

Details of AOC LCD TV Pixel Policy

(Applicable to the LCD TV sold within Australia & New Zealand only)

The AOC LCD TV is evaluated on the number of acceptable non-performing pixels and the distance between each non-performing pixels. The terms “non-performing” and “defective pixels/sub-pixels” are used interchangeably for ease of identification. All monitors have been tested to ensure they comply with this standard.

To identify non-performing pixels, the monitor shall be viewed under normal operating conditions, preferably in its native resolution, and from a normal viewing distance.

Under these conditions the AOC LCD TV shall not show more than (whichever of the following limits is reached first):

AOC 17" & 20" LCD TV

- a total of 6 non-performing pixels (of whatever type), or
- 2 bright non-performing pixels appearing as a red, green, blue, yellow, cyan, magenta, or white dot on a dark or black background, or
- 5 dark non-performing pixels appearing as a black dot on a bright or white background, or
- any two continuous bright dots located less than 5mm, or
- any two continuous dark dots located less than 15mm.
- any two continuous bright dot & dark dot distance less than 10 mm from each other.

AOC will entertain any warranty request concerning non-performing pixels. However, it should be noted that non-performing pixels are innate within the current LCD panel manufacturing process. As such, AOC cannot guarantee that the return unit to our customers will be 100% free of pixel defects or have fewer numbers of defects than the accepted standard of non-performing pixels as outlined before.

For any question, please contact support@anz.aocmonitor.com.