

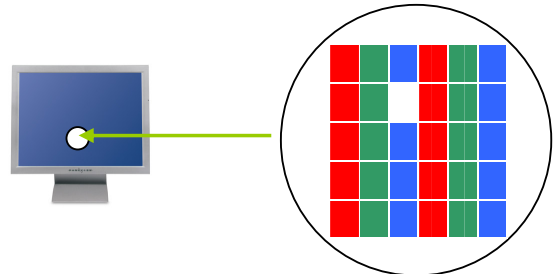
## Dead Pixel Policy for LCD computer monitors sold by Panasonic Australia

Dead pixels may sometimes appear on LCD computer monitors due to the quality limitation in the production process. This document is to serve as a guideline for dealing with repair/replacement of Panasonic LCD computer monitors with dead pixels.

### **Definition:**

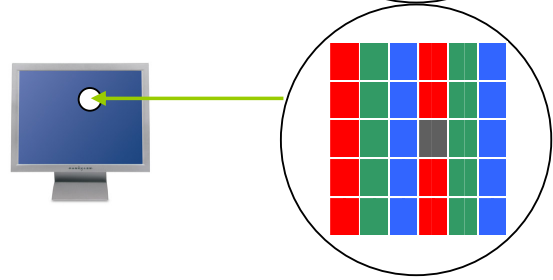
#### **Bright pixel:**

A lighted pixel under dark background colour.



#### **Dark pixel:**

A dimmed or different colour pixel under pure red, pure green or pure blue background.



### **Acceptable level:**

	<b>Bright pixel</b>	<b>Dark pixel</b>	<b>Total Dead Pixel</b>
15" LCD Monitor	Less than or equal 3	Less than or equal 3	Less than or equal 5
17" LCD Monitor	Less than or equal 5	Less than or equal 5	Less than or equal 8

### **Conditions for inspection:**

- Viewing distance is approximately 35cm.
- Viewing angle is normal to the LCD panel.

### **Conditions for repair/replacement:**

- Pixels will not degenerate over time. Therefore please check monitor immediately after purchase.
- Monitor that does not meet the abovementioned Acceptable Level will be replaced within 7 days from purchase.
- Monitor that does not meet the abovementioned Acceptable Level and not returned for replacement within 7 days from purchase
- can be returned for repair within 3 years from purchase.
- Proof of purchase is required for repair or replacement.