

# Monitors Warranty Policy

Casing	Panel	Parts and Accessories (optional)
3 Years	3 Years	1 Year (cables and bundled gifts are excluded from the warranty)

## Dead on Arrival (DOA)

If LCD Monitor is found to be defective in the first 7 days of purchase, please bring your invoice or receipt (with all cartons and accessories) for a new replacement of the same model.

7 days replacement condition :

- a. Abnormal line/Incorrect Color/Overlapping images (Always set the PC display to the native resolution of the monitor and perform Auto Adjustment by pressing [S] hotkey for 3-5 seconds if it's the first time you connect the monitor with your PC)
- b. Dead pixel on the panel (please refer to the Brighter/Darker Spot Acceptance Chart below)
- c. Unable to switch on the monitor by Power button/White Display/Power LED does not light up
- d. Control buttons not working
- e. Power leak and safety concerns
- f. Shipment arrived with carton box damaged
- g. Model name does not match with shipment (Please check with your reseller first)

\* Warranty term and DOA policy may vary in different territories.

## This Limited Warranty does not Apply to: (“Excluded Circumstances”)

- a. Removed, revised, defaced, or damaged warranty seals and/or original factory serial numbers.
- b. Damage resulting from improper installation, including, but not limited to, incorrect or insufficient electric power supply.
- c. Defects resulting from long-term improper use.
- d. Damage resulting from long-term static images displayed (also referred as “Image Sticking”) or improper use.
- e. Damage (including cosmetic damage such as scratches, spots, or dents), failure, loss, or personal injury due to misuse, abuse, negligence, improper maintenance and storage, or acts of nature.

- f. Damage incurred while being transported or moved by the customer.
- g. Damage resulting from infection or installation of illegal software.

## **Warranty Exclusions**

The customer will incur the cost of the repair for any of the following:

- a. Damaged parts or components not sold or manufactured by ASUSTek.
- b. Parts repaired or replaced by parties other than ASUSTek Authorized Service Centers.
- c. Units purchased outside the service coverage regions; .
- d. Excluded Circumstances.

## **LCD Panel Bright/Dark Dot Warranty & Regulation**

Since LCD panel is made up of millions of micro electronic pixels, if one pixel no longer functions normally, it will become a bright or dark dot. By ISO 13406-2 standards, ASUS conforms to the acceptance level between 3 to 5 defective bright/dark pixels. In order to deliver ultimate vision experience to ASUS customer, if your panel is less than or equal to the above number of dots, then, it is considered as an acceptable LCD monitor. In addition, the Premium Range of ASUS LCDs offers a unique Zero Bright Dot (ZBD) warranty. Please refer to ASUS LCD Monitor Bright/Dark Dot Warranty Table below.

### **TAKING CARE OF YOUR LCD:**

- a. Turn off the LCD if you will not use it for a long time. Doing this will help you save electric power consumption and prolong your LCD's life.
- b. Do not touch the LCD with your fingers, sharp, and/or hard object so as not to scratch the LCD.
- c. Use monitor-cleaning sheet to lightly wipe off dirt from the LCD. Do not use your fingers!
- d. Do not use any chemicals or detergents to clean the LCD.
- e. Use screen saver to avoid the damage caused by long-term static (non-moving) images displayed.

### **ASUS LCD Monitor Bright/Dark Dot Warranty Table :**

**Applied Models:** General ZBD Models

After Purchase	Bright Dot	Dark Dot
12 months	0	≤5
13~36 months	≤3	≤5

**Applied Models: PA Series**

After Purchase	Bright Dot	Dark Dot
36 months	0	≤5

**Applied Models: Non-ZBD Models**

After Purchase	Bright Dot	Dark Dot
36 months	≤3	≤5

1. A Pixel consists of sub-pixels: one red, one green and one blue dot. A bright dot is a sub-pixel that is always on under Black pattern. A dark dot is a sub-pixel that is always off under any pattern.
2. Micro Dot, less than or equal to 1/2 dot (50μmφ), is excluded in the warranty
3. Non-ZBD/ZBD warranty models may vary from different regions.

**[ASUSTeK Australia and New Zealand LCD Monitor Warranty Policy](#)**

If you are interested in buying additional extended warranty (eg. additional 3-year warranty) from ASUS to prevent unexpected malfunctions and costly repairs, please [contact us](#). Our sales rep will contact you and provide you with details of available options.

\* ASUS commits to provide life cycle extension service to EPEAT registered products. We provide additional warranty and replacement parts five years after end of production of the EPEAT registered products. Please [link here](#) to find more information.