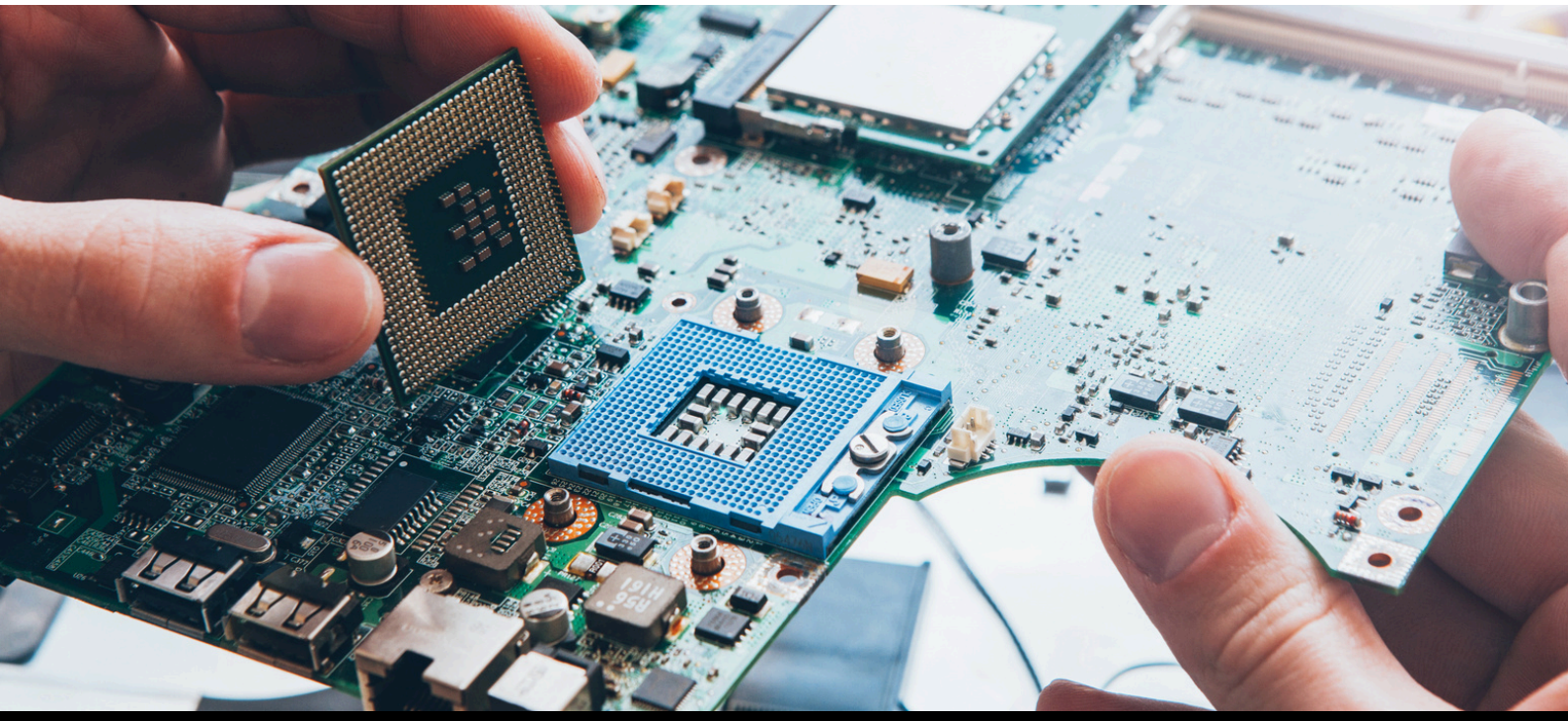
SERVICE LEVEL & DELIVERY AGREEMENT (SLDA)

(General Conditions)

Note on SLDA Usage
This document is provided to help customers understand the service conditions, warranty terms, and operational requirements related to the hardware.
The customer is not required to formally agree or sign this document; it is intended as a practical reference for correct installation, operation, and maintenance.

RELEASE DATE : JAN 2026 valid till Jan 2027



INTRODUCTION TO THE SERVICE LEVEL & DELIVERY AGREEMENT (SLDA)

The Service Level & Delivery Agreement (SLDA) outlines the operational, technical, warranty, and delivery conditions for Eastidea Adtech provider, selling hardware and software products, including digital signage displays, UST projectors, media players, and related components.

This document defines the service levels, warranty scope, environmental requirements, maintenance standards, spare-parts handling, and customer responsibilities required to ensure safe, stable, and predictable performance of all deployed devices.

The SLDA provides a unified reference for:

- Installation and operational requirements
- Warranty coverage and limitations
- Environmental and thermal conditions for proper use
- Maintenance obligations and support procedures
- Spare-parts availability and repair processes
- Troubleshooting and lifecycle management guidelines

The SLDA is intended to ensure clarity, consistency, and smooth cooperation between Eastidea and the customer throughout the entire product lifecycle.

SERVICE COMMITMENT OVERVIEW

Eastidea Co., Limited Adtech provder, provides technical support and service for all hardware supplied to customers.

Our goal is to ensure that equipment is delivered correctly, installed properly, and maintained according to the required operational standards.

We support customers during delivery, commissioning, maintenance, and basic technical training.

Product Packaging
All products are shipped with clear labeling and the necessary product documentation.
We ensure that all items are packaged securely and delivered to the customer in a safe and timely manner.

Technical Services
Eastidea provides technical support to help ensure stable operation of the hardware.

Our team and our partners team will:

- Answer technical questions related to the equipment and or software
- Assist with troubleshooting and issue identification
- Provide technical guidance when needed
- Offer consulting support based on customer requests

Technical support services are available to all customers who have purchased hardware and software from Eastidea Co., Limited during the warranty time period.

SUPPORT COMMUNICATION CHANNELS

Customers can contact us
through the following channels, depending on the type of request:

Technical support channels	General Questions	Incident	Task
Hardware questions By email: support@yeastidea.com Software related questions: support@displ.com cc to support@yeastidea.com	✓		✓
Through websit: www.yeastidea.com	✓		
Mobile, WhatsApp, Telegram: +86 18521337005	✓		

Support Language: in English

Service Type:	Respond Time
On-Line respond to any questions	2-6 hours within working hours
On-Line respond to incident	24 hours
Task – online video communication, visit on site (only for domestic customers the visit fee will be estimated based on the city location and frame of work) etc.	3-5 Workings days

Working Hours:

Monday to Friday
08:30am - 6:30pm (GMT+8) Time - Beijing time

WARRANTY, OPERATIONAL CONDITIONS & MAINTENANCE REQUIREMENTS

Digital Signage Screens & UST Projectors

1. Warranty Coverage

1.1 Standard Warranty Term

All digital signage screens and UST projectors supplied by Eastidea are covered by a one (1)-year warranty plus one (1) month of extended coverage.

This warranty applies exclusively to hardware defects not caused by misuse, improper installation, environmental stress, or physical damage.

1.2 Warranty Limitations

The warranty does not cover:

- Damage caused by improper ventilation or overheating
- Dust accumulation due to lack of maintenance
- Electrical damage from unstable power sources
- Operation outside recommended environmental conditions
- Misuse, negligence, or unauthorized modifications
- Logistics costs, customs fees, or VAT charges

2. Overseas Warranty Handling

For hardware purchased and delivered outside Mainland China, warranty service is provided through:

- Remote diagnostics
- Spare-parts provision
- Guided repair procedures
- Returning products to China for repair or replacement is not part of the standard warranty process.

3. Spare Parts Policy

3.1 Digital Signage Screens

3–5% spare parts are available upon request.
If any part is missing from the shipment, Eastidea will send the required component promptly upon request.
Customers are responsible for installing spare parts unless otherwise specified.

3.2 UST Projectors
Spare parts required for repair during the warranty period will be provided upon request.
Due to the specialized nature of UST optical systems, repairs are handled through remote guidance and spare-parts replacement.

3.3 Additional Spare Parts
If the number of required repairs exceeds the quantity of provided spare parts, Eastidea will supply additional spare parts as needed.

4. Warranty Claim Procedure

To initiate a warranty claim, customers must contact Eastidea via email and provide:

Proof of purchase date. A detailed description of the issue (photo, video, or written explanation)

4.1 Inspection & Verification

- Upon receiving a claim, Eastidea's technical team will:
- Review the submitted evidence
- Verify whether the issue falls within warranty terms
- Provide repair instructions and spare-parts guidance if the claim is valid

5. Operational Requirements – Digital Signage Screens

Digital signage screens are designed for commercial operation.
To ensure optimal performance and maintain warranty validity, the following conditions apply:

5.1 Ventilation & Environment

- Maintain 5–10 cm clearance around ventilation areas
- Ensure unobstructed airflow at all times
- Avoid sealed or poorly ventilated enclosures unless forced ventilation is installed
- Ambient temperature must remain within 0°C to 40°C (or model-specific limits)

5.2 Closed or Confined Spaces

- Screens installed in elevator cabins, kiosks, or enclosed housings require:
- Forced ventilation
- Heat dissipation paths
- Temperature stability

5.3 Daily Rest Period

In confined environments, screens must have a minimum daily rest period of four (4) consecutive hours during non-operational hours.

5.4 Maintenance Requirements

Every 2 weeks:

- Clean exterior and ventilation areas with a dry cloth
- Use compressed air to remove dust
- Every 3 months:
- Inspect mounting brackets and airflow paths
- Check for overheating or abnormal noise

6. Operational Requirements – UST Projectors

UST projectors use DLP LED or laser-LED light engines and require specific operating conditions.
Component longevity depends on proper ventilation, ambient temperature, dust exposure, and maintenance practices.

6.1 Technical Lifespan

- LED / Laser-LED light source: 20,000–30,000 hours standard
- DLP optical engine lifespan typically exceeds the light source
- Lifespan depends on ventilation, temperature, and maintenance

6.2 Ventilation & Environment

- Ensure stable airflow around the projector
- Avoid sealed or unventilated spaces without active cooling/air conditioning especially in elevators
- Maintain ambient temperature within manufacturer limits

6.3 Closed Environments (Elevators, Kiosks, Enclosures)

- UST projectors installed in confined spaces must have:
- Forced ventilation
- Heat dissipation channels
- Temperature stability

6.4 Daily Rest Period

A minimum daily rest period of four (4) consecutive hours is recommended/required to prevent overheating.

6.5 Maintenance Requirements

Every 2 weeks:

- Clean ventilation areas with a dry, non-abrasive cloth
- Use compressed air to remove dust blocking the air ventilation wholes of projector case
- Do not use liquids or chemical cleaners.

6.6 Time Manager Application – Mandatory Activation & Operating Schedule

UST projectors supplied by Eastidea come with a pre-installed Time Manager application, which is mandatory for proper operation and warranty compliance.

The Time Manager application must be activated by the customer during installation.

Default Operating Schedule

The default operational schedule configured in the Time Manager is:

- Daily ON time: 09:30 AM
- Daily OFF time: 06:30 PM
- Total recommended daily operation: up to 16 hours
- Minimum required daily rest period: 4 hours or more

Customers must ensure that the Time Manager application remains active and that the device follows a daily rest cycle to prevent overheating and thermal stress.

Purpose of the Time Manager

The Time Manager application is designed to:

- Prevent continuous 24/7 operation
- Ensure the projector receives adequate cooling time
- Protect the LED/laser light engine and DLP optical components
- Extend overall device lifespan
- Maintain compliance with warranty conditions

Customer Responsibilities

- The customer must activate and configure the Time Manager application upon installation.
- The customer must ensure the projector operates no more than 16 hours per day.
- The customer must ensure the projector rests at least 4 consecutive hours daily.

Failure to activate or use the Time Manager application may result in overheating, reduced lifespan, or warranty limitations.

6.7 Recommended Operating Temperature & Environmental Conditions

UST projectors generate substantial internal heat during operation.
In confined or semi-enclosed environments such as elevator cabins, kiosks, metal housings, or compact enclosures, ambient temperature must be strictly controlled to prevent thermal overload.

Recommended Operating Temperature – Confined Installations (Elevators, Kiosks, Enclosures)

- Optimal long-duration ambient temperature: 18°C to 26°C
- Maximum recommended ambient temperature for safe operation: 28°C
- Temperatures above 28°C are not suitable for continuous operation, as internal projector temperatures may reach 60–80°C, exceeding safe thermal limits.
- Absolute maximum short-term ambient temperature: 30°C (not for daily use)

Operating above these limits significantly increases the risk of:

- LED/laser light-source degradation
- DLP optical engine stress
- Power-supply overheating
- Fan overuse and premature failure
- Reduced brightness and color stability
- Shortened overall device lifespan

Such conditions may not be covered under warranty.

Humidity Requirements

- Recommended operating humidity: 20%–80% RH (non-condensing)
- Avoid condensation, moisture, and rapid temperature changes.

Environmental Stability Requirements

Customers must ensure:

- Adequate airflow around all ventilation areas
- No installation near heat sources (heaters, metal housings, direct sunlight)
- No sealed enclosures without forced ventilation
- Temperature monitoring in elevator cabins or enclosed housings

Compliance with the Time Manager application's mandatory rest periods
Maintaining stable environmental conditions is essential for warranty compliance

7. Warranty Compliance Summary

Warranty may be voided if:

- Devices operate without required rest periods in confined spaces
- Ventilation is obstructed or insufficient
- Dust accumulation results from lack of maintenance
- Devices are installed in environments exceeding temperature limits
- Electrical instability damages internal components

8. Acceptance

By purchasing and deploying Eastidea digital signage screens or UST projectors, the customer acknowledges and agrees to the operational, maintenance, and warranty requirements outlined in this SLDA.

Exclusions:

The warranty does not cover any cosmetic damages, damage due to natural disasters, or modifications made to the product without our authorization.

Acceptance of Warranty Terms

By accepting delivery of the hardware products, the customer acknowledges and agrees to the warranty terms, operational requirements, and spare-parts provisions outlined in this Service Level & Delivery Agreement (SLDA).

LIST OF DIGITAL SIGNAGE COMMERCIAL DISPLAYS & PROJECTORS MODELS

Screens Models:

Ei Slim Uno 21,5-inch, 24-inch, 27-inch, 32-inch, 43-inch, 55-inch
Model number: Ei 2302

Ei Slim Dual Screen size range: 18.5 + 10.1 – inch
Model number: Ei 2201

Ei Excel IP65 : Screen size range 21.5-inch 32-inch, 43-inch, 55-inch
Model number: Ei 2402

Ei Excel IP65 series of All-in-one advertising display
Screen size range: 21.5-inch 32-inch, 43-inch, 55-inch
Model number: Ei 2402A

Ei Twin series of All-in-One advertising totem screen for indoor use.
Screen size range: 43-inch, 49-inch, 55-inch, 65-inch, 75-inch.
Model number: Ei 2404TDID

Projectors Models:

Ei Mini Lifter II and II Pro Version
Model: Ei 2401



FAQ FOR DIGITAL SIGNAGE SCREENS

AFTER SALES TECHNICAL MAINTAINCE FAQ & GUIDELINE

Q:Screen flickering
A: Check whether there is any magnetic field interference around and check whether the power supply voltage is stable? Increase refresh rate in screen parameters.

Q: There is no display on the screen and the motherboard indicator light flashes.
A: Check whether the signal connection cable between the screen and the motherboard is firm, and check whether the pins in the signal connection port are bent or broken, etc., and then refresh the motherboard program.

Q: No response when powered on.
A: Check whether the power supply is powered on and whether the wires are detached or loose. If the power supply has voltage, please check whether the mainboard is powered on, then check whether the high-voltage board is powered on, and check one by one.

Q: No sound
A: Make sure the sound volume of the motherboard is normal and whether it is muted. Check whether the power amplifier on the motherboard is powered on and normal. Check the speaker connection to see if it is loose or fallen off.

Q: WiFi cannot receive signal
A: There is no WiFi signal. Check whether the signal receiving head is normal. Check whether the connection between the signal cable and the motherboard is detached or loose.

Q: OS Freezes.
A: Re-flash Android firmware. Reinstall the Windows system and replace the memory module.

Q: Screen flickering, ghosting, gohst touch
A: Burn the Android program, upgrade the screen parameters, check whether the LVDS screen cable on the motherboard is loose, and whether the measured voltage is stable. Windows Refresh BIOS.

FAQ FOR UST PROJECTORS

AFTER SALES TECHNICAL MAINTAINCE FAQ & GUIDELINE

Q. The projector is not switching on — what should I check?
A. If the projector does not power on, verify the following:

- Confirm the AC power cable is firmly connected to both the projector and the outlet
- Test the outlet with another device to ensure power is available
- Check if the power button or remote is responsive
- Ensure the Time Manager schedule is not preventing startup
- Allow 10–15 minutes if the projector recently overheated (thermal lockout)
- If the device was previously linked to another account, perform a factory reset

Q. The projector starts but the image is very dim — what is the cause?
A. Low brightness may be caused by:

- Dust buildup restricting airflow and causing thermal throttling
- Ambient temperature above 28°C, forcing the LED engine to reduce output
- Internal overheating due to blocked ventilation
- LED/laser light-source degradation from extended operation without rest
- Report issue to support@yeastidea.com send videos, photos, and device purchase date , written explanation what actions been done prior to the case

Q. The projector is making unusual noise — what causes this and what should I do?
A. Unusual noise typically indicates a cooling system issue.

Possible Causes

- Fans running at maximum RPM due to high internal temperature
- Dust accumulation on fan blades or inside the cooling system
- Blocked ventilation causing hot air recirculation
- Ambient temperature exceeding recommended limits
- Worn fan bearings or mechanical degradation
- Operation without required daily rest periods

Technical Diagnostic Steps:

- Power off the projector and allow it to cool for 10–15 minutes
- Inspect all ventilation areas for dust or obstruction
- Clean intake and exhaust vents using compressed air
- If noise persists, open the projector housing (qualified technician only)

Check each cooling fan for:

- abnormal vibration
- grinding or rattling noise
- reduced rotation speed
- dust buildup
- worn bearings

Corrective Action

- If a fan is confirmed to be the noise source, replace the faulty fan module immediately.
- Do not continue operating the projector with a failing fan — this may cause overheating and void warranty coverage
- Send report to support@yeastidea.com with all related information, video, photo, write a text explaining the situation, device id name and purchase date.

Q. The projector switches off when temperature is high — why?
A. This is a thermal protection mechanism designed to prevent hardware damage.

Common causes:

- Ambient temperature above 28°C
- Blocked ventilation
- Dust accumulation
- Time Manager not activated
- No daily rest period
- Installation in a confined or unventilated space

Allow the projector to cool, clean vents, and ensure proper airflow.

Q. The projector is lagging or responding slowly — what is the cause?
A. Lag or slow performance may be caused by:

- CPU/GPU thermal throttling due to overheating
- Insufficient ventilation
- Low storage space on the media player
- Poor internet connection affecting cloud-based content preventing content to be fully uploaded
- Background updates or syncing processes

Restart the projector, ensure cooling, and verify network stability.

Q. How do I connect and use the remote controller?
A. Follow the pairing instructions in the Remote Controller Guide included in the product brochure:

- Insert batteries
- Point the remote at the IR receiver
- For Bluetooth remotes, hold the pairing buttons as described
- Ensure no obstacles block the IR path

Q. The image is not clear — how do I fix it?
A. Use the remote control to adjust:

- Focus correction
- Keystone settings
- Projection distance and angle

Ensure the projector is stable and aligned with the projection surface.

Q. The camera on the Displ Player is not collecting analytics — what should I check?
A. Before using Displ Analytics:

- Ensure the camera is connected to the projector via USB projector port and USB Type C inside the bracket, do not press hard to insert cable ito usb type c port,
- Open the Displ application
- Go to Devices → Camera
- Verify the camera is detected and functioning
- Adjust or rotate the camera angle if necessary
- Restart the Displ Player if the camera does not initialize

Q. Video is not showing during a media campaign — what is the cause?
A. Check the following:

- Confirm all content has fully uploaded to the device
- Ensure stable internet connection
- Verify the campaign is assigned to the correct device
- Restart the media player after upload completion

Q. Displ Player is stuck on "Connecting..." — what should I do?
A. Possible causes:

- No internet connection
- Incorrect regional time/date settings
- Device previously linked to another account
- Server sync failure

Steps:
- Check internet connection
- Set correct time zone, date, and time
- If previously used under another account, factory reset the projector
- Reconnect to the platform

Q. Player shows a black screen with Displ logo even though content is uploaded — why?
Q. This usually indicates the device is not licensed.

Solution:
- Go to Subscriptions → Licenses
- Assign an active Displ license to the device
- Restart the media player

Q. Videos appear cut or incomplete — what is the cause?
A. This occurs when content has not fully downloaded.

Solution:

- Wait until all media files finish downloading
- Restart the media player
- Ensure stable internet connection

CONTACT US

For Tech and software support please contact us via:

Hardware support email: support@yeastidea.com
Software support email: support@displ.com
General questions Whatsapp: +86.185.2133.7005
General questions and product informations Youtube: https://www.youtube.com/@eastidea

