

**To: Our precious dealers**

致: 各經銷商

**SAMSUNG CTV/ AV – INFORMATION/ SERVICE****三星影音產品資訊 / 服務**

In order to enhance Samsung support to your company on promoting Samsung TV and AV product, our installation services have been adjusted. For details, please refer to the following information.  
為配合各經銷商推廣三星全新影音產品,下列各項安裝服務將作部份調整,詳情請參考以下信息.

**Installation Schedule of districts & Pre-sale site visit:****各分區安裝行程表 及 售前睇位服務:**Districts other than Ma Wan, Discovery Bay, Tung Chung & Outlying Island: Every Monday to Saturday

各分區 (馬灣/ 愉景灣/ 東涌和離島除外): 逢星期一至六

<b>Discovery Bay 愉景灣 Ma Wan 馬灣</b>	<b>Tung Chung 東涌</b>	<b>Outlying Island 離島</b>
Every Saturday 逢星期六	Every Thursday / Saturday 逢星期四及六	Every Thursday 逢星期四

For Outlying Island, it will be requested at least 3 working days in advance before Thursday.

(If Thursday is Public holiday, installation will be postponed to next week)

有關離島區安裝,請在星期四前3個工作天確定安裝要求

(如星期四為公眾假期,安裝將被順延至下週四)

**Enquiry of delivery status on the day of delivery - 2862 6303 / 3907 1698 Kit Kwan or  
9314 2225 Monica Siu**

送貨當天查詢電話 - 2862 6303 / 3907 1698 Kit Kwan 或 9314 2225 Monica Siu

Service Hour: 11:00 am – 6:00 pm (Mon to Sat)送貨時間: 上午 11:00 – 下午 6:00 (逢星期一至六)**TV & Home Theater System (HTS) Installation Order Arrangement:****電視及家庭影院組合安裝單安排 :**Installation order request (with **customer information** and **installation type**) cut-off time for next working day as below:

MON ~ FRI: 4:00pm

SAT: 12:00noon

P.H./ SUN: No Installation Request

安裝安排必須在安裝前一個工作天之以下時間前提供**客人資料及安裝形式:**

週一 ~ 週五: 4:00 PM

週六: 中午 12:00

星期日及公眾假期休息

For fax request, please fax an installation order form / sales memo to 2862 6317

如使用要求傳真安裝安排時,請將安裝要求表格 / 銷售紀錄傳真到 2862 6317

For confirmation of order request, please send whatsapp to 9731 3726

如要求確定安裝安排，請發短訊到 9731 3726

**Customer enquiry of installation hotline. (客人安裝服務查詢電話) – 3698 4698**

**Installation Service Hour: 安裝時間 :**

11:00am – 7:00pm (逢星期一至六) (MON to SAT)

星期日及公眾假期休息

No installation on SUN and P.H.

Installation engineers will make the first call before 12 noon to confirm the onsite time with customer.

Attention: Only for those installation orders which provide before the cut off time in last working day.

安裝工程師將在中午 12 時前打電話與客戶確認上門安裝時間。

注意: 僅適用於在前一個工作天截單時間前提出的那些安裝單。

**Installation information: 安裝收費資訊:**

**1. Free basic installation service for 40" or above TV, including smart TV function testing.**

40"或以上電視有免費基本安裝服務，包括基本智能電視功能測試。

**2. 32" or below TV installation fee: 32"或以下電視安裝費:**

Customer will bear the 32" or below TV installation cost and shall pay HK\$200 to engineer when installation completed. Besides, additional charge for district as below :

Tung Chung 東涌/ Ma Wan 馬灣	Discovery Bay 愉景灣/ Outlying Island 離島
HK\$150	HK\$300

客戶需承擔 32" 或以下電視安裝費用，當安裝完成時，客戶需要支付\$200 港元給工程師。如客戶要求需往較偏遠地區安裝，除安裝費用外，客戶另需支付 HK\$150 (東涌/馬灣)，或 HK\$300 (愉景灣/離島) 給工程師。

If customer purchase 32 "or below TV model with 40" or above TV model, and install both TV together at the same time, customer can enjoy free installation for 32" or below TV. (wavie HK\$ 200) (Both 32" or below & 40" or above TVs should purchase at the same time and show on a same invoice) 如客人同時購買三星 32" 或以下及 40" 或以上電視並型號，並同時安裝可免 HK\$200 安裝費用。(32" 或以下型號電視 及 40" 或以上型號電視需同時購買並顯示於同一發票)

**3. Free installation service if customer purchasing 32" TV with Samsung Wall mount. (For the models which is suitable for wall mount installation)**

如客戶購買三星 32"電視連同三星原裝掛牆架可享免費掛牆安裝服務。

**4. TV signal cable is NOT included for TV installation. 電視安裝服務不包括電視信號線。**

**Engineer will use his OWN TV cable to set up TV if customer doesn't have cable.**

如果客戶沒有信號線，工程師將使用自己的信號線作為電視信號設定之用途。

**5. No wall mount installation service for Home Theater System (HTS) speakers.**

家庭影院組合揚聲器是沒有掛牆安裝服務。

**6. HTS & Sound bar : 2.0 / 2.1/ 5.1 or above**

Case 1: If the HTS/sound bar is premium gift given by purchase of TV, no free installation service for HTS/sound bar. Customer is required to pay HK\$150 to engineer when installation of Sound bar 2.0/2.1 completed. Customer is also required to pay HK\$280 to engineer when installation of HTS 5.1 completed.

案例 1. 如果 HTS/ sound bar 是通過購買電視而免費收到的禮物，其 HTS/ sound bar 不適用於免費安裝服務。當完成 Sound bar 2.0/2.1 安裝時，客戶需要支付 HK\$150 給工程師；當完成 HTS5.1 安裝時，客戶需要支付 HK\$280 給工程師。

Case 2: If the HTS/sound bar is a purchase item and will install with TV together at the same time, both TV and HTS (sound bar) installation are free. (Only for 40" or above TV model)

案例 2. 如果 HTS/sound bar 是購買項目，並與電視同時安裝，電視和 HTS(sound bar)適用於是免費安裝服務。

Case 案例	1		2	
	TV with	Sound bar/HTS (Gift 禮物)	TV with	Sound Bar/HTS (Paid 購買)
<b>Installation 安裝</b>	O	X	O	O

Case 3: If Customer purchases a sound bar ONLY, customer will bear the installation cost and is required to pay HK\$150 to engineer when installation completed.

案例 3: 如果只購買 sound bar，客戶將承擔安裝費用，安裝完成時需要支付 HK\$150 給工程師。

Case 4: Free basic installation service will be offered to customer who purchases HTS 5.1 or above.

案例 4: 免費基本安裝服務將提供給購買家庭影院組合 5.1 或以上之客戶。

**Extra Delivery Charge : 額外送貨費 :**

Customer is liable to a surcharge of below should the unit be lifted up the stairs counting from the first floor (10 steps of stair are counted as one floor). This surcharge will be collected on-site by the delivery team.

送貨地址如沒有電梯，則加收搬運費，由第一層起計(十級為一層)，費用直接交予送貨員。

TV Size: TV 尺寸:	Services item : 服務 :	Charges: 收費 :	Remarks: 備註 :
Less than 60" TV 60"以下電視	Staircase surcharge (10 steps of stair = 1 floor) 樓梯費 (十級為一層)	\$30 / floor 層	1st -3rd floor 第一至第三層
		\$50 / floor 層	4th -6th floor 第四至第六層
		\$100 / floor 層	7th -10th floor 第七至第十層
60" TV or up 60"或以上電視		\$100 / floor 層	1st -10th floor 第一至第十層

- If there is NO CLEAR indication for floor, it will charge base on 10 steps = 1 floor, and then apply the table above.

如樓層沒有明確的分別指示，則會按照“十級為一層”之規定及以上收費表進行收費

- For example: 46" TV, if 19 steps = \$60, if 21 steps = \$90, if 40 steps = \$140

例如：46"電視，十九級收費\$60、二十一級收費\$90、四十級收費\$140

- If there is slope / small path that cannot be entered by truck, surcharge have to quote case by case

如遇上斜路或小路，貨車不能進入之情況，送貨人員會依照當時環境即時報價

**Remark: 附注:**

1. Installation service on the same day: Installation can be carried out on the same day for unit delivered before 5 pm as stated in the installation schedule for various districts in Hong Kong. (This service is not applicable to some districts, e.g island, etc; please refer to above installation schedule in P.1 for details). Engineer will call customer on installation date before noon for arrangement.

同日安裝服務: 凡於送貨程表內下午 5 時前送到各地區,才可要求安排同日安裝服務。(個別地區,如離島等未能提供同日安裝服務,詳情請參考各分區安裝行程表(第一頁))  
工程師將會在安裝當日中午前致電客戶安排時間。

2. No Extra charge for Island (Cheung Chau, Ping Chau, Lamma Island, Mui Wo, Tai O, Tung Ping Chau, Tap Mun, Ping Chau and Po Toi Island )

離島 (長州, 坪州, 南丫島, 梅窩, 大澳, 東坪洲, 塔門, 坪洲, 蒲台島) 沒有額外收費

If not mention above, need to enquire individually 36984698

如果上面沒有提到, 需個別來電 36984698 諮詢

3. Restricted area (if any) MAY need extra charge HK\$300 - need to enquire individually 36984698

禁區(如有)可能需要額外的費用 HK\$300 - 需要個別來電 36984698 諮詢

4. Wall Mount installation limitation: 掛牆安裝限制:

- Purchasing Samsung Wall Mount is required. 掛牆安裝要求: 需購買三星原裝掛牆架

- Install less than 7 feet height from floor to TV top. 安裝高度離地到電視頂部不能超過 7 英尺

- Non-load bearing walls are not suitable for Wall Mount installation.

(Load-bearing walls: cement, solid brick thickness > 200mm or wood plate thickness > 17mm)

非承重牆不適合掛式安裝。(承重牆:水泥,實心牆磚厚度>200mm 或實木板厚度(6分)>17mm)

- 55" model or above must be installed the main walls. 55"或以上須安裝主力牆.

- Marble wall will not do the wall mount installation. 雲石牆不適合掛牆安裝

5. Free Pre-sale Site measurement: 65" or above TV (exclude delivery). 免費售前睇位: 65"或以上電視 (不包括送貨)

For less than 65" TV, if customer needs pre-sale site measurement, customer needs to pay HK\$200 to engineer after the site measurement is completed.

對於 65"以下電視,如客戶需要售前睇位,當完成售前睇位後,客戶需要支付 HK\$200 給工程師。

6. Free dismantle old Samsung TV from the wall mount: 免費從掛牆架拆除舊三星電視:

Free service to dismantle the **Samsung TV** from the **Samsung wall mount** is included.

However, there is no such service for NON Samsung TV.

Before requesting wall mount service, please make sure to inform customer to remove NON Samsung TV and that wall mount BEFORE the onsite date.

Samsung can only connect one unit of non-Samsung products when installed TV and will not test the machine

從三星掛牆架拆除三星電視是免費服務，但拆除其他品牌電視和掛牆架是沒有這個服務的。在要求掛牆安裝服務前，請務必告知客戶，在安裝日期前，請客戶先拆除非三星電視和掛牆架。如在三星電視安裝時要連接非三星影音產品，三星只可連接一部非三星產品及並不會測試機運作。

7. Samsung reserves the right to change any content without notice.

三星保留更改內容而不作另行通知

8. **Enquiry of installation (安裝服務查詢電話) : 3698 4698**