

avocor

Pixel Policy

This document provides a detailed description on how Avocor Technologies defines LCD pixel defect criteria for warranty purposes, as applied to all Avocor Technologies LCD monitors. Please note that this Pixel Policy still falls within the scope and guidelines defined by the Limited Warranty Policy for your product. Avocor strives to be best in class with regard to pixel performance, but this policy is necessary due to the nature of the technology and manufacturing yield limitations.

Definition of bright and dark sub-pixels (dots)

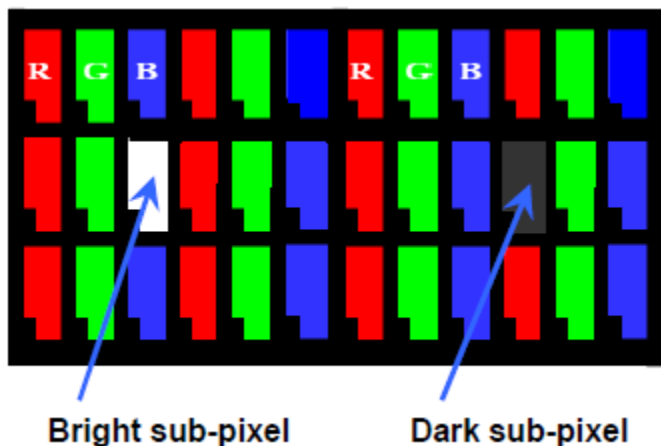
An LCD monitor contains millions of red, green, and blue (R.G.B.) sub-pixels, or dots, that combine to produce the image you see on your screen. Sometimes a dot can malfunction, typically manifesting as a **Bright sub-pixel** or **Dark sub-pixel**.

Bright sub-pixel:

Also called a "stuck pixel," this symptom manifests as a distinctive bright dot on the screen, and will typically be red, blue, green, or white in color.

Dark sub-pixel:

Dark dots are more common and less noticeable than bright dots. If you come across a dark dot, you may notice what looks like a small dark "hole" in the image.



Pixel Defects Guarantee

Pixel-defects may not affect a monitor's functionality, but they can have a detrimental impact on image quality. Avocor defines the criteria for what is covered under warranty with regard to dot-defects in the tables **on the following page**. These criteria are based on the type of dot-defects, the number of dot-defects, and the size of the monitor in question. If you find dot-defects on your Avocor monitor, please [Contact Avocor Support](#) and be prepared to send pictures showcasing the problem.

27" Monitor			
Bright sub-pixel defects		Dark sub-pixel defects	
Item	Criteria	Item	Criteria
Single Bright	N=0	Single Dark	N<=6
Total Defect Count: N<=6			

55" Monitor			
Bright sub-pixel defects		Dark sub-pixel defects	
Item	Criteria	Item	Criteria
Single Bright	N=0	Single Dark	N<=12
2 Adjacent Bright	N=0	2 Adjacent Dark	N<=3
3 Adjacent Bright	N=0	3 Adjacent Dark	N<=0
Minimum Distance Between Defects: L>=5mm			
Total Defect Count: N<=12			

65" Monitor			
Bright sub-pixel defects		Dark sub-pixel defects	
Item	Criteria	Item	Criteria
Single Bright	N=0	Single Dark	N<=12
2 Adjacent Bright	N=0	2 Adjacent Dark	N<=3
3 Adjacent Bright	N=0	3 Adjacent Dark	N<=0
Minimum Distance Between Defects: L>=5mm			
Total Defect Count: N<=12			

75" Monitor			
Bright sub-pixel defects		Dark sub-pixel defects	
Item	Criteria	Item	Criteria
Single Bright	N<=5	Single Dark	N<=18
2 Adjacent Bright	N=0	2 Adjacent Dark	N<=8
3 Adjacent Bright	N=0	3 Adjacent Dark	N<=5
Minimum Distance Between Defects: L>=5mm			
Total Defect Count: N<=18			

86" Monitor			
Bright sub-pixel defects		Dark sub-pixel defects	
Item	Criteria	Item	Criteria
Single Bright	N<=5	Single Dark	N<=18
2 Adjacent Bright	N<=2	2 Adjacent Dark	N<=8
3 Adjacent Bright	N=0	3 Adjacent Dark	N<=5
Minimum Distance Between Defects: L>=5mm			
Total Defect Count: N<=18			