

LG Electronics Australia Pty Ltd LCD Monitor Pixel Quality Policy

Thank you for your decision to purchase an LG LCD Monitor, we trust this product meets with your high expectations and reflects the superior quality standards LG strives to maintain.

Terms and Conditions

1. All Standard Terms and Conditions under the LG 3 Year On-Site Smile Warranty apply.
2. This policy applies to all LCD Monitors with a Reseller Receipt dated on or after 20th of September 2005.
3. All LG 17" and 19" LCD Monitors found to have a bright dot or a dark dot (please see description below on Pixel Defect Criteria) will be replaced if found to be defective within the period specified below from invoice date. LG's Limitation on Defective Pixels outlined below covers all other size monitors.
4. Should your LCD Monitor exhibit a Pixel Defect please return the unit to the original point of purchase where the unit will be exchanged. The Reseller will in turn contact LG and arrange for the unit be sent back to LG as a commercial return.
5. For any other apparent defect please contact the LG Help Line on free call 1800 643 156 for Technical Assistance. If the monitor is confirmed to be faulty, you will be provided the contact details of your nearest LG authorised service centre.

Applicable Models & Period covered

1. All 40 & 80 Series LCD Monitors are covered for a period of 1 Year from invoice date.
(From reseller to the end user)
 - L1740B, L1740BQ, L1740P, L1740PQ, L1940B, L1940P, L2040P
 - L1780U, L1780Q, L1781Q, L1980U, L1980Q, L1981Q
2. All other 17" and 19" LCD Monitors are covered for a period of 14 days from invoice date.
(From reseller to the end user)

Pixel Defect Criteria for LG TFT LCD Monitors

A pixel is composed of three sub pixels, one red, one green, and one blue. Individual defective sub pixel control circuits can cause the corresponding sub pixel to be permanently lit (red, green or blue bright dot) or may not light at all (dark dot). This is classed as a Defect Pixel.

Days from Purchase	Measurement	15"	17" & 19"	40 & 80 Series	20"	23" & above
Less than 14 days	Max allowable number of defective pixels	>2	>0	>0	>6	>7
More than 14 days	Max allowable number of defective pixels	>2	>4	>0	>6	>7
More than 1 year	Max allowable number of defective pixels	>2	>4	>4	>6	>7