

# FAQ's

**\*Do I need internet access at my site in order to use a WIFI controller system?**

No – the display system has its own WIFI link that you will connect to.

**\*Can I use any device android/apple other?**

Android is consistently reliable, but most Apple products also work.

**\*Do I have to download an App to use?**

No – once connected to the onboard WIFI you will type in the supplied IP address to bring up the web page interface for control.

**\*Will my electronic display system come with warranty and what does it cover?**

Proto products come with a 12 to 24 month back to base warranty, depending on the product type and size. The warranty covers manufacturing defects in hardware, software and firmware.

**\*What does the warranty NOT cover?**

- Installation, commissioning and testing unless separately quoted.
- Malfunction due to external damage electrical, mechanical or otherwise.
- Malfunction due to misuse of the systems or operation outside of the operational parameters.
- Capacity of battery systems.
- WIFI or RF range on site – may require radio survey and/or additional equipment.
- 0.5% or less led (R G or B) failures per panel.
- Transport costs to return equipment to and from our factory site.

**\*Can you customise or can I make changes to the scoreboard firmware?**

We have a range of standard electronic scoring and timing systems with. Our various software packages have been designed to run on our range of electronic systems, covering a wide range of sports. We have the ability to write bespoke software for complex requirements which may be quoted on separately.

Each PROTO electronic scoring or timing system may be 'custom' made to suit customer requirements by choosing from our standard range of add-on features.

**\*Do I get support ?**

A new PROTO electronic scoring or timing system is supplied with the following:

- Guaranteed functionality – once installed, the board should be completely working in all aspects and functionality as described by the sales documentation.
- Basic configuration settings.

- Setup of basic graphics slideshow (if purchased).
- Manuals describing how to configure and operate the board.
- Telephonic assistance with the installation and commissioning of the scoreboards.
- Telephonic assistance to help you setup and operate the board.

For the expected lifetime of the system we provide the following support for out-of warranty items:

- Free telephonic support with the operation and configuration of the scoreboard.
- Free telephonic assistance with the maintenance of scoreboard systems.
- Free telephonic assistance with the diagnosis, identification and rectification of faults.
- Charged repair and maintenance of the systems from our factory.
- Charged on-site support for the servicing, maintenance and repair of boards.
- Charged firmware updates for improvements, rule-changes etc where these can be accommodated.

**\*How soon can you ship our scoreboard?**

Production commences upon order confirmation – the date of receipt of deposit is the date of order confirmation. Production takes 8-12 weeks from order confirmation, depending on size and type of product. The majority of our large LED cabinets are shipped in from overseas which means that un-anticipated disruptions in shipping schedules may have an impact on PROTO lead times. Similarly disruptions affecting the local cartage sector may cause delays in delivery.

**\*Are the scoreboards waterproof?**

Our outdoor systems are waterproof. Our outdoor products come with the following rating options:

IP45/ IP65 / IP67

**\*What type of protection do you offer for scoreboards?(screens)**

We offer 6mm clear acrylic screen protection for smaller systems or a mesh “cage” for small and large systems.

**\*Does it require an electrician to fit?**

An electrician will be required to get power to the system and fit wiring for shot clocks where applicable

**\*Why don't you show pricing for your scoreboards?-**

We are a custom scoreboard manufacturer offering many different models and options. Your price depends on the options you choose for your scoreboard. Once we understand your requirements, we will help you determine which models will fit your budget and program.

**\*How do we maintain or receive a service for our scoreboards?**

We offer TLC packages at good rates to encourage regular servicing and maintenance. We do also offer once-off servicing as required.

**\*Do you supply the posts/stands/brackets etc?**

We have a generic stand drawing, but recommend that this is assessed for site suitability. We do not supply the stand, frames or brackets unless quoted for separately.

**\*What is a Pixel and what is the difference in your pixel pitch for eg P10 , P5, P16**

The pixel pitch relates to the spacing of the pixels on the screen. P16 – pixels are 16mm apart; P10 – pixels are 10mm apart; P5 - pixels are 5mm apart. The closer the pixel, the higher the resolution.

**\*How long is the life expectancy?**

PROTO scoring systems generally have a life expectancy of 8-15 years depending on the environment and the maintenance applied.

**\*Where are you based and why should we buy from you?-**

We are a family business based in Auckland, New Zealand but ship all over NZ and have customers in Australia and Tonga.

With over 35years experience in the field of LED electronic displays and with one of the widest ranges of displays, we are confident that we can offer you the perfect solution to your scoreboard requirements. We are committed to providing our customers with the best service and proudly NZ made products. We offer strong after-sales service and support. To put it quite simply... we care!