



## AOC LCD Monitors Pixel Policy

(Applicable to the LCD sold within Australia only)

The AOC monitor 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 of at least **50 cm (16 in.)**.

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

### AOC 15”/17”/19”/20”/22” LCD Monitor

- a total of 5 non-performing pixels (of whatever type), or
- 3 bright non-performing pixels appearing as a red, green, blue, yellow, cyan, magenta, or white dot on a dark or black background, or
- 3 dark non-performing pixels appearing as a black dot on a bright or white background, or
- 1 non-performing pixels of any type located less than 10 mm from each other.

### Acceptance chart :

Screen Size	Series Model	Maximum Bright Dots	Maximum Dark Dots	Maximum Total Dots
15" LCD	LM series	2	2	3
17" LCD	LM series	3	3	5
19" LCD	LM series, 193S	3	3	5
19" Wide LCD	193FW, 1912VWa	3	3	5
20" Wide LCD	203VW	3	3	5
22" Wide LCD	223VW, 210V	3	3	5

Micro Dot is excluded in the warranty

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.

This LCD pixel policy applies to all AOC LCD displays during the warranty period.

For any question, please contact [support@anz.aocmonitor.com](mailto:support@anz.aocmonitor.com).

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