

## **MMD-PH LCD Dead Pixel Policy**

1.1. Despite the highest possible standards, the intricate manufacturing of liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of LCD displays of monitors. However, MMD-PH will provide warranty service on LCD monitors when there are more than any of the following:

- i. Three (3) bright dots
- ii. Three (3) dark dots
- iii. Five (5) mixed bright and dark dots

1.2. If any of the LCD exceeds the allowable dot or LCD dead pixel criteria, it should be reported within thirty (30) days from the date of purchase from MMD-PH.

1.3. MMD-PH cannot guarantee that any replacement LCD will have zero pixel defects. These LCD screen warranty conditions are offered by the LCD manufacturers.

1.4. A bright dot is a white or sub-pixel that is always on. A dark dot is a black or sub-pixel that is always off.

## **MMD-PH LCD Bright Dead Pixel Claim Process**

MMD-PH shall honor bright dead pixel claims if within our 30-days Dead Pixel Policy

1. Dealer must report unit/s outside of the 3-3-5 Bright Dead Pixel Policy within 30 days from date of purchase to MMD-PH TAM. Details required are:

- a. Dealer Name
- b. Model
- c. Serial Number
- d. Bright LCD Dead Pixel Report\*
- e. Remarks (if any)

\*Bright Dead Pixel Report must indicate the number of dots, the quadrant where the dot/s are found and the color of the dot/s. Please refer to below illustration:

2. Dealer shall email bright dead pixel report to MMD-PH coordinator for validation, i.e., if "Invoice date" is covered/within the 30-day Bright Dead Pixel Policy.

3. If the unit is within 30 days from date of purchase and is outside the 3-3-5 Bright Dead Pixel Policy, MMD-PH coordinator shall proceed to schedule pull-out of item/s.

4. If the unit is NOT within 30 days from date of purchase or not within the standard 3-3-5 Bright Dead Pixel Policy, TAM must communicate and reiterate LCD Bright Pixel Policy to dealers.

5. MMD-PH coordinator shall diagnose and check the validity of the reported dot problem and process replacement unit. Otherwise, he will inform TAM, who should properly communicate to the dealer for the "return-as-is" of the unit to them.

Note: Monitors reported to have functional defect but later on found to be for bright dead pixel claim (not covered by 30-day Bright Dead Pixel Policy) shall be returned-as-is to dealer/customer.