AOC LED Monitor Pixel Policy

(Applicable to LED monitors sold within Australia only)

Every AOC LED monitor is evaluated on the number of acceptable non-performing pixels and the distance between each non-performing pixel. The terms “non-performing” and “defective” pixels/sub-pixels are used interchangeably for ease of identification. All monitors have been tested to ensure they comply with this standard.

To identify non-performing pixels, the monitor shall be viewed under normal operating conditions, preferably in its native resolution, and from a normal viewing distance of at least **50 cm** (16 in.).

Under these conditions the AOC monitor shall not show more than (whichever of the following limits is reached first)

- a total of 5 non-performing pixels (of whatever type), *or*
- 3 bright non-performing pixels appearing as a red, green, blue, yellow, cyan, magenta, or white dot on a dark or black background, *or*
- 3 dark non-performing pixels appearing as a black dot on a bright or white background, *or*
- 2 non-performing pixels of any type located less than 10 mm from each other.

This LED Pixel Policy applies to all AOC LED monitors throughout the 3-year warranty period.

AOC Australia offers 30 days Dead Pixel guarantee applied to full range of AOC LED monitors from end-user invoice purchase date.

AOC will entertain any warranty request concerning non-performing pixels. However, it should be noted that non-performing pixels are innate within the current LED panel manufacturing process. As such, AOC cannot guarantee that the return unit to our customers will be 100% free of pixel defects or have fewer numbers of defects than the accepted standard of non-performing pixels as outlined before.

For any questions, please contact au@aocpromotion.com. [Updated: April 2020]

LED Quality Standards

AOC uses selected high quality panels for the manufacture of its LED monitors. Nevertheless, the display may have a few innate cosmetic imperfections that appear as small dark or bright spots. This is not specific to AOC monitors, but linked to the current state of the art of LED manufacturing.

In fact, LED panels contain millions of small sub-pixels that are each turned on or off by a transistor to make up the picture on the screen. It is extremely difficult to manufacture millions of perfect transistors on a large surface. As an example, even a small 15” panel with a native resolution of 1024 x 768 contains 2,359,296 sub-pixels, a 19” panel with a native resolution of 1280 x 1024 contains 3,932,160 sub-pixels, and the latest widescreen panels have many more sub-pixels than these. Due to the immense number of sub-pixels, non-performing pixels can arise in spite of current high technology production processes. Therefore, no manufacturer can guarantee their panels are 100% free of non-performing pixels whilst offering a reasonable price.

How visible a defect is depends on its type and location.

Each pixel is made up of one red, one green and one blue sub-pixel.

- A defect in a sub-pixel is not very visible, and can often only be seen against specific backgrounds.
- Adjacent sub-pixel defects appearing close in proximity are more visible than “geographically dispersed” defects.
- A full-pixel defect (all three R/G/B sub-pixels always on or always off) is quite visible.

The vast majority of AOC monitors do not have visible imperfections. On the other hand, AOC is obliged – for the reasons outlined before – to accept the possibility of a few sub-pixel defects.

AOC has established clear standards for the maximum of imperfections per panel that can be tolerated. Your display has been checked to comply with these standards.