

MANUFACTURER INFORMATION

Important information about pixel errors of ad notam products

Dear customer,

standing below, you will find some general information's about the phenomenon of pixel errors, pixel error types, as well as guarantee claims.

Pixel errors - Based on production-technical realities, pixel errors cannot be avoid at LCD / TFT Panels in principle. With the ISO standard 13406-2 was also defined broadly valid handicaps with reference to pixel errors. The ISO standard provides transparency by classifying pixel errors in 4 categories, as well as in 3 pixel error types and 2 frequency criterions subdivides. Faulty pixels can appear as shining pixel, black pixel, sub-pixel error or blinking pixel. The frequency criterions distinguish firstly, that in a certain area (Cluster) of appearing number of white or black faulty places, secondly the sub-pixel error as well as blinking pixel appearing in a Cluster. The 4 classes fix the maximum allowable number of the errors for each pixel-error type and every frequency criterion (see following table).

ISO 13406-2 Error class	Type 1	Type 2	Type 3	max. distance	Connected errors
I	0	0	0		
II	2	2	5	1 fault within 5 mm	max. 2 faulty sub-pixels side by side
III	5	15	50	2 faults within 5 mm	max. 2 faulty sub-pixels side by side
IV	50	150	500		

Pixel errors types - Error type I describes completely shining pixel (white colour); error type II describes completely not shining pixel (black colour) and Error type III describes defective sub-pixels of the colours red, green or blue, constantly shining or not shining. One pixel of a LCD consists of three sub-pixels with the colours red, green and blue.

Quality protection - ad notam products extremely rarely shows pixel errors. Hereupon, it is respected specifically by our quality control. However, this phenomenon cannot be excluded completely. Only if a LCD Panel lasting, doesn't show any defective pixels (during the entire lifespan), it corresponds to the pixel error class I. It can absolutely also occur that a LCD / TFT regardless passes the quality control without pixel errors and one pixel error is created after switching on by the customer. This can be created through transportation or current fluctuations. We would also like to inform you, that pixel errors can also disappear again automatically after a certain business duration.

Guarantee - Guarantee claims of the customer is available, if you discover one pixel error with your product during the legal guarantee period, which the error class II exceeds. In this case, you turn to your specialist dealer and ask for the exchange of the device.

Thank you for your understanding.

AD NOTAM GMBH