

# Warranty Policy

## Who is covered?

The warranty is granted to end users who own an Olórin monitor.

## What is covered?

Olórin warranty applies to products that are delivered in new condition, in original packaging, sold directly or through authorized partners, distributors and/or resellers.

Olórin warranty only applies, to an extent, when the product has been installed in a safe and controlled manner by trained personnel.

Olórin warranty only applies when the mandatory maintenance actions as described in the product's technical documentation have been executed.

Olórin warranty only applies when the product follows its intended use case as described in the product's technical documentation.

Olórin warranty starts when the product is shipped from Olórin.

## What is not covered?

Olórin warranty does not cover consumables such as lamps, liquids, filters, fans, and batteries unless stated otherwise.

Olórin warranty does not cover defects resulting from unauthorized modification of the product.

Olórin warranty does not cover defects resulting from connectivity to incompatible products and accessories.

Olórin warranty does not cover defects caused by the product being used outside its approved environmental conditions (such as improper voltage, humidity, temperature, and vibration).

Olórin warranty does not cover cosmetic defects (such as scratches, dust particles inside protective glass and dents) which have not been reported to Olórin within 10 days after delivery date.

Olórin warranty does not cover physical damage caused by external sources.

## What we will do

Olórin will, during the warranty period, repair (at Olórin or a certified service center) or replace (using new or refurbished) the product within a reasonable time free of charge. The replaced product, part and/or components should be returned to Olórin.

In some cases, the customer can request that Olórin or a certified technician can repair the product on site, in these cases the travel time, the travel and living expenses will be invoiced to the customer.

## What we will not do

Olórin will not pay for any insurance, import fees, duties, and taxes unless stated otherwise during purchase.

## What you must do to obtain standard warranty service

To receive Olórin's warranty service you should follow the following procedures.

- 1) Contact Olórin service and support organization via e-mail: [info@olorin.com](mailto:info@olorin.com), or telephone: +46 (0)300 56 67 80.
- 2) Provide Olórin with the necessary information:
  - 1) order number.
  - 2) part number.
  - 3) serial number.
  - 4) description of the issue.
  - 5) delivery address and contact information.
- 3) Package the faulty product in its original packaging in a safe and secure manner and mark the carton with an RMA number you will have received from Olórin's service and support.
- 4) When Olórin requests it, return the package to Olórin using your preferred logistics company.

## Other conditions

- 1) If the product is used in an environment where it is being exposed to contagions it will need to be disinfected prior to return shipping to Olórin. Olórin is not responsible for any defects, damage or failure caused during disinfection of the product.
- 2) If the product's defects, damage, or failure were caused by external sources, Olórin reserves the right to charge the customer for parts, repairs, and shipping.
- 3) If the product does not have any faults, Olórin reserves the right to charge the customer for service investigation, shipping.

## Backlight Luminance

Olórin does not offer backlight luminance warranty unless stated otherwise during purchase or in the product's technical specification.

## Color Matching

Olórin does not offer color matching warranty unless stated otherwise during purchase or in the product's technical specification.

OLÓRIN AB

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<https://www.olorin.com>

# Warranty Policy

## Pixels

Pixel defects must be reported within 30 days of delivery from Olórin.

Olórin follows the ISO-9241-302, 303, 305, 307:2008 pixel defects regulations.

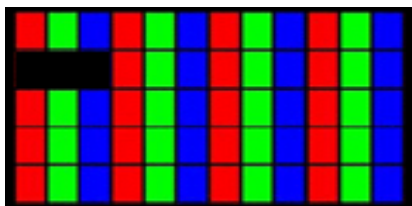
The pixel defects for different classes of panels are defined as:

- Class 0 panels are completely defect-free, including no full pixel or sub-pixel defects.
- Class 1 panels permit any or all of the following:
  - 1 full bright (“stuck on white”) pixel.
  - 1 full dark (“stuck off”) pixel.
  - 2 single or double bright or dark sub-pixels.
  - 3 to 5 “stuck on” or “stuck off” sub-pixels (depending on the number of each).
- Class 2 panels permit any or all of the following:
  - 2 full bright pixels.
  - 2 full dark pixels.
  - 5-10 single or double bright or dark sub-pixels (again, depending on the number of each; no more than 5 bright (“stuck on”) subpixels are permitted).
- Class 3 panels permit any or all of the following:
  - 5 full bright pixels.
  - 15 full dark pixels.
  - 50 single or double sub-pixels stuck on or off.

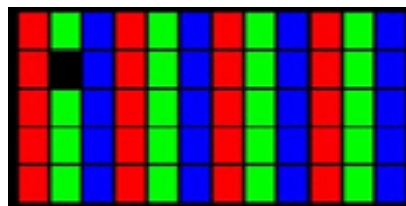
Per 1 (one) million pixels in the TFT/LCD matrix.

## Examples of pixel defects

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



Example of a dark *full pixel* defect.



Example of a dark *sub-pixel* (green) defect.

## Warranty

Olórin’s products have limited warranty for parts and labor. That means certain parts of the product might have different warranty length and criteria, please refer to the table below for details about your specific product.

The ‘xxx’ in the product name could be any number, for example ‘MCxxxD’ could be ‘MC192D’.

Product	Warranty, general	Warranty, LCD panel	Pixel class
MCxxxD	24 months	12 months	Class 1
MCDxxx	24 months	12 months	Class 1
MLxxxG	24 months	12 months	Class 1
MLGxxx	24 months	12 months	Class 1
MMxxxD	24 months	12 months	Class 1
VLxxxD	24 months	12 months	Class 1
VLDxxx	24 months	12 months	Class 1

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