

CTX Defect Pixel Policy according to ISO13406-2

International Standard Organization (ISO) defines 4 levels of quality for LCD panels. According to ISO13406-2 norm LCD can have following type of defective pixels:

- Type 1: number of always-lit pixels.
- Type 2: number of always-unlit pixels.
- Type 3: other defects, particularly on sub-pixels and the RGB cells making up pixels (lit or unlit). This means red, green and blue pixels lit the whole time. Experience shows that this is undoubtedly the most common defect.

To find the total number of defective pixels allowed, add up the defects of Types 1, 2 and 3.

- Type 4 (Fault Cluster): the number of defective pixels in a square of 5 x 5 pixels on a panel.

ISO13406 standard stipulates the number of errors allowed per million pixels on the panel. More dead pixels are allowed on a 17" screen than on a 15" one.

Table 3 — Definition of Fault Classes, $Class_{pixel}$

Maximum number of faults per type per <i>million</i> pixels					
Class	Type 1	Type 2	Type 3	Cluster with more than one type 1 or type 2 faults	Cluster of type 3 faults
I	0	0	0	0	0
II	2	2	5	0	2
III	5	15	50	0	5
IV	50	150	500	5	50

Here is the interpretation of the information above and what does that mean for the CTX pixel warranty:

CTX guarantee Class I for its "Zero Dead Pixel" products for a period of 101 days (S530, S530A, S730, S730A, S730G, F762G, S762+, S762A+, S762G+, S962A+, S962G+). This means that within 101 days after those products are purchased in the outlet no any defect pixel or subpixel is allowed. By any defect pixel or subpixel within this period the product will be swapped with the same or equivalent unit. After 101 days the Class II is applicable for those products.

For the rest of the current LCD line CTX guarantee Class II for the entire warranty period. Class II means that:

- For 15"LCD there can be maximum of: 1 lit pixel + 1 unlit pixel + 3 defect subpixels (red, green or blue) OR no more than 2 defect subpixels (red, green or blue) in a cluster of 5x5 pixels
- For 17" and 19" LCD there can be maximum of: 2 lit pixels + 2 unlit pixels + 6 defect subpixels OR no more than 2 defect subpixels (red, green or blue) in a cluster of 5x5 pixels

When the defect pixels and subpixels exceed those numbers the monitor or the LCD panel should be replaced.