
New

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POLSAT BOX TECHNICAL SERVICES

17, november | Rating **4.9** out of 114 votes

In addition to contacting us through the Polsat Box TV website, you can personally visit one of the company's showrooms where you can order professional installation of a satellite dish on the spot and receive a digital decoder with a subscriber card immediately after signing a contract for a selected package of TV channels. Most outlets offer digital TV and Plus mobile services, combining them into one package called SmartDOM we will get very attractive discounts on all services for the minimum period of the contract, which is two years. Customers who do not want to incur the cost of installing the satellite set at once can spread it over installments added to their monthly bills.

satellite dish installation

When ordering satellite TV service, the customer can choose between two types of antennas, the first is a set with a Twin converter and the second is a more expensive model with an Inverto unicable converter. The cheaper option is recommended for simpler digital decoders without recording options and allows connecting two TVs in a multi-room service, while the more expensive one is dedicated to the latest models with hard drives and gives the possibility to expand the installation up to five decoders on a single coaxial cable. In the absence of an antenna signal, Polsat decoders have the option to use the Internet connection and watch TV programs from the operator's servers, unfortunately this applies only to selected channels.

Consultants working in the technical service help customers solve problems with TV reception or the operation of Internet routers. They are trained on an ongoing basis in their knowledge of the technology used by Polsat, and in most cases are able to solve the problem remotely by phone or chat on the website. There are some faults that require the direct intervention of an installer, in which case the consultant transfers the customer's data to the local dealership, the employee of the showroom after receiving the report sends an installer to solve the problem directly at the subscriber's home. Most services are covered by a two-year warranty and complaints should be reported directly to the installer performing the repair.

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