Installation & Maintenance Guide

The installation, commissioning, acceptance and maintenance sequence used on configurable display systems. Keep this document with the operating sheet handed over at commissioning.

Installation and handover

05 Installation and commissioning	Install on site, check track level and movement, align glass, calibrate touch and brightness, test every trigger and run a user test.
06 Acceptance and training	Check the finished system against the agreed design, hand over the operating sheet and templates, and train the staff who will run it.
07 After-sales	Set the maintenance interval, keep firmware and content current, and identify spare parts from the configuration list.

Maintenance schedule

Daily to weekly

Task	Clean outer glass with an approved screen cleaner applied to the cloth, wipe in circles and dry with a clean cloth.
Why and how	Avoid alcohol or ammonia based cleaners and never spray liquid onto a panel edge.

Monthly

Task	Check power and signal connectors and watch the carriage travel from end to end.
Why and how	Loose cabling causes intermittent faults; jitter or stalling means the track level needs adjusting.

Quarterly

Task	Inspect pulleys and running surfaces for wear and apply a silicone based lubricant where specified.
Why and how	Keeps movement smooth and protects the drive from unnecessary load.

Every six months

Task	Apply player and controller firmware updates and review the playlist and trigger map.
Why and how	Fixes known issues and keeps remote status monitoring usable where it is enabled.

Annually

Task	Arrange a full inspection of hardware, software compatibility and safety devices.
Why and how	A qualified technician checks limit switches, earthing and ventilation; the unit should not be dismantled in-house.

Operating environment

Operating environment: keep the room between 10 and 35 deg C and 30 to 70 percent relative humidity, away from direct heat and condensation. Where remote monitoring is enabled the player can report its status; keep an emergency fallback such as a printed guide or a spare display so a fault does not stop the exhibition.

Spare parts and escalation

- Quote the configuration list when requesting a replacement panel, player, glass or drive.
- Remote troubleshooting and the escalation route are stated in the quotation.
- Do not dismantle the unit in-house; it can invalidate the agreed warranty scope.

Warranty scope and duration are stated per configuration in the quotation, not as a blanket term on this website. https://www.hnzeyang.cn | sales@hnzeyang.cn