



## AIO (ALL IN ONE) LED Pixel Card Repair RMA Process

### Models:

**LD-A1381F (138" / 1.5mm)**

**LD-A1651F (165" / 1.9mm)**

Sharp offers free of charge pixel card repair for moderate damage while the product is under warranty.

Out of warranty repairs are available upon request. A quote will be created for customer approval.

**Note:** Turning the display off and allowing it to cool down is recommended before removing and replacing pixel cards. This will help reduce further damage and the possibility of spacing issues due to heat expansion.

**Note:** Spare pixel cards and spare parts included with the kit are the responsibility of the end user. Spare parts are extremely limited due to the nature of the product and should be kept in secure location for future use.

### LED Pixel Card Repair Process

The damaged pixel cards need to be returned to be repaired along with some spare LEDs and ICs included in the kit. The pixel cards and spare parts need to be securely packaged, preferably in the original packaging, and returned to the LED repair center. The repair process typically takes 10 business days depending on the quantity and severity of the damage. Once the repairs have been completed, the pixel cards will be returned to the return address on the RMA form. Unrepairable pixel cards will be returned as is but can be used as a donor card for future repairs.

### Pixel Card Repair RMA Process

Pixel card repair RMA requests need to be initiated via LED tech support. First you will need to fill out the Direct View LED RMA form and submit it LED tech support via email: [sharpav-ledtechsupport@sharpusa.com](mailto:sharpav-ledtechsupport@sharpusa.com).

LED tech support will provide a ticket number and prepaid shipping label for your RMA. Attach the shipping label and write the RMA number on the box and ship out as soon as possible.

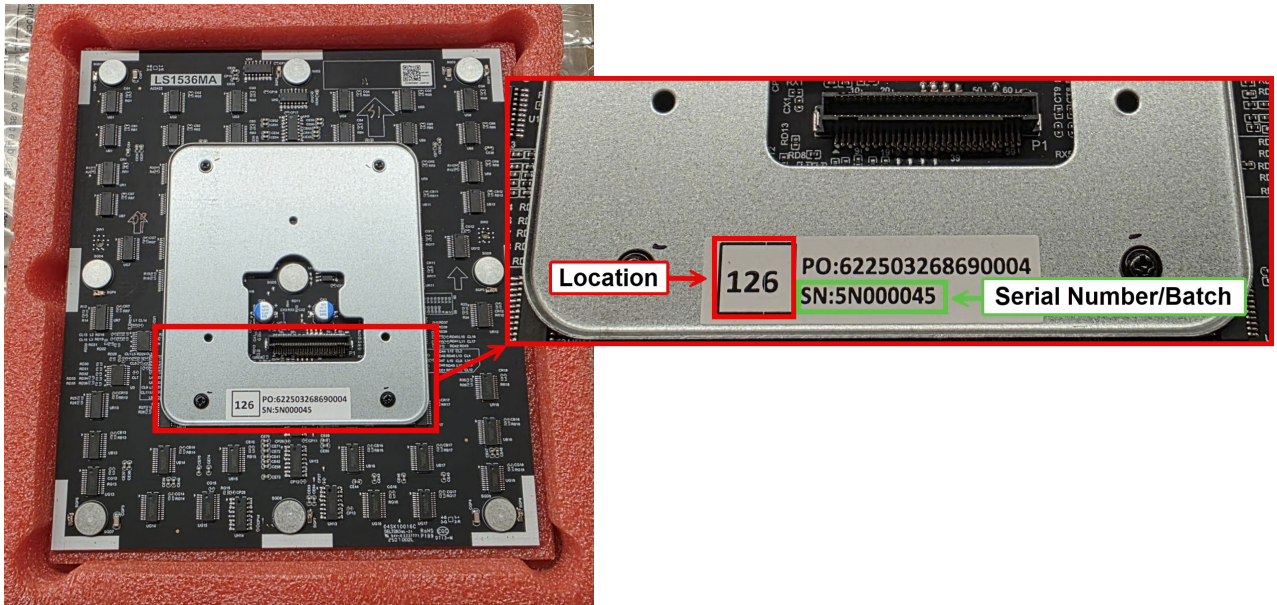
Shipping Information needed to process RMA:

- Provide Ship FROM Address and Contact Information (phone number and email address)
- Provide RETURN TO Address and Contact Information (phone number and email address)
- Fill in the product information
- Box dimensions and weight

SHARP®				
Direct View LED RMA Form				
Product Shipping From:		Product Returning To:		Assigned Ticket #:
Company		Company		
Street		Street		RMA Request Date:
Suite #		Suite #		
City		City		Select Kit type:
State		State		Standard
Zip Code		Zip Code		Custom
Contact		Contact		AIO <input checked="" type="checkbox"/> X
Phone		Phone		LED Batch #:
Email		Email		SN000045
Email RMA request to: <a href="mailto:sharpav-ledtechsupport@sharpusa.com">sharpav-ledtechsupport@sharpusa.com</a>				
Email Subject Line: <b>dvLED RMA Request - Pixel Card Repair</b>				
Please provide the weight and dimensions of the box/s being returned.				
Please reference Ticket/RMA number in all relevant correspondence & packaging.				
<b>NOTE: CUSTOM KIT and AIO RMAs must include the LED Pixels, ICs, &amp; MASKs (if applicable) with damaged pixel cards. These parts are included as spare parts and are needed to complete the pixel card</b>				
Materials Returning for Test/Repair				
Quantity	Model	Problem / Observations	Serial Number / Location	Original PO No.
1	LD-A1381F	LED pixel out top right corner	SN000045 / 126	
2				

## Product Information needed to process RMA:

- Model
- Serial Number
- Pixel Card Location
- Brief Description of Problem



The spare LED pixels and ICs needed to complete pixel card repairs are in the Accessories Box. Use the packing list to locate them.

Accessories Box



LED lamp for repair



Chipset for repair



The damaged pixel cards and spare parts should be boxed up and shipped together to the repair center.



## Sharp LED Technical Support

- Contact Support: <https://www.sharpnecdisplays.us/contact-support>
- Tech Support is available Monday–Friday from 7:00 AM to 7:00 PM CST
- Telephone support: 800-632-4662
- Email Support: [SharpAV-LEDtechsupport@sharpusa.com](mailto:SharpAV-LEDtechsupport@sharpusa.com)
- Chat with our Tech Support Team is available Monday–Friday, 9:00 AM to 5:00 PM CST