

**TOPAZ MONITOR DEFECTIVE PIXEL POLICY/WARRANTY**

The bright/dark/defective pixel warranty applies when troubleshooting deems that your TOPAZ Monitor contains in excess of 6 bright/dark/defective pixels within the standard warranty period of your monitor. This will then be covered under your warranty terms and an RMA approved.

Below is a description on how TOPAZ Digital defines LCD pixel criteria for warranty as applied to all TOPAZ Digital LCD monitors and this is in line with industry standards and adopted by all leading manufacturers.

**1. DEFINITION OF BRIGHT AND DARK SUB-PIXEL**

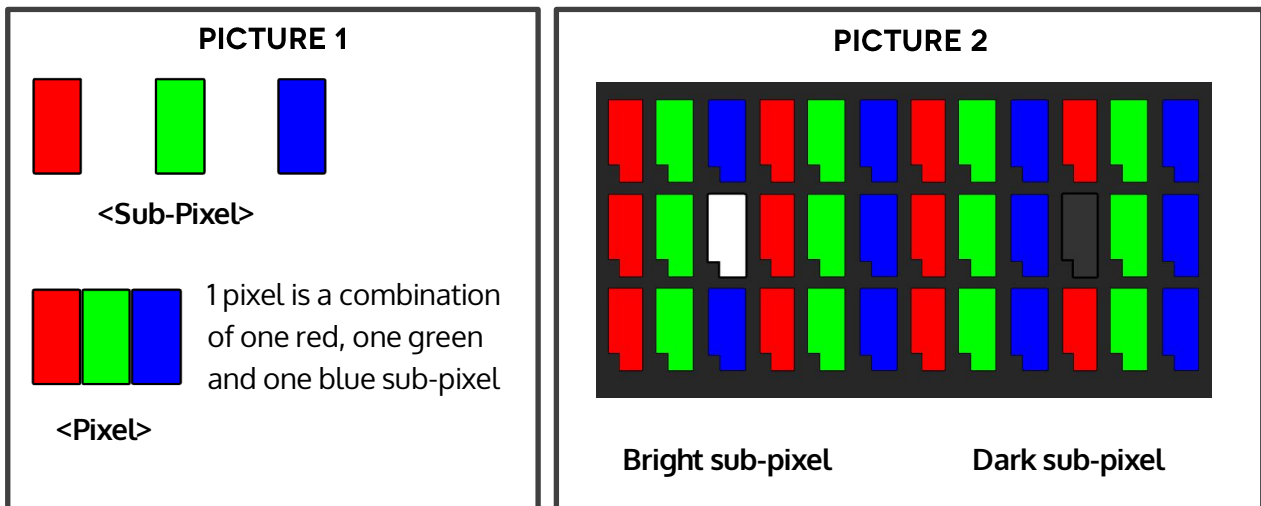
The LCD Monitor panel contains millions of red, green, and blue sub-pixels which, when combined, displays the monitor colours as shown in **Picture 1**. Some sub-pixels may exhibit as bright or dark spots on the screen as shown in **Picture 2** with the following symptoms:

**BRIGHT SUB-PIXEL :**

The symptom that some very small spots like red, green, or blue emit light on the screen.

**DARK SUB-PIXEL:**

The symptom that some very small spots are visible on the screen.



**2. GUARANTEE FOR BRIGHT AND DARK SUB-PIXEL**

Bright or dark sub-pixels can occur during the production of the LCD Monitor panel but does not affect the LCD Monitor functionality. The customer may notice the bright or dark spots if the film of the liquid crystal does not perform as expected while customers uses the LCD monitor. However, this is not considered a defect unless the number of bright and dark subpixels exceeds the maximum allowable threshold as shown in Table 1.

CODE	RESOLUTION	SUB-PIXEL QUANTITY	NUMBER OF ALLOWED SUB-PIXEL	
			BRIGHT SUB-PIXEL	DARK SUB-PIXEL
SXGA	1280 x 1024	3,932,160	4 Maximum	4 Maximum
Wide XGA+	1440 x 900	3,888,000	4 Maximum	4 Maximum
Wide XGA	1366 x 768	3,147,264	3 Maximum	3 Maximum
Wide HD+	1600 x 900	4,320,000	4 Maximum	4 Maximum
UXGA	1600 x 1200	5,760,000	6 Maximum	6 Maximum
UWide Full HD	1920 x 540	3,110,400	4 Maximum	4 Maximum
Wide Full HD	1920 x 1080	6,220,800	6 Maximum	6 Maximum