

INTEGRATOR Q&A OF COMMONLY ASKED QUESTIONS

Who is Mimo Monitors?

We are the global leaders in small touchscreens, tablets, and displays ranging from 7-32". We pride ourselves in being a fully comprehensive one-stop-shop for all small touchscreen needs. Our premium, cutting-edge solutions are seamless to install, and designed with durability and flexibility in mind, and custom displays are always an option. From digital signage, to conference rooms, retail, outdoor, interactive and more, we've got you covered.

What types of products do you offer?

We specialize in small-format touchscreens, tablets and displays for a myriad of different verticals ranging from digital signage, to retail, to conference rooms, transportation and more. We offer both open frame and enclosed solutions, stretch displays, outdoor, interactive, and specialty products such as our Mimo Vue with TanvasTouch, or our touch-free temperature taking kiosk.

What is your warranty? What type of extended warranty programs do you offer?

We have a one-year or three-year warranty depending on the product line and products with a one-year warranty, the customer can purchase an extended warranty for a second and third year if desired.

Why should we work with Mimo Monitors?

Not only are we the leading and trusted expert in small across the world, but we're already integrated into the channel and aligned with distribution partners you already know and trust. In addition, we are customer service-centric which means that we'll work with you to find an ideal solution, create a custom one, if needed, and you'll always be able to deal with us directly. We pride ourselves in premium quality products and are a one-stop-shop, making everything integrated and seamless. We are also trusted by some of the biggest companies in the world such as Google, Dolby, BrightSign, and more.

Can we work with you directly or do we have to buy through distribution?

We ask that our customers buy through our distribution partners, but we are here for service and support. If you have any technical questions or need product recommendations, we work direct with integrators to ensure they received the information and knowledge they need, but then we have them place their orders with one of our distribution partners that have sufficient stock of all our core products.

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How do you support reseller opportunities, and do you have a deal registration program?

We like to protect our reseller partners that put in the time-consuming front-end leg work to get Mimo specified on large opportunities. So for that reason we have developed a Dealer Registration Program. Details can be discussed with your local Mimo Sales Representative.

How is it that Mimo open frame displays work just as well as closed frame?

Our displays were designed from the ground up with multi-purpose use in mind. Our displays have very clean lines and look great on a wall or on a desktop. And the same display can easily become an open frame by simply adding our mounting ears to the display and it can easily be placed into a kiosk or enclosure and the step-design of our bezel allows the bezel to be flush with the front of the kiosk or enclosure.

What software solutions exist post Covid-19 that enable an end user to get a touchscreen experience without touching a screen?

If you discontinue a product, what type of communication is provided to the channel?

We pride ourselves on keeping a stable product line that does not change every year or two, our products are typically around for five years or longer. Before we discontinue any products, we send out a Notice of Discontinuation, typically one year in advance, giving the channel sufficient time to plan a transition to our newer product line.

Do you provide CAD drawings on your display products?

We do have 2D and 3D CAD drawings available to make designing in Mimo product easier for integrators.

It's more important than ever to stay ahead of the curve and ensure that your family, loved ones, and your business are safe. That's why we're pleased to introduce the groundbreaking Mimo Monitors touch-free temperature-taking platform with the revolutionary Revel Digital software, ensuring you have the most reliable and innovative technology at your disposal.