



# BenQ Australia

## LCD Monitors: LCD Defect Policy

Due to the cost of production LCD panels, panel manufactures have set limits as to how many defective dots (or sub-pixels) are deemed to be acceptable on any LCD panel.

The goal in setting such limits is to maintain a reasonable price for the LCD panel while minimizing distraction from defective dots.

BenQ Australia's warranty covers any defects that exceed the defect specifications described in this document \*.

### What is a Bright Dot or a Dark Dot?

A pixel (picture element) consists of one red and one green and one blue dot or sub-pixel.

A standard 15" LCD panel with a resolution of 1024 x 768 pixels has a total of 786,432 pixels or 2,359,296 dots. 17" and 19" LCD panels have almost 4 million dots, while a 20.1 LCD has more than 5.5 million dots and a 23" has just over 6.9 million dots.

Each dot is driven by an individual transistor. If a transistor becomes defective, the corresponding dot may be permanently lit (a bright dot) or may not light (a dark dot). For a manufacturer to guarantee that all LCD panels are totally defect free would lead to a higher cost of manufacture and, therefore, monitor cost.

### All Series Models are Defect Free for 14 days from Purchase

BenQ Australia will replace LCD monitor that is found to have a bright or dark dot defect within 14 days of the purchase date.

Please refer to the pixel specification by screen size below if after 14 days period.

#### 1. Maximum Number of Defects

The specifications for the number of defects that are deemed to be acceptable for each size of LCD panel are:

Screen Size	Maximum Number of Bright Dots	Maximum Number of Dark Dots	Total Dots (Maximum)
15"	2	3	5
17"	2	3	5
19"	3	5	5
20"	2	5	5
22" ~ 23"	3	5	5
24"	3	5	5
26"	5	5	7

\* Specifications may be subject to change without notice.