

BenQ Australia

LCD Monitors: LCD Defect Policy

Due to the cost of producing LCD panels, panel manufacturers 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 minimising 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.

* *Specifications may be subject to change without notice.*

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	LCD Monitor Model	Maximum Number of Bright Dots	Maximum Number of Dark Dots	Total Dots (Maximum)	
15" / 38.1 cm	15" FP Series	2	3	5	
	15" T Series	2	3	5	
17" / 43.2 cm	FP791	No Bright Dots	3	3	
	Other 17" FP Series models	2	3	5	
	17" T Series	2	3	5	
19" / 48.3 cm	19" FP Series	2	5	5	
	19" T Series	6	8	10	
	FP92W	2	4	5	
20" / 51 cm	FP2091 / 92	No Bright Dots	5	5	
	FP202W / V2	2	4	5	
22" / 56cm	FP222W	2	3	5	
23" / 58 cm	FP231W	No Bright Dots	5	5	
24" / 61cm	FP241W	3	5	5	
	FP241VW	3	5	5	
	T241W	3	5	5	
	G2400W	3	5	5	
	V2400W	3	5	5	
	M2400HD	3	5	5	
	E2400HD	3	5	5	
	25.5"	T261W	5	5	7

2. No Bright Dots in the Central Area of the LCD Panel.

The central area of the BenQ LCD panel is as illustrated, taking up one third ($1/3$) of the height and width of the panel (one ninth of the area). No bright dots may occur in this area in any BenQ LCD Monitor model.

$1/9$	$1/9$	$1/9$
$1/9$	NO BRIGHT DOTS IN THIS AREA	$1/9$
$1/9$	$1/9$	$1/9$