SAMSUNG



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SAMSUNG



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Use the Samsung
Promise

16 YEARS GLOBAL No.1

No.1 Global TV manufacturer for 16 years running - leading innovation with exclusive, proprietary technology.

NO COMPROMISE

Uncompromising approach – Samsung products deliver classleading performance in any environment.

THE HIGHEST STANDARD

Holistic product philosophy – every Samsung Neo QLED TV is built to peerless standards.

Use factual credibility

3RD PARTY ENDORSEMENT

Don't just take our word for it, look at what the experts say.

CES INNOVATION AWARD



Our QN900B earned rave reviews at this year's CES show and picked up the **Best Innovation Award for 2022.**

GREAT REVIEWS

We're also receiving great reviews throughout our 2022 line up:





Listen to your shoppers' demands

IDENTIFY

Through careful questioning, discover your shoppers' needs.

DEMONSTRATE

Highlight needs that your shopper may not even be considering (reflections, picture and sound quality, smart apps and lifestyle).

MATCH

Use Your Perfect QUANTUM DOT section (page 31) to match needs to product attributes

Start at the top of the range and sell down

ESTABLISH STRUCTURE

Through careful questioning, try to establish whether your shopper is a Neo QLED, OLED or QLED customer - whichever category they fall into, Samsung are the best TVs on the market.

Match your solution to your shopper's wants and needs.

However, it is important to sell what you have. If you don't have a particular model, be prepared to sell the next TV up or down the range - and remember, not all your shoppers will want a QN900B.

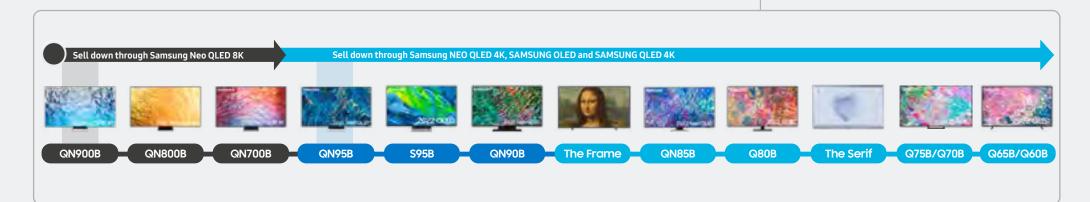
Samsung premium TVs are naturally bright and colourful, powered by Quantum Dot.

NATURALLY BRIGHT & COLOURFUL

Explain to your shopper that Samsung Premium TVs are 'naturally bright & colourful' powered by Quantum Dots.

This is because Quantum Dots produce the purest light, reinforced by industry leading HDR brightness and 100% Colour Volume, certified by the VDE.

Whether they opt for Neo QLED, OLED or QLED, your shopper is guaranteed 'naturally bright and colourful' movies, sports and games.



The Challenge

To deliver a simple and consistent message from Promoters and Retail Staff on Samsung's Premium TV range.

Samsung

Too many feature-led messages that cause confusion.

Store 1 Store 2 **Motion Xcelerator** Neo OLED 8K. QLED, Lifestyle **Turbo Plus** Store 3 Store 4 True 8K **Quantum HDR** Resolution 4000 Store 5 Store 6 8KAI 100% **Upscaling** Colour Volume Store 7 Store 8 **Anti-Reflection Neural Quantum** Screens **Processor**

OLED

Single message that's easy to deliver consistently.

All Stores
OLED delivers
great blacks



Samsung premium TVs are naturally bright and colourful, powered by Quantum Dot.



Every journey must have a start and a finish. Our Sales Cycle is the framework behind your shoppers' purchasing journey and is designed to help you sell more. Utilising four clearly defined stages, our Sales Cycle allows us to understand our shopper's mindset at every part of the process in order to deliver what we all want - the perfect TV and AV solution for their needs.

Welcoming

Questioning

Recommending

Closing

Relaxed and invited (At ease)

Respected and valued (Listened to)

Inspired and excited (Wowed)

Confident and trusting (Ready to purchase)

Provide a quick and genuine welcome to the shopper

Use our personality to build rapport

Minimise the time spent with 'Just Browsing'

Be visible and engaged at all times

- Seek their permission **to** explore their needs
- **Understand** their level of knowledge
- Ask questions to help identify their needs
- **Build trust** by showing genuine interest in their needs
- Recap with them to see if there is anything we've missed

- **Show them** an exciting demo and relate it back to their lifestyle
- **Help them** understand how our products solve their pain points
- Provide three options with one clear, personal recommendation
- **Explain** our key USPs and promotions
- **Recap** our recommendation so they are clear

- Clearly ask them how they would like to go ahead with their purchase
- **Help them** overcome any objections they may have
- Seek their permission to follow up with them

Trust

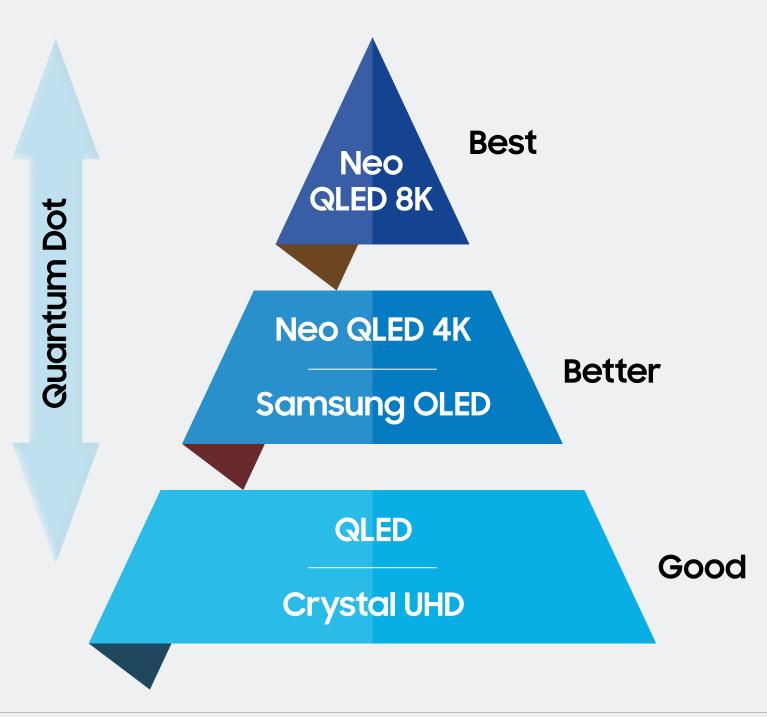
Underpinned by the right behaviours and values

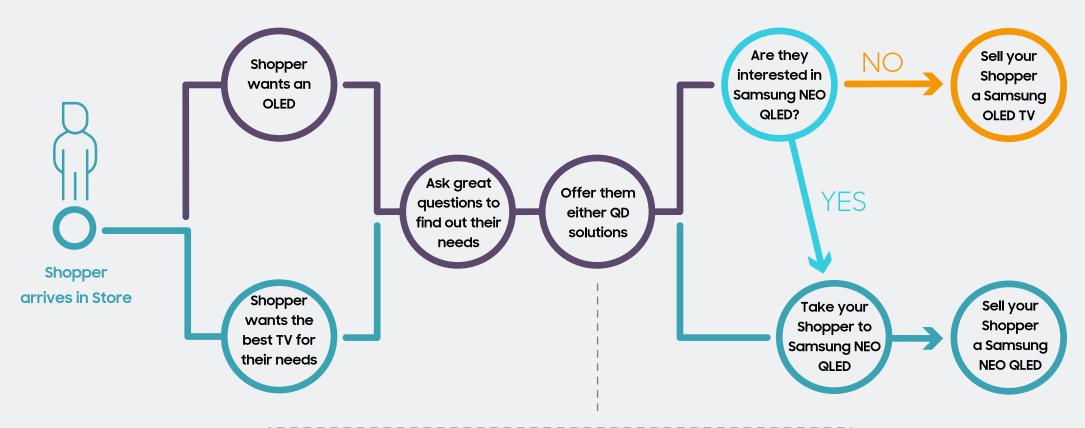
TV Sales Talk Guide SAMSUNG

Because we will...

Low

Range Positioning





OLED	SAMSUNG		Competitor WOLE	
Black level	Great	Ø	Great	Ø
Brightness	1500 Nits		850 Nits	8
Advanced technology	QD OLED		WOLED	8
Al Technology	20 Neural Networks		AI	8
Dolby Atmos	Real Dolby Atmos	Ø	Virtual	8
TV - Sound Bar synergy	Q Symphony		None	8



Neo

Mini LED powered by Quantum Dot, Q HDR 4000* & Anti-Reflection



OLED powered by Quantum Dot, & Q HDR 1500



QLED powered by Quantum Dot, Q HDR & 10 Year Screenburn W.



Bright & Colourful

Quantum Dots deliver the purest light

Peerless HDR & **Contrast levels** 100% Colour Volume certified by the VDE

What is a Quantum Dot?

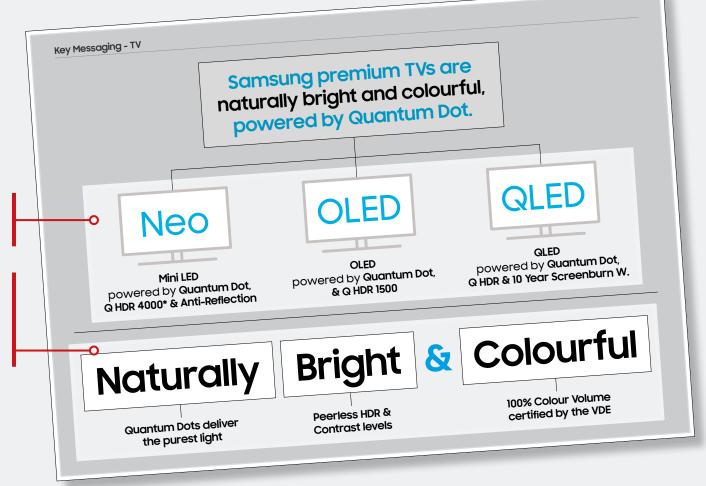
Quantum Dots may seem like a term that could only excite tech enthusiasts.

But these nano-sized particles that can only be seen under a microscope, deliver the purest light.

This versatile technology has been applied to many different Samsung TV and display structures.

Using Quantum Dots means the range of colours and their accuracy is fully maintained, even at peak brightness. This delivers the best High Dynamic Range and 100% Colour Volume.

Through Quantum Dots, your TV picture is naturally, bright and colourful.



- 100% Colour Volume means that as the picture gets brighter, your colours are not washed out.
- High Dynamic Range improves the contrast between very dark and very light colours on your TV screen.

Your Shopper's Ideal Samsung TV



OUR FLAGSHIP NEO QLED 8K TV!

The QN900B is quite simply the best of the best - in fact, our best TV ever! Positioned primarily in branded spaces, it's the perfect TV for those who want it all. With super-big screen sizes of up to 85". It's time for your shoppers to go big or go home.

Industry-leading picture, sound and smart innovations make the QN900B the ultimate way to enjoy 8K and 4K entertainment, on an Infinity Screen unique only to Samsung.



OUR 8K FOCUS MODEL FOR 2022!

Available in almost every outlet, QN800B is our 8K focus model for 2022. Bringing next-generation technology and style to your shopper's home.

Through Al upscaling, 8K is the best way to enjoy 4K content, and for the price, the QN800B is the best way to enjoy it now.



THE 8K JOURNEY BEGINS HERE!

Offering state of the art picture, sound, and smart features with slim design. The QN700B is a great reason for your shoppers to purchase an 8K now.

Perfect for those shoppers wanting to experience next-generation picture quality today. The QN700B gives them the flexibility of stunning Neo QLED 8K detail in homes of all sizes - with options all the way down to 55".



THE ULTIMATE 4K GAMING TV!

Simply the best 4KTV available. Perfect for design-driven shoppers who want better PQ than The Frame. One Connect flexibility and premium design make the QN95B a great wall or stand-mounted solution anywhere in the home.

Industry leading tech and smart features with Anti-Reflections in a wide range of sizes makes this worldclass all-rounder. THE choice for entertainment. Especially for gamers!



THE BEST OLED TV ON THE MARKET!

Available in 65" and 55", it offers impressive picture quality with naturally bright and colourful images, plus, the bonus of anti-reflection screens for round the clock viewing.

But don't just listen to us - look at what independent reviewers are saying on YouTube - like this one: https://youtu.be/onIQYLYPIrQ



OUR 4K FOCUS MODEL FOR 2022!

One of our focus models for 2022 - one to really push in store! If premium picture quality matters, this is where the story begins - underpinned by Anti-Reflections and a great price!

Equivalent to last year's QN94, this is a TV that's perfect for tech-savvy shoppers, and one that doesn't disappoint on style.

Wide range of sizes will appeal to all shoppers - the 43" in particular will counter its OLED competition.



MAKE YOUR OWN TV!

For style-driven shoppers, wanting their TV to blend into their home. With easy in-box solutions, the Slim Fit Wall-Mount & Near-Invisible Cable.

And unique customisation options: from the easy Art Store platform, to interchangeable bezels. But let's not forget it's a TV packed with cuttingedge tech too – from the glarefree Matte Display to Dolby Atmos, making The Frame great for all types of content around the clock.



THE MINI LED STORY STARTS HERE!

Mini LEDs make an introduction into the range with the Q85B, giving your shoppers a picture quality step up through those core Neo QLED benefits - great blacks, great colour and great sound.

Although not blessed with the anti-glare properties of its bigger brothers, the QN85 still stands out as outstanding TV for movie lovers, sports fans and gamers wanting an advanced PQ experience.



OUR FLAGSHIP QLED TV!

Building on the success of 2021's Q80A, the Q80B offers incredible value for money through affordable technologies. Like OTS, Dolby Atmos and Q-Symphony, giving your shoppers real bang for their buck.

Pitched against the entry OLED the Q80B offers superior Quantum Dot picture quality boosted by finely tuned Direct Full Array backlighting to thrill both Netflix bingers and gamers alike.



MAKE YOUR TV STAND OUT!

Ideal for design-driven shoppers who want their TV to make a real statement, as it merges tech with one-of-a-kind furniture. The Serif will also appeal to those wanting to maximise their living space.

The glare-free QLED Matte Display is key here, as it allows for flexibility around positioning without compromising on quality 4K TV viewing - particularly for those with bright rooms.



THE SUPER-BIG DRIVER!

Traditionally our best-selling super big (75" upwards) model as it offers a great TV for a great price.

Awide-range of sizes makes the Q70B outstanding value for your next-gen gamers while still offering strong design and picture quality features - particularly for those who place a real value on the style of their home and movies alike



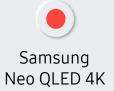
THE VOLUME DRIVER!

For those shoppers wanting a little bit more than standard UHD. The Q60B offers the first forays into our advanced Quantum Dot and QLED picture quality.

85" and 75" screen size availability will help the drive in Super Big and competitive price-points should help the Q60B sell itself.

Product Pages



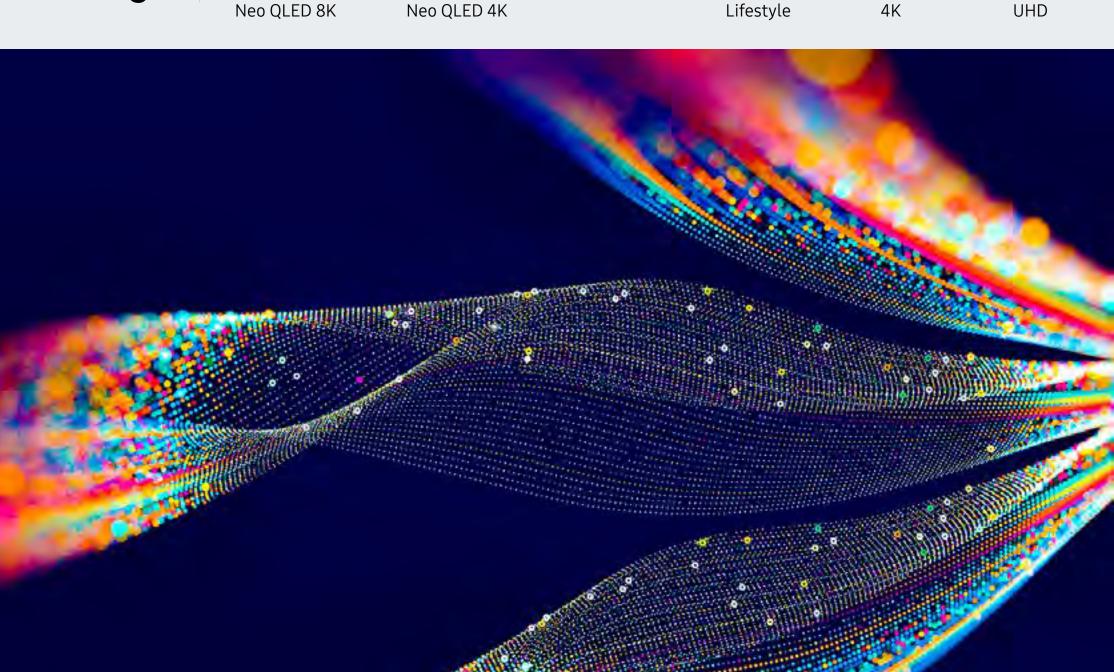




QLED Lifestyle

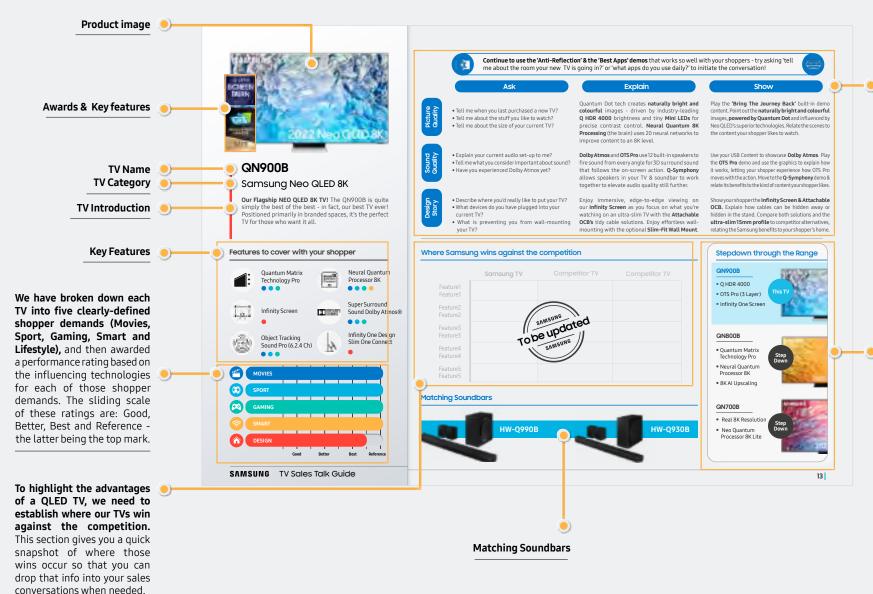


Crystal UHD





From real-world shopper demos and real-world tech explanations, which features to cover and where those key tech stepups occur, to matching soundbars and where each TV wins over the competition - the Product Pages are designed to give you all the information you need to help you sell more on the shop-floor.



An effective sales conversation is critical for every sale. This section gives you valuable information to aid those vital shopper demos.

ASK your shopper any of these leading questions that will help to kick-start a fruitful sales conversation.

EXPLAIN how those features will improve your shopper's lifestyle - instead of trotting out meaningless tech specs.

SHOW your shopper the benefits of the technologies available to them on each TV through an engaging shop-floor demo.

This section gives you an 'at-a-glance' heads up of those features your shopper stands to gain or lose by stepping up or down through the range.

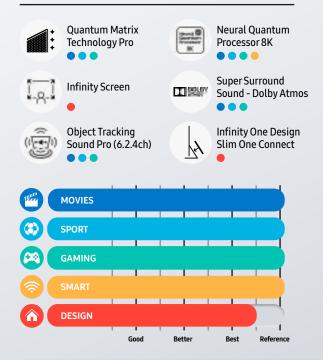


QN900B

Samsung Neo QLED 8K

Our Flagship NEO QLED 8K TV! The QN900B is quite simply the best of the best - in fact, our best TV ever! Positioned primarily in branded spaces, it's the perfect TV for those who want it all.

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - try asking 'tell me about the room your new TV is going in?' or 'what apps do you use daily?' to initiate the conversation!

Explain



Ask

• Tell me when you last purchased a new TV?

- Tell me about the stuff you like to watch?
- Tell me about the size of your current TV?

• Explain your current audio set-up to me?

• Have you experienced Dolby Atmos yet?

• Tell me what you consider important about sound?

• Describe where you'd really like to put your TV?

• What is preventing you from wall-mounting

• What devices do you have plugged into your

current TV?

your TV?

Quantum Dot tech creates naturally bright and colourful images - driven by industry-leading Q HDR 4000 brightness and tiny Mini LEDs for precise contrast control. Neural Quantum 8K Processing (the brain) uses 20 neural networks to improve content to an 8K level.

Dolby Atmos and OTS Pro use 12 built-in speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. Q-Symphony allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Enjoy immersive, edge-to-edge viewing on our Infinity Screen as you focus on what you're watching on an ultra-slim TV with the Attachable OCB's tidy cable solutions. Enjoy effortless wallmounting with the optional Slim-Fit Wall Mount.

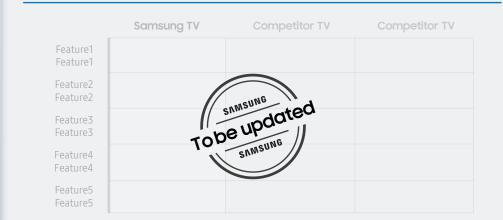
Show

Play the 'Bring The Journey Back' built-in demo content. Point out the naturally bright and colourful images, **powered by Quantum Dot** and influenced by Neo QLED's superior technologies. Relate the scenes to the content your shopper likes to watch.

Use your USB Content to showcase **Dolby Atmos**. Play the OTS Pro demo and use the graphics to explain how it works, letting your shopper experience how OTS Pro moves with the action. Move to the Q-Symphony demo & relate its benefits to the kind of content yourshopper likes.

Showyourshopperthe Infinity Screen & Attachable OCB. Explain how cables can be hidden away or hidden in the stand. Compare both solutions and the ultra-slim 15mm profile to competitor alternatives, relating the Samsung benefits to your shopper's home.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

QN900B

- O HDR 4000
- OTS Pro (3 Layer)

Infinity One Screen

QN800B

- Ouantum Matrix Technology Pro
- Neural Quantum Processor 8K
- 8K AI Upscaling

QN700B

- · Real 8K Resolution
- Neo Quantum Processor 8K Lite



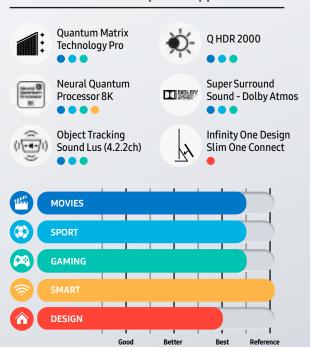


QN800B

Samsung Neo QLED 8K

Our 8K focus model for 2022! Available in almost every outlet, QN800B is our 8K focus model for 2022, bringing next-generation technology and style to your shopper's

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - try asking 'tell me about the room your new TV is going in?' or 'what apps do you use daily?' to initiate the conversation!



Ask

• Tell me when you last purchased a new TV?

- Tell me about the stuff you like to watch?
- Tell me about the size of your current TV?

- Explain your current audio set-up to me?
- Tell me what you consider important about sound?
- Have you experienced Dolby Atmos yet?

- Describe where you'd really like to put your TV?
- What devices do you have plugged into your current TV?
- What is preventing you from wall-mounting your TV?

Explain

Quantum Dot tech creates naturally bright and colourful images - driven by industry-leading Q HDR 2000 brightness and tiny Mini LEDs for precise contrast control. Neural Quantum 8K Processing (the brain) uses 20 neural networks to upscale content to 8K.

Dolby Atmos and **OTS Pro** use 8 built-in speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. Q-Symphony allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Enjoy immersive viewing on our Infinity Design as you focus on what you're watching on an ultraslim TV with the Attachable OCB's tidy cable solutions. Enjoy effortless wall-mounting with the optional Slim-Fit Wall Mount.

Show

Play the 'Bring The Journey Back' built-in demo content. Point out the naturally bright and colourful images, powered by Quantum Dot and influenced by Neo QLED's superior technologies. Relate the scenes to the content your shopper likes to watch.

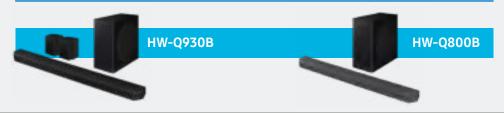
Use your USB Content to showcase **Dolby Atmos**. Play the OTS Plus demo and use the graphics to explain how it works, letting your shopper experience how OTS Plus moves with the action. Move to the Q-Symphony demo & relate its benefits to the kind of content yourshopper likes.

Showyourshopperthe Infinity Design & Attachable OCB. Explain how cables can be hidden away or hidden in the stand. Compare both solutions and the ultraslim profile to competitor alternatives, relating the Samsung benefits to your shopper's home.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

QN900B

- Q HDR 4000
- OTS Pro (3 Layer)
- · Infinity One Screen



QN800B

- Quantum Matrix Technology Pro
- Neural Quantum Processor 8K





QN700B

- Real 8K Resolution
- Neo Quantum Processor 8K Lite



15

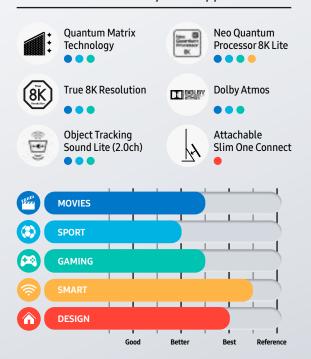


QN700B

Samsung Neo QLED 8K

The 8K journey begins here! Offering state-of-the-art picture, sound, and smart features with slim design, the QN700B is a great reason for your shoppers to purchase 8K now.

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - try asking 'tell me about the room your new TV is going in?' or 'what apps do you use daily?' to initiate the conversation!



Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?

- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

- Describe where you'd like to put your TV?
- What is plugged into your current TV?
- What is preventing you from wall-mounting your TV?

Explain

Quantum Dot tech creates naturally bright and colourful images - driven by superior Q HDR 2000 brightness and tiny Mini LEDs for precise contrast control. Neo Quantum 8K Lite Processing (the brain) uses 16 neural networks to improve content to an 8K level.

Dolby Atmos and OTS Lite uses Al and the TV's bottom speakers to fire sound from every angle for virtual 3D surround sound that follows on-screen action. Q-Symphony allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Enjoy immersive viewing on our Infinity Design as you focus on what you're watching on an ultra-slim TV with the **Attachable OCB's** tidy cable solutions. Enjoy effortless wall-mounting with the optional Slim-Fit Wall Mount.

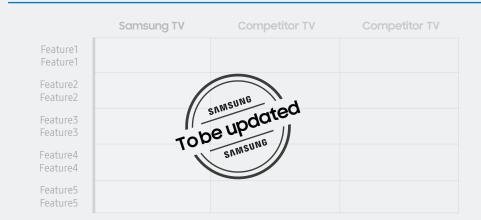
Show

Play the 'Into Nature' built-in demo content. Point out the naturally bright and colourful images, powered by Quantum Dot and influenced by Neo QLED's superior technologies. Relate the scenes to the content your shopper likes to watch.

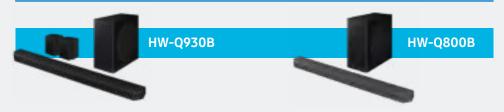
Use your USB Content to showcase **Dolby Atmos**. Play the OTS LITE demo and use the graphics to explain how it works, letting your shopper experience how OTS LITE moves with the action. Move to the Q-Symphony demo & relate its benefits to the kind of content yourshopperlikes.

Showyourshopperthe Infinity Design & Attachable **OCB** Explain how cables can be hidden away or hidden in the stand. Compare both solutions and the ultra**slim profile** to competitor alternatives, relating the Samsung benefits to your shopper's home.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

QN800B

- Quantum Matrix Technology Pro
- Neural Quantum Processor 8K
- 8K AI Upscaling

QN700B

- Real 8K Resolution
- Neo Quantum Processor 8K Lite



Step Down

QN95B

- Neural Quantum Processor 4K
- Motion Xcelerator
- Turbo Pro

Attachable One Connect

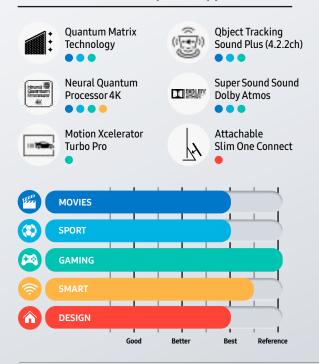


QN95B

Samsung Neo QLED 4K

The ultimate 4K gaming TV! Simply the best 4K TV available. Perfect for design-driven shoppers who want better PQ than The Frame. One Connect flexibility and premium design makes the QN95B a great wall or standmounted solution anywhere in the home.

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - try asking 'tell me about the room your new TV is going in?' or 'what apps do you use daily?' to initiate the conversation!



Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?

Sound Quality

- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Gaming Story

- Is anyone in your household a Gamer?
- What platform do they play on?
- What games are they currently playing?

Explain

Quantum Dottechnology creates **naturally bright and colourful pictures** - driven by **Q HDR 2000** brightness and tiny **Mini LEDs** for precise contrast control. **Neural Quantum 4K Processing** (the brain) uses 20 neural networks to upscale lower resolution content to a 4K.

Dolby Atmos and **OTS Plus** use 8 built-in speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. **Q-Symphony** allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Perfect companion for your next-gen console with HDMI2.1 on all ports. Crisp 4KHDR detail, supersmooth 120Hz motion & ultra-low input lag. With Motion Xcelerator Turbo+ & FreeSync Premium Pro ensuring smooth fast paced action without screen tearing.

Show

Play the 'Korean Wave' built-in demo content. Point out the naturally bright and colourful images, powered by Quantum Dot and influenced by Neo QLED's superiortechnologies. Relate the scenes to the content your shopper likes to watch.

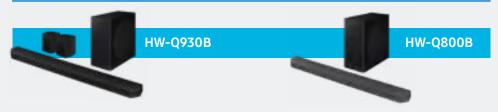
Use your USB Content to showcase **Dolby Atmos**. Play the **OTS Plus** demo and use the graphics to explain how it works, letting your shopper experience how OTS Plus moves with the action. Move to the **Q-Symphony** demo & relate its benefits to the shopper's favourite content.

Highlight that the QN95B offers **4K gaming at 144Hz** and all Samsung premium TVs support HDMI 2.1 on all ports. Play the **'Neo QLED Gaming'** demo from your USB, using the graphics to explain the benefits of **Motion Xcelator Turbo+**, **Game Bar 2.0** and **Free Sync Premium Pro**.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

QN700B

- Real 8K Resolution
- Neo Quantum Processor 8K Lite



QN95B

- Neural Quantum Processor 4K
- Motion Xcelerator Turbo Pro
- Attachable One Connect

S95B

- OLED Technology
- Anti-Reflection Technology
- Laser Slim Design



This TV

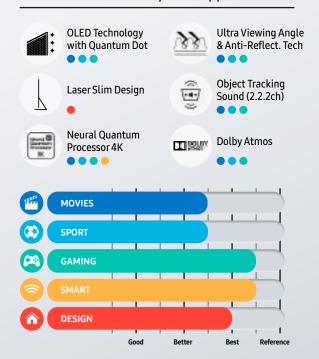


S95B

Samsung Neo OLED 4K

The best OLED TV on the market! If your shopper believes OLED is the future, the S95B is the best OLED TV on market as it's driven by Quantum Dot technology - but push Neo QLED for the best experience.

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - try asking 'tell me about the room your new TV is going in?' or 'what apps do you use daily?' to initiate the conversation!



Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?

• Explain your current sound system to me?

• Have you experienced Dolby Atmos yet?

• Describe where you'd like to put your TV?

• What is preventing you from wall-mounting

• What is plugged into your current TV?

your TV?

• Tell me what's important about sound to you?

Explain

Quantum Dot technology creates naturally bright and colourful pictures - driven by Q HDR1500 brightness and **OLED** backlighting for the deepest blacks. Neo Quantum **4K Processing** (the brain) uses 16 neural networks to

improve lower resolution content to a 4K level.

Dolby Atmos and **OTS** uses multi-channel speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. Q-Symphony allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Enjoy immersive viewing on our Laser-Slim Design as you focus on what you're watching on an ultraslim TV with a tidy cable solution that hides cables in the stand. Enjoy effortless wall-mounting with the optional A50EB Wall Mount.

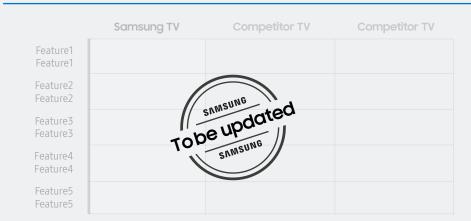
Show

Play the 'Wave Of Colours' built-in demo content. Point out the naturally bright and colourful images, powered by Quantum Dot and influenced by Samsung OLED's superior technologies. Relate the scenes to the content your shopper likes to watch.

Use your USB Content to showcase **Dolby Atmos**. Play the OTS demo and use the graphics to explain how it works, leetting your shopper experience how OTS moves with the action. Move to the Q-Symphony demo & relate its benefits to the kind of content your shopper likes.

Show your shopper the Laser-Slim Design. Explain how cables can be hidden away or hidden in the stand. Compare both solutions to competitor alternatives, relating the Samsung benefits to your shopper's home.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

Step Up

QN95B

- Neural Ouantum Processor 4K
- Motion Xcelerator Turbo Pro
- Attachable One Connect Slim One Connect

S95B

- OLED Technology
- Anti-Reflection Technology
- Laser Slim Design



QN90B

- Q HDR 2000
- Anti-Reflection Screens
- Q OTS Plus



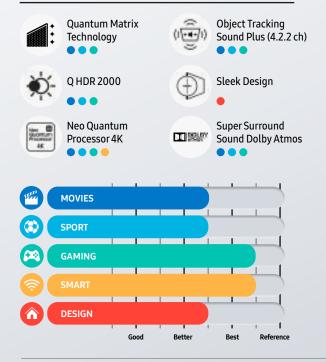


QN90B

Samsung Neo QLED 4K

Our 4K focus model for 2022! One of our focus models for 2022 - one to really push in store! If premium picture quality matters, this is where the story begins - underpinned by Anti- Reflections and a great price!

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - try asking 'tell me about the room your new TV is going in?' or 'what apps do you use daily?' to initiate the conversation!



Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?

Sound Quality

- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Gaming Story

- Is anyone in your household a Gamer?
- What platform do they play on?
- What games are they currently playing?

Explain

Quantum Dot technology creates **naturally bright and colourful** pictures - driven by **Q HDR 2000** brightness and tiny **Mini LEDs** for precise contrast control. **Neo Quantum 4K Processing** (the brain) uses 16 neural networks to improve lower resolution content to a 4Klevel.

Dolby Atmos and **OTS** uses multi-channel speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. **Q-Symphony** allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Perfect companion for next-gen cloud or console gaming with HDMI 2.1 on all ports. Crisp 4K HDR detail, super smooth 120Hz motion & ultra-low input lag. With Motion Xcelerator Turbo+ & FreeSync Premium Pro ensuring smooth fast paced action without screen tearing.

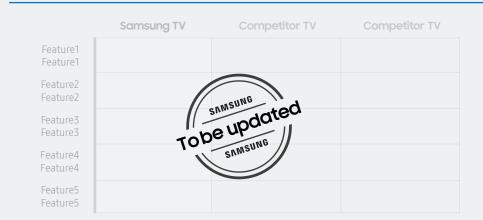
Show

Play the 'Bring The Journey Back' built-in demo content. Point out the naturally bright and colourful images, powered by Quantum Dot and influenced by Neo QLED's superior technologies. Relate the scenes to the content your shopper likes to watch.

Use your USB Content to showcase **Dolby Atmos**. Play the **OTS** demo and use the graphics to explain how it works, letting your shopper experience how OTS moves with the action. Move to the **Q-Symphony** demo & relate its benefits to the kind of content your shopper likes.

Highlight that the 50" & 43"QN90B offers 4K gaming at 144Hz and all Samsung premium TVs support HDMI 2.1 on all ports. Play the 'Neo QLED Gaming' demo from your USB, using the graphics to explain the benefits of Motion Xcelerator Turbo+, Game Bar 2.0 and Free Sync Premium Pro.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

S95B

- OLED Technology
- Anti-Reflection Technology
- Laser Slim Design



QN90B

- Q HDR 2000
- Anti-Reflection Screens
- OTS Plus



The Frame

- Art Mode / Art Store
- Glare-Free Matte Display
- Customisable Bezels



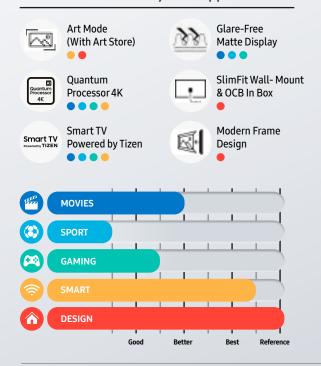
19



The Frame QLED Lifestyle

Make your own TV! For style-driven shoppers, wanting their TV to blend into their home. With easy in-box solutions, the Slim Fit Wall-Mount & Near-Invisible Cable.

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers - and highlight that The Frame is the only TV that comes with the Slim Fit WMT, 5m ONIC in box



Ask

• What do you currently have on your walls?

- Describe where you'd like to put your TV?
- What is plugged into your current TV?

Suality

- Tell me about the different content you enjoy?
- What are you currently watching?
- Tell me about the last movie you really enjoyed?

Smart Story

- Tell me about the apps you use on a daily basis?
- Tell me about the last thing you streamed?
- Tell me what apps are on your current TV?

Explain

TV that can be endlessly personalised. When it's off, it turns into a gallery of 1,600+ artworks oryour photos. Slimmer than ever, it hangs like a picture frame with SlimFit WallMount & 5M ONIC in-box. Style it yourway with customisable bezels.

Enjoy Glare-Free pictures with The Frame's **Matte Display**. QLED paired with **Dual LED** delivers bolder contrast and **100% Colour Volume** - for true-to-life pictures with cinematic colour on your art and TV shows. With **4K AI Upscaling**, enjoy your classic movies in flawless 4K.

Samsung is **the world's best-selling Smart TV platform**. It has the widest collection of the most popular apps - streaming services like; Disney+, BTSport, Now TV, Apple TV, Netflix, Prime Video and much more.

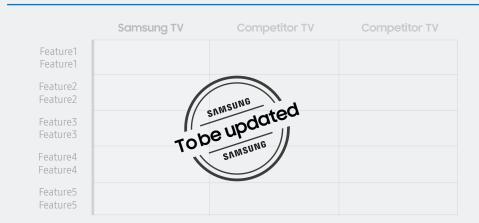
Show

Navigate through the **Art Store** with your shoppers, and then **My Collection**, showing how to display their own photos – as if the TV was an actual picture frame. Relate all design features (Bezel colours & designs, ONIC etc.) to your shopper's home.

Highlight the **Matte Display** by comparing The Frame's Glare-Free screens with other TVs. Play the 'The Serif' built-in content and point out the **naturally bright and colourful images** - powered by Quantum Dot. Relate the scenes to the kind of contentyour shopper enjoys watching.

Show the apps on the **Launcher Bar** and explain that Samsung has the **widest collection of the most popular apps**. Highlight at least three apps that relate to your shopper's lifestyle.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

QN90B

- Q HDR 2000
- Anti-Reflection
 Screens
- OTS Plus

Step Up

The Frame

- Art Mode / Art Store
- Glare-Free Matte Display
- Customisable Bezels



QN85B

- Quantum Matrix Technology
- Neo Quantum Processor 4K
- Sleek Design



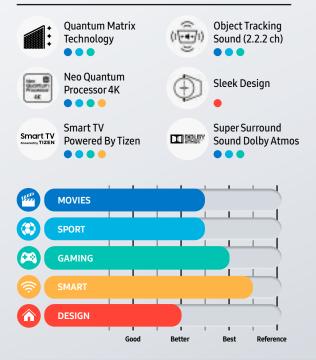


QN85B

Samsung Neo QLED 4K

The MINI LED story starts here! Mini LEDs make an introduction into the range with the Q85B, giving your shoppers a picture quality step up through those core Neo QLED benefits - great blacks, great colour and great sound.

Features to cover with your shopper





Continue to use the 'Best Apps' demo that works so well with your shoppers - try asking 'what apps do you use daily?' to initiate the conversation! And ensure to highlight our super slim profile that looks perfect in any home!



Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?

Sound Quality

- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Design Story

- Describe where you'd like to put your TV?
- What is plugged into your current TV?
- What is preventing you from wall-mounting your TV?

Explain

Quantum Dot technology creates **naturally bright and colourful** pictures - driven by **Q HDR1500** brightness and tiny **Mini LEDs** for precise contrast control. **Neo Quantum 4K Processing** (the brain) uses 16 neural networks to improve lower resolution content to a 4K level.

Dolby Atmos and **OTS** use 6 built-in speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. **Q-Symphony** allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Samsung is the world's best-selling Smart TV platform. It has the widest collection of thee most popularapps-streaming services like; Disney+, BTSport, Now TV, Apple TV, Netflix, Prime Video and much more.

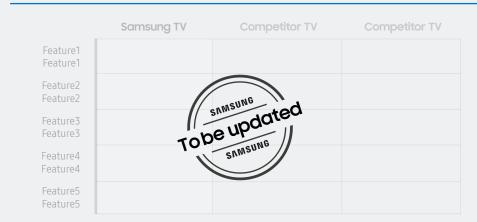
Show

Play the 'Colour Customisation' built-in demo content. Point out the naturally bright and colourful images, powered by Quantum Dot and influenced by Neo QLED's superior technologies. Relate the scenes to the content your shopper likes to watch.

Use your USB Content to showcase **Dolby Atmos**. Play the **OTS** demo and use the graphics to explain how it works, letting your shopper experience how OTS moves with the action. Move to the **Q-Symphony** demo & relate its benefits to the kind of content your shopper likes.

Show the apps on the **Launcher Bar** and explain that Samsung has the **widest collection of the most popular apps**. Highlight at least three apps that relate to your shopper's lifestyle.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

The Frame

- Art Mode / Art Store
- Glare-Free Matte Display
- Customisable Bezels



QN85B

- Quantum Matrix
 Technology
- Neo Quantum Processor 4K
- Sleek Design



Q80B

- Direct Full Array
- Q HDR 1500
- Super Surround Sound Powered by Dolby Atmos



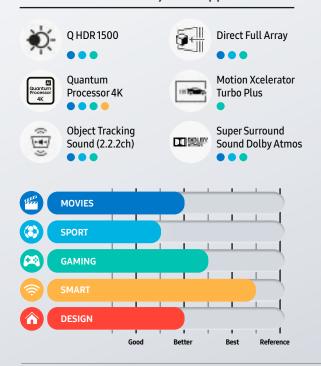


Q80B

Samsung Neo QLED 4K

Our flagship QLED TV! Building on the success of 2021's Q80A, the Q80B offers incredible value for money through affordable technologies like OTS, Dolby Atmos and Q-Symphony, giving your shoppers real bang for their buck.

Features to cover with your shopper





Continue to use your questioning to personalise Samsung's unique benefits and demos below to your shoppers.

Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?

Sound Quality

- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Gaming Story

- Is anyone in your household a Gamer?
- What platform do they play on?
- What games are they currently playing?

Explain

Quantum Dot technology creates **naturally bright and colourful** pictures - driven by **Q HDR 1500** brightness and **100% Colour Volume**. **Direct Full Array** delivers tight contrast control. **Quantum 4K Processing** (the brain) improves lower resolution content to a 4K level viewed from any angle.

Dolby Atmos and **OTS** use 6 built-in speakers to fire sound from every angle for 3D surround sound that follows the on-screen action. **Q-Symphony** allows speakers in your TV & soundbar to work together to elevate audio quality still further.

Perfect companion for your next-gen console with HDMI 2.1 on all ports. Crisp 4K HDR detail, super smooth 120Hz motion & ultra-low input lag. With Motion Xcelerator Turbo+ & FreeSync Premium Pro ensuring smooth fast paced action without screen tearing.

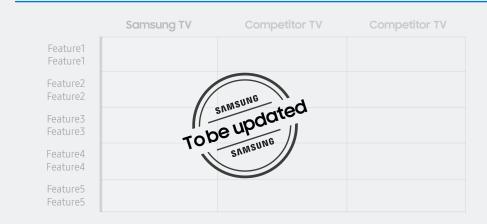
Show

Play the 'Pure Colours' built-in demo content and point out the naturally bright and colourful images - powered by Quantum Dot and influenced by QLED's advanced technologies. Relate the scenes to the kind of content your shopper enjoys watching.

Use your USB Content to showcase **Dolby Atmos**. Play the **OTS** demo and use the graphics to explain how it works, letting your shopper experience how OTS moves with the action. Move to the **Q-Symphony** demo & relate its benefits to the kind of content your shopper likes.

Highlight that the Q80B offers **4K gaming at 120Hz** and all Samsung premium TVs support **HDMI 2.1** on all ports. Play the 'Neo QLED Gaming' demo from your USB, using the graphics to explain the benefits of Motion Xcelerator Turbo+, Game Bar 2.0 and Free Sync Premium Pro.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

QN85B

- Quantum Matrix Technology
- Neo Quantum Processor 4K
- Sleek Design

Q80B

- Direct Full Array
- Q HDR 1500
- Super Surround Sound Powered by Dolby Atmos



The Serif

- All Round 360 Design
- Glare-Free Matte Display
- Elegant Floor Stand

Step Down

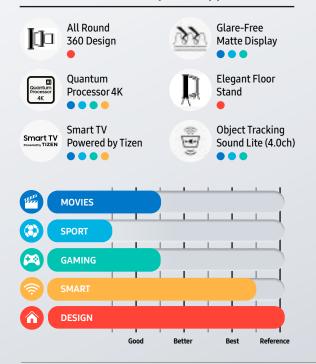


The Serif

QLED Lifestyle

Make your TV stand out! Ideal for design-driven shoppers who want their TV to make a real statement, as it merges tech with one-of-a-kind furniture. The Serif will also appeal to those wanting to maximise their living space.

Features to cover with your shopper





Continue to use the 'Anti-Reflection' & the 'Best Apps' demos that works so well with your shoppers. Continue to highlight The Serif as the centre piece that fits any space, with its 'I' profile, seamless back & detachable floor stand



Ask

• Describe to me the decor in your room?

• Tell me where your current TV is located?

Picture Quality

- Tell me about the different content you enjoy?
- What are you currently watching?
- Tell me about the last movie you really enjoyed?

Smart Story

- Tell me about the apps you use on a daily basis?
- Tell me about the last thing you streamed?
- Tell me what apps are on your current TV?

Explain

The Serif is a design statement that fits impeccably in any room. Imagined by the Bouroullec Bros, its versatile design looks beautiful from any angle, allowing your shopper to make the most of their space thanks to its Detachable Floor Stand.

Enjoy Glare-Free pictures with The Serif's **Matte Display**. QLED paired with **Dual LED** delivers bolder contrast and **100% Colour Volume** - for true-to-life pictures with cinematic colour on your art and TV shows. With **4K AI Upscaling**, enjoy your classic movies in flawless 4K.

Samsung is **the world's best-selling Smart TV platform**. It has the widest collection of thee most popular apps - streaming services like; Disney+, BTSport, Now TV, Apple TV, Netflix, Prime Video and much more.

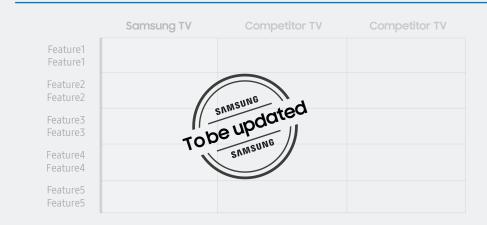
Show

Showcase The Serif's **iconic 'I' shaped profile**, and highlight the colour options (Cloud White or Cotton Blue) to relate the look and feel to your shopper's home. Show the **Floor Stand** to highlight that The Serif can be placed anywhere.

Highlight the **Matte Display** by comparing The Serif's Glare-Free screens with other TVs. Play the 'The Serif' built-in content and point out the **naturally bright and colourful images** - powered by Quantum Dot. Relate the scenes to the kind of contentyour shopper enjoys watching.

Show the apps on the **Launcher Bar** and explain that Samsung has the **widest collection of the most popular apps**. Highlight at least three apps that relate to your shopper's lifestyle.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

Q80B

- Direct Full Array
- Q HDR 1500
- Super Surround Sound Powered by Dolby Atmos



The Serif

- All Round 360 Design
- Glare-Free Matte Display
- Elegant Floor Stand



Q75B/Q70B

- Quantum Processor 4K
- FreeSync
 Premium Pro
- Motion Xcelerator Turbo Plus



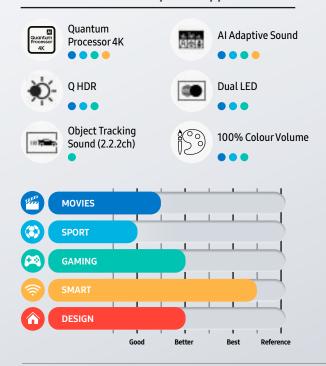


Q75B/Q70B

Samsung QLED 4K

The Super-Big driver! Traditionally our best-selling super big (75" upwards) model as it offers a great TV for a great price.

Features to cover with your shopper





Continue to use the 'Best Apps' demo that works so well with your shoppers - try asking 'what apps do you use daily?' to initiate the conversation! And ensure to highlight our stunning new AirSlim design that looks perfect in any home!



Ask

• Tell me how often you purchase a new TV?

- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?
- Sound Suality
- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Gaming Story

- Is anyone in your household a Gamer?
- What platform do they play on?
- What games are they currently playing?

Explain

Quantum Dot technology creates **naturally bright and colourful** pictures - driven by **Q HDR** brightness and **100% Colour Volume**. **Dual LED** improves contrast and colour temperature. **Quantum 4K Processing** (the brain) improves lower resolution content to a 4K level viewed from any angle.

Al Sound auto-calibrates the audio your shopper's specific room & adjusts to the noise around them, to hear every word & sound. **OTS Lite** delivers virtual 3D surround sound that follows the action & **Q-Symphony** ramps it up by syncing TV & soundbar together.

Perfect companion for your next-gen console with HDMI 2.1 on all ports. Crisp 4KHDR detail, supersmooth 120Hz motion & ultra-low input lag. With Motion Xcelerator Turbo+ & FreeSync Premium Pro ensuring smooth fast paced action without screen tearing.

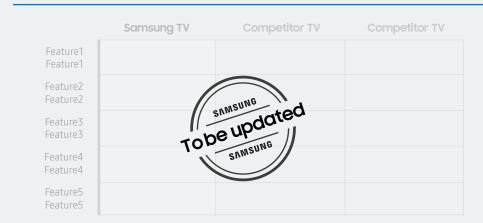
Show

Play the 'Pure Colours' built-in demo content and point out the naturally bright and colourful images - powered by Quantum Dot and influenced by QLED's advanced technologies. Relate the scenes to the kind of content your shopper enjoys watching.

Play the 'Space Fit' demo content from your USB - using the onscreen graphics to explain how it works and relate the benefits to your shopper's home. Use the 'OTS Lite' and 'Q-Symphony' demos & relate the benefits of both to your shopper's viewing habits.

Highlight that the Q70/75B offers **4K gaming at 120Hz** and all Samsung premium TVs support **HDMI 2.1** on all ports. Play the **'Neo QLED Gaming'** demo from your USB, using the graphics to explain the benefits of **Motion Xcelerator Turbo+**, **Game Bar 2.0** and **Free Sync Premium Pro**.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

The Serif

- All Round 360 Design
- Glare-Free Matte Display
- Elegant Floor Stand

Step Up

Q75B/Q70B

- Quantum Processor
 4K
- FreeSync Premium Pro
- Motion Xcelerator Turbo PlusTurbo Plus



Q65B/Q60B

- Quantum Dot Technology
- Dual LED
- 100% Colour Volume



24

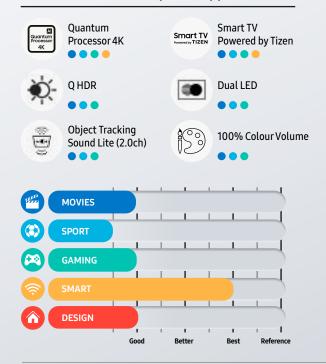


Q65B/Q60B

Samsung QLED 4K

The volume driver! For those shoppers wanting a little bit more than standard UHD, the Q60B offers the first forays into our advanced Quantum Dot and QLED picture quality.

Features to cover with your shopper





Ensure to highlight the new stunning AirSlim profile that'll look perfect in any home & continue to use your questioning to personalise Samsung's unique benefits and demos below to your shoppers.

Ask

• Tell me ho • Tell me ab

- Tell me how often you purchase a new TV?
- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?
- Sound Quality
- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Smart Story

- Tell me about the apps you use on a daily basis?
- Tell me about the last thing you streamed?
- Tell me what apps are on your current TV?

Explain

Quantum Dottechnology creates **naturally bright and colourful** pictures - driven by **Q HDR** brightness and **100% Colour Volume**. **Dual LED** improves contrast and colour temperature. **Crystal 4K Processing** (the brain) improves lower resolution content to a 4K level.

OTS Lite delivers virtual 3D surround sound that follows the action, while **Q-Symphony** syncs TV & soundbartogether to deliver a wider breadth of sound.

Samsung is **the world's best-selling Smart TV platform**. It has the widest collection of thee most popular apps - including all UK catch ups, Disney+, BT Sport, Now TV, Apple TV, Netflix, Prime Video and much more.

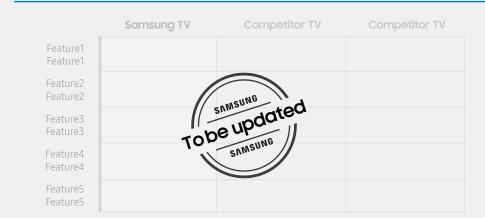
Show

Play the **'Pure Colours'** built-in demo content and point out the **naturally bright and colourful** images – powered by Quantum Dot and influenced by QLED's advanced technologies. Relate the scenes to the kind of content your shopper enjoys watching.

Use your USB content to relate to your shoppers' viewing habits and allow them to experience the benefits of **OTS Lite & Q-Symphony** using the on/off/on demo. Ensure to relate the benefits to their viewing habits.

Show the apps on the **Launcher Bar** and explain that Samsung has the **widest collection of the most popular apps**. Highlight at least three apps that relate to your shopper's lifestyle.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

Q75B/Q70B

- Quantum Processor
 4K
- FreeSync Premium Pro
- Motion Xcelerator Turbo PlusTurbo Plus

Q65B/Q60B

- Quantum Dot technology
- Dual LED
- 100% Colour Volume

BU8510/BU8500

Freesat



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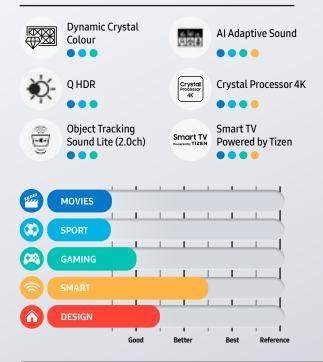


BU8510/BU8500

Samsung Crystal UHD

A beautiful 4K viewing and gaming experience. Watch all the things you love come to life in crystal clear colour on our stunningly slim Crystal UHD BU8500 4K TV.

Features to cover with your shopper





Continue to use the 'Best Apps' demo that works so well with your shoppers - try asking 'what apps do you use daily?' to initiate the conversation! And ensure to **highlight the new stunning AirSlim profile** that'll look perfect in any home!



Ask

• Tel

- Tell me how often you purchase a new TV?
- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?
- Sound Quality
- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?
- Smart Story
- Tell me about the apps you use on a daily basis?
- Tell me about the last thing you streamed?
- Tell me what apps are on your current TV?

Explain

Dynamic Crystal Colour delivers rich & lifelike pictures harnessing over a billion colours - 64x more than conventional UHD TVs. Watch everything you love in crystal clear, life-like colour - all in stunning 4K clarity.

OTS Lite delivers virtual 3D surround sound that follows the action, while **Q-Symphony** syncs TV & soundbartogether to deliver a wider breadth of sound. Plus **Adaptive Sound** optimises the audio depending on what you're watching.

Samsung is **the world's best-selling Smart TV platform**. It has the widest collection of thee most popular apps - streaming services like; Disney+, BTSport, Now TV, Apple TV, Netflix, Prime Video and much more.

Show

Play the 'Around The World' built-in demo content and point out the detail & spectacular colour influenced by Crystal UHD technologies. Relate the scenes to the kind of content your shopper watches.

Use your USB content to relate to your shoppers' viewing habits and allow them to experience the benefits of **OTS Lite & Q-Symphony** using the on/off/on demo. Ensure to relate the benefits to their viewing habits.

Show the apps on the **Launcher Bar** and explain that Samsung has the **widest collection of the most popular apps**. Highlight at least three apps that relate to your shopper's lifestyle.

Where Samsung wins against the competition



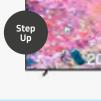
Matching Soundbars



Stepdown through the Range

Q65B/Q60B

- Quantum Dot technology
- Dual LED
- 100% Colour Volume



BU8510/BU8500

Freesat



BU8000

- Crystal Processor 4K
- OTS Lite
- Motion Xcelerator



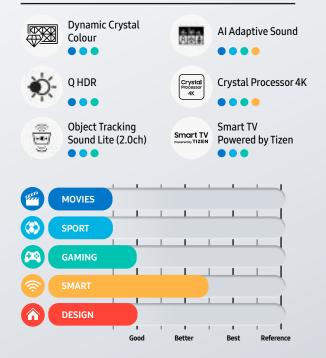


BU8000

Samsung Crystal UHD

Take your smart TV 4K viewing to stunning new heights. Watch all the things you love come to life in crystal clear colour on our stunningly slim Crystal UHD BU8000 4K TV.

Features to cover with your shopper





Continue to use the 'Best Apps' demo that works so well with your shoppers - try asking 'what apps do you use daily?' to initiate the conversation! And ensure to highlight the new stunning AirSlim profile that'll look perfect in any home!



Ask

• Tell me

- Tell me how often you purchase a new TV?
- Tell me about the different content you enjoy?
- Tell me about the size of your current TV?
- Sound Quality
- Explain your current sound system to me?
- Tell me what's important about sound to you?
- Have you experienced Dolby Atmos yet?

Smart Story

- Tell me about the apps you use on a daily basis?
- Tell me about the last thing you streamed?
- Tell me what apps are on your current TV?

Explain

Dynamic Crystal Colour delivers rich & lifelike pictures harnessing over a billion colours - 64x more than conventional UHD TVs. Watch everything you love in crystal clear, life-like colour - all in stunning 4K clarity.

OTS Lite delivers virtual 3D surround sound that follows the action, while **Q-Symphony** syncs TV & soundbar together to deliver a wider breadth of sound. Plus **Adaptive Sound** optimises the audio depending on what you're watching.

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Show

Play the 'Around The World' built-in demo content and point out the detail & spectacular colour influenced by Crystal UHD technologies. Relate the scenes to the kind of content your shopper watches.

Use your USB content to relate to your shoppers' viewing habits and allow them to experience the benefits of **OTS Lite & Q-Symphony** using the on/off/on demo. Ensure to relate the benefits to their viewing habits.

Show the apps on the **Launcher Bar** and explain that Samsung has the **widest collection of the most popular apps**. Highlight at least three apps that relate to your shopper's lifestyle.

Where Samsung wins against the competition



Matching Soundbars



Stepdown through the Range

Q65B/Q60B

- Quantum Dot Technology
- Dual LED
- 100% Colour Volume

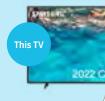
BU8510/BU8500

Freesat



BU8000

- Crystal Processor
 4K
- OTS Lite
- Motion Xcelerator



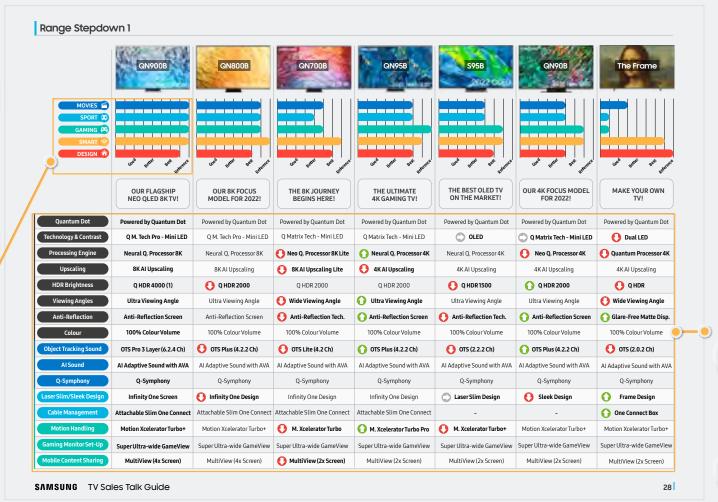


Knowing where those all-important tech step-ups and step-downs occur in the range is critical during any purchasing journey - it can be the difference between your shopper settling for what they have and willing to be up-sold two or three models further up in the range.





We have broken down each TV into five clearly-defined shopper demands (Movies, Sport, Gaming, Smart and Lifestyle), and then awarded a performance rating based on the influencing technologies for each of those shopper demands. The sliding scale of these ratings are: Good, Better, Best and Reference - the latter being the top mark.

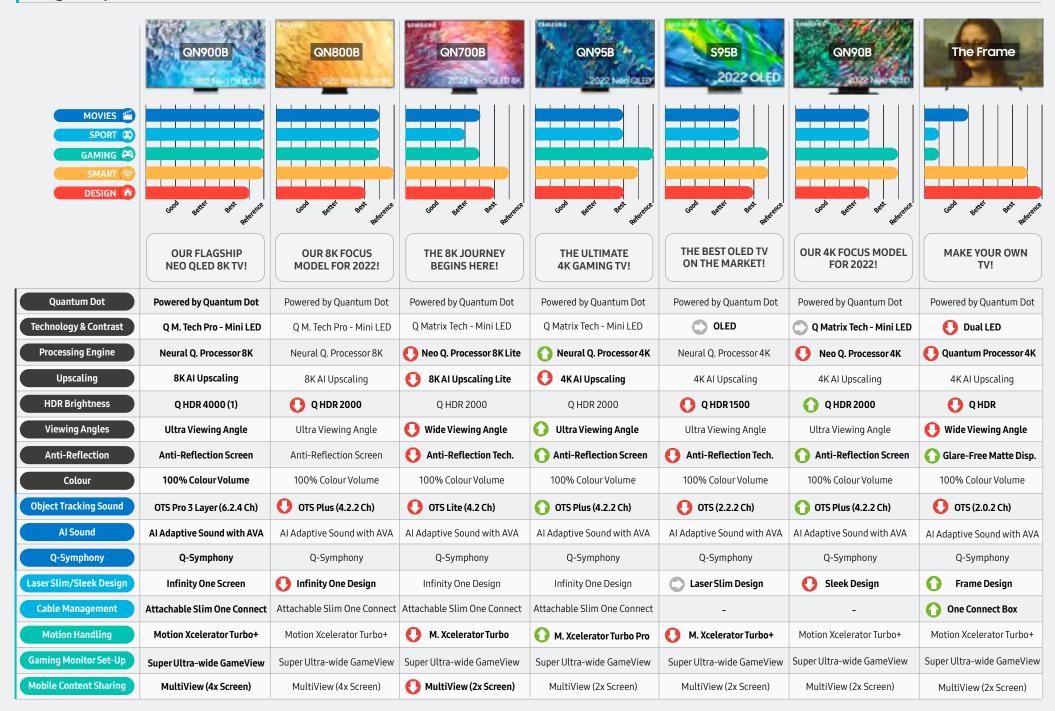


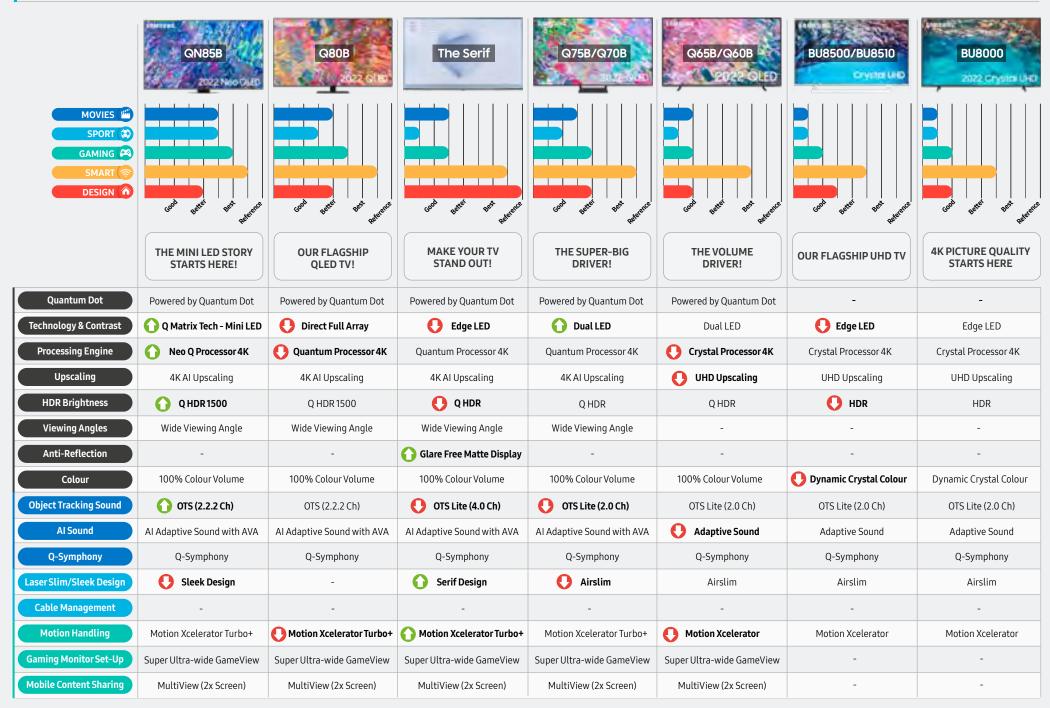
Starting at the top of the range with the QN900B, we have listed the key technologies of each TV. As we move down through the range, where there is a stepdown in technology, this is highlighted with:



Occasionally, there is actually a tech step-up as we move down through the range - highlighted by this:





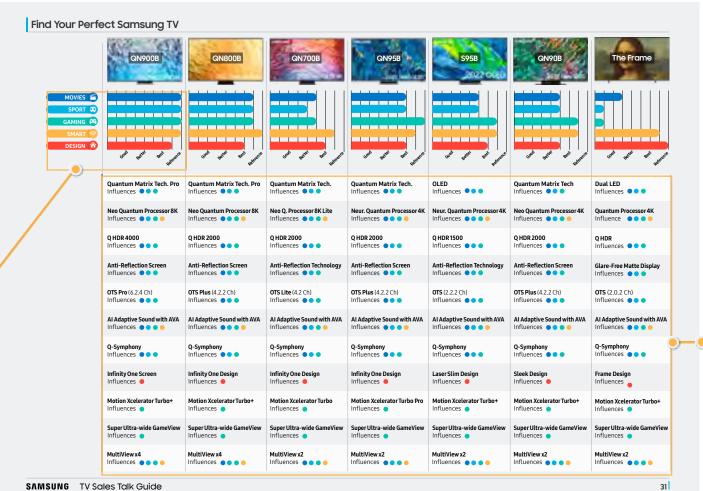




Knowing where those all-important tech step-ups and step-downs occur in the range is critical during any purchasing journey - it can be the difference between your shopper settling for what they have and willing to be up-sold two or three models further up in the range.



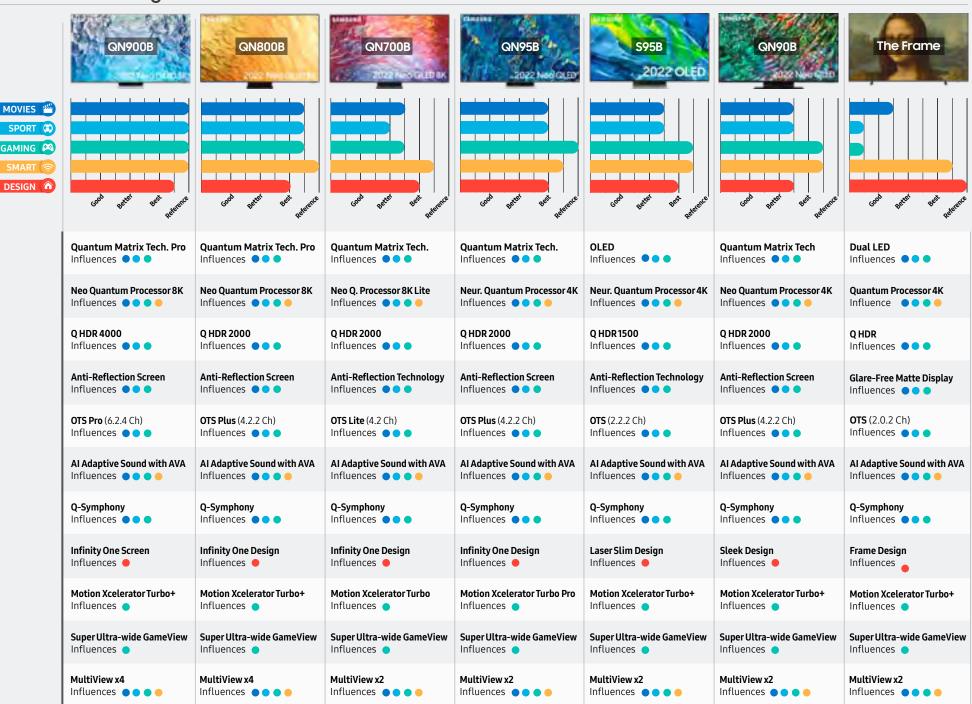
We have broken down each TV into five clearly-defined shopper demands (Movies, Sport, Gaming, Smart and Lifestyle), and then awarded a performance rating based on the influencing technologies for each of those shopper demands. The sliding scale of these ratings are: Good, Better, Best and Reference - the latter being the top mark.



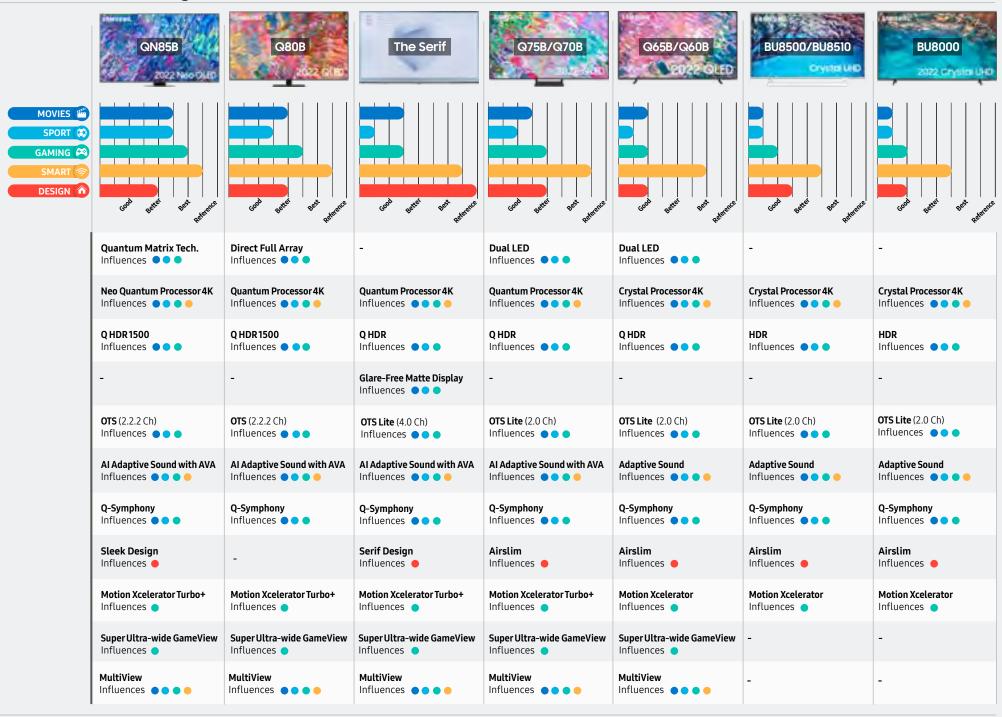
The leading technologies for each TV are listed along with those shopper demands that they influence. For example: Quantum Matrix Pro is key technology on the QN900B - and has a major influence your shopper's movies, sports and gaming (colour-coded in blue, light blue and green respectively).

Find Your Perfect Samsung TV

SMART (%



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Notes	

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