

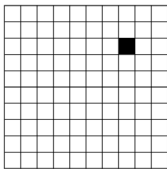


Pixel Policy

This pixel policy applies exclusively to the United States of America

Definitions

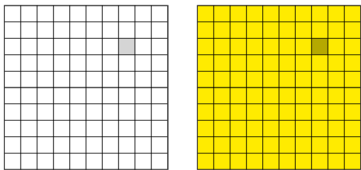
Dead pixel: A pixel is permanently black.



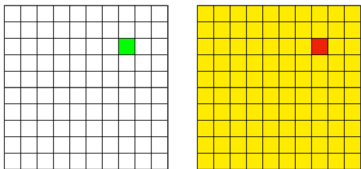
Stuck pixel: A pixel that is permanently lit white.



Bright or dark subpixel: A pixel that is showing some colors brighter or darker than it should.



Stuck or dead subpixel: A pixel that is permanently showing colors other than white, or unable to show a specific color.



Acceptable pixel defects

All Arozzi monitors follow ISO 9241-307 Class 1. According to the classification, the following number of dead or stuck pixels in at least one of the following categories must be exceeded in order for the warranty to be valid. A monitor with higher resolution will accept more malfunctioning pixels. A 1440p monitor (our 27" and 32") has around 3.7 million pixels which is almost double that of the 1080p (24") model with around 2 million pixels.

Defect Type	24"	27"	32"	34"	49"
Dead Pixels	2	3	3	4	6
Stuck Pixels	2	3	3	4	6
Bright / Dark Subpixels	4	6	6	8	12
Dead / Stuck Subpixels	10	15	15	20	30

What to do

Stuck pixels or stuck subpixels can sometimes be fixed by running a special program on your computer. Our customer service will help you with this. However, dead pixels or dead subpixels can only be fixed by sending it back for repair. If the amount of defects exceeds the acceptable levels, then we will repair it or send a new one to you for free. (Shipping included)



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Protect your monitor from damage

- Read the manual to make sure the monitor is assembled as intended.
- Don't grip the monitor with your fingers on the display as that may cause damage to it.
- Never place things on top of the monitor and don't lean it against anything. Use the included stand or attach it to a VESA mount instead.
- Save the packaging during the warranty period and for future use to make sure the monitor is well protected during transportation for moving homes or servicing the monitor.

Warranty

We offer a 3 year warranty on all monitors. Within this period, any manufacturing defects will be repaired or replaced for free (shipping included). The product must be complete with the original box, all accessories included and it also needs to be in new condition without signs of use. The warranty period starts the day you purchase your monitor and ends exactly 3 years later.