

Hisense Laser TV FAQs

Q. What will the bundled offer for model 100L8D include?

A. The bundled offer for this model will include an in-home setup and the following items:

- A Laser TV
- 100-inch Ambient Light Rejection screen
- Wireless subwoofer
- Accessories to mount the screen
- Quick Start Guide and User Manual

Q. What should I expect after I place my order?

A. After your order and payment is confirmed, a Hisense service representative will contact you within 48 hours to schedule the delivery and setup of the Laser TV. The installer will arrive to set up the TV on the scheduled date.

Q. How should I prepare for the installation appointment?

A. An adult will need to be available to sign an Acceptance Form once the setup is complete. Before the installer arrives make sure that you've selected a space on your wall that will have enough room for the screen. The screen dimensions are 88" W x 49" H. All pictures and other items should already be removed.

In addition, please have the following items ready before the installer arrives:

- 110V AC power outlet for the Laser TV and subwoofer
- A tabletop or stand for the Laser TV to be placed on (The recommended height is 20-23 inches)

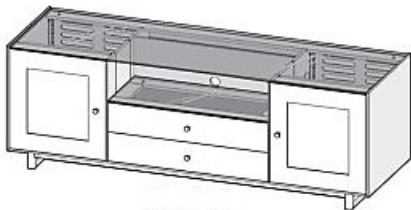


Figure 1. Example of a credenza stand that is 20-23 inches tall.

Note: Please make sure the tabletop or stand will be the permanent place for your Laser TV. Differences in the height of your tabletop or stand will require the screen to be adjusted.

- A network connection. A hardwired connection is recommended but wireless is acceptable.
- Any cables that are required to add external components such as HDMI or AV cables for DVDs, cable, an antenna, DVR players and networks

The installers will need ample room to work where the screen will be mounted. Some screens may require assembly on location. The installation could take from 2 to 4 hours.

Q. What should I do if I have to reschedule my appointment?

A. Contact our Customer Service Department at 1-888-935-8880 and a representative will work with the Delivery Agent to reschedule your appointment. Please contact our Service Department more than 24 hours PRIOR to your original scheduled appointment.

Q. Is 'Shipping and Setup' for the Laser TV free?

A. Yes, Shipping and Setup is FREE.

Q. When can I get the Laser TV delivered after I place an order in your store?

A. We normally ship orders within 1-3 business days and it generally delivers in another 4-6 business days depending on the customer's availability to receive the delivery and in-home setup.

Q. Do you have another bundled offer available?

A. At this time, we do not have another bundled offer available.

Q. How long is the TV covered under warranty?

A. Two years

Q. How can I contact a Hisense Service Representative?

A. Please call us toll free at 1-888-935-8880. Our dedicated support team for the Laser TV is available 24/7 to answer any questions you may have.

Q. Are other screen sizes for the Laser TV available to purchase?

A. At this time our screens are only available in 100-inches. We may have other screen sizes available in the future.