department Tel: + 86- (0) 755-29592226 (direct line)

24-hour service hotline: 400-677-3888

Display sales department

International department (direct line): + 86- (0) 755-29918999

E-mail: sales@unilumin.com

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Unilumin

UNILUMIN GROUP CO.,LTD.

