Newline Direct View (DV) LED Module Pixel Warranty Policy

Purpose

To define clear, measurable warranty coverage standards for dead and stuck pixels on Newline Direct View (DV) LED modules.

This policy applies to DV LED modules only and is separate from other hardware components (power supplies, receiving cards, hub boards, etc.).

Newline stands behind the quality of our DV products while recognizing that LED technology may allow limited pixel variance over time.

Definitions

- Dead Pixel: A pixel that does not illuminate.
- Stuck Pixel: A pixel that remains permanently illuminated in one color such as red, green, blue, or white.
- Defective Pixel: Any pixel that is either dead or stuck.
- Module: An individual LED tile within a DV display.
- Cluster: Defective pixels that are directly adjacent horizontally, vertically, or diagonally touching.

Warranty Coverage Periods

0 to 6 Months (Early-Life Coverage)

Module replacement will be approved if any of the following occur:

- Defective pixels exceed 0.10 percent of the total pixel count within a single module
- Two or more adjacent defective pixels within a module
- A defect that is clearly visible under normal viewing distance and brightness settings as verified by Newline Technical Support

Intent: Early-life pixel failures are typically manufacturing-related and will be addressed proactively.

6 Months to End of Warranty

Module replacement will be approved only if:

- Defective pixels exceed 0.20 percent of the total pixel count within a single module
- A cluster of three or more adjacent defective pixels within the central viewing area
- After six months isolated defective pixels that do not meet the above thresholds are considered normal LED variance and are not warrantable.

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Evaluation & Verification

All pixel warranty claims must be:

- Verified under normal brightness settings
- Evaluated from standard viewing distance
- Documented via photo or video
- Reviewed and approved by Newline Technical Support

Warranty Support Includes

- Replacement DV LED modules when thresholds are met
- Remote technical troubleshooting and diagnostic support

Warranty Remedy

- At Newline's discretion, defective DV LED modules approved under warranty may be repaired or replaced. Replacement modules may be new or factory-refurbished units that meet the original performance specifications.
- Approved warranty modules must be returned to Newline for evaluation unless otherwise authorized.
- Repaired or replacement modules will be warranted for the remainder of the original warranty period.

Warranty Service Scope

- Newline limited warranty covers replacement DV LED modules and remote technical support as defined in this policy.
- The warranty does not include on-site labor, travel expenses, installation services, or field service visits unless otherwise authorized and approved by Newline.
- On-site service, if requested and approved, may be subject to additional charges.

Warranty Service Scope

- Each DV system includes a predefined quantity of spare LED modules intended to support field level replacement in the event of a module failure.
- Upon identification of a defective module, the customer or authorized service provider shall utilize the included spare module to restore display operation. The defective module must be reported to Newline Technical Support, and an RMA will be issued upon approval.
- All defective modules replaced using spare inventory must be returned to Newline for evaluation and repair. Repaired modules will be returned to the customer and are intended to replenish the spare inventory originally provided with the system.
- In the event that the number of defective modules exceeds the included spare quantity, Newline will provide additional replacement modules as required under the terms of this warranty to ensure the display can be restored to operational condition.

Warranty Does Not Cover

- Physical damage
- Improper installation
- Power or environmental damage outside specification
- Cosmetic pixel variances not visible under normal viewing conditions