

Pixel Policy

The liquid crystal display (LCD) for touch monitors and all-in-one touch computers contains many TFT (thin-film transistors). During the manufacturing process of LCD, it is not uncommon for one or more pixels to be defective. A defective or bad pixel may appear as a tiny dark or bright discolored dot.

If your LCD has defective pixels, it should only be considered for warranty replacement if the number of defective pixels is equal to or exceeds the number listed in the criteria table below. PioneerPOS will not replace any LCD if it does not meet the criteria.

LCD Bad Pixel Criteria

LCD Size	Minimum bad pixels required for LCD replacement
12" (800 x 600)	5
15" (1024 x 768)	5
17" (1280 x 1024)	6

Please contact PioneerPOS technical support at (909) 468-9757 or support@pioneerpos.com if your LCD meets the criteria stated above.

Examples of other manufacturer's bad pixel policy:

Dell

<http://support.dell.com/support/topics/global.aspx/support/dsn/document?c=us&cs=19&l=en&s=dhs&dn=1018431>

HP http://h10025.www1.hp.com/ewfrf/wc/genericDocument?docname=c00288895&cc=us&dlc=en&lc=en&jumpid=reg_R1002_USEN

IBM

<http://www-307.ibm.com/pc/support/site.wss/document.do?sitestyle=lenovo&lnocid=MIGR-69226>