



Service designed around your business needs, that's Philips Hospitality

You are dedicated to your guests' satisfaction and you give your all to your business, shouldn't your business partners display that same commitment? Your hotel never closes, and neither do we. Our 24/7 live customer support is only a phone call away. Plus, Philips offers an advanced exchange warranty of up to three years duration. See for yourself - which supplier best matches your needs?

Your hotel	Philips	Industry norm ¹
Open 24/7	24/7 live customer support	12 hour window to call for support, 8am-8pm or 9am-9pm
Rooms that are substandard or have a defective or non-working television are not saleable	Provides advanced exchange warranty replacement with TV shipped same day ² . Philips advanced exchanges average <72 hours	Expects you to call a servicer, who will come when they can fit you in, then diagnose, then order parts, then fix. The industry norm ¹ on turnaround is 14-17 days!
Multilingual management and staff	Provides USA-based bilingual customer support	Off-shore call centers, typically in India or the Philippines
Strives to exceed guest expectations	Provides USA-based technical and engineering support, offers Meet the Truck professional installation	Technical support overseas, installation is up to you

Philips Hospitality is born from over 30 years experience in working with and providing products and services for hotels just like yours. Trust in Philips provides more than peace of mind, it also saves you money in the long run. Our advanced exchange warranty is one of many ways you benefit from choosing Philips. The difference in waiting up to 17 days for service and our same day ship is easy to see.

Failure rate based on industry norm¹
2% failure rate,
 100 room property, \$100 room rate

Philips cost per year
\$600
 (2 sets x 72 hours² x \$100)

Industry norm¹
\$3400
 (2 sets x 17 days x \$100)

Total Savings over 3 years: \$8400!

Philips Hospitality - Not just TVs, TV solutions.
www.philips.com/hospitality
 1.866.273.7753

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¹Industry Norm is an average of all options on the market and may not pertain to any particular manufacturer.
²Same day ship applies to calls received M-F prior to 2pm ET.