PIXEL PROBLEMS

G5 TROUBLESHOOTING PROCESS

GET HELP

Before continuing, power cycle your display. Did this fix the issue?

YES → Issue is resolved

NO → What does the issue look like?

BRIGHT SPOT

Stuck Sub Pixel

A colored pixel with a dark background displayed

Maximum Total Allowed: 3

Maximum Total of Adjacent Stuck pixels: 2

Stuck Partial Sub Pixel

A stuck pixel less than half the size of a sub pixel

Maximum Total Allowed: 10

DARK SPOT

Dead Sub Pixel

A dark pixel with a bright background displayed

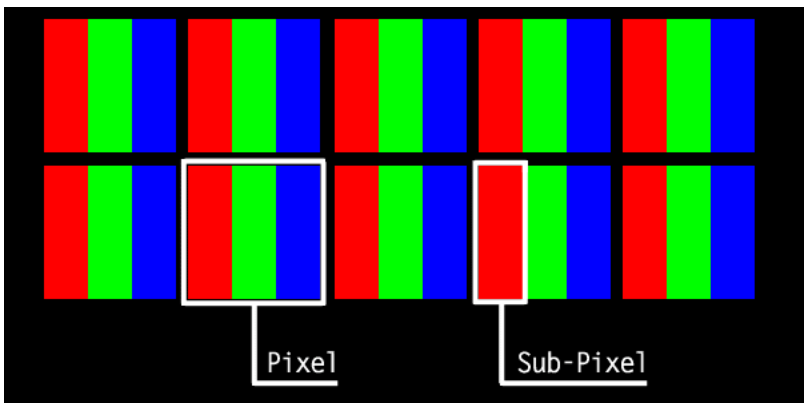
Maximum Total Allowed: 12

Maximum Total of Adjacent Dead pixels: 2

Maximum Combination of Bad Pixels: 15

Is the number higher than allowed?

NO → Issue is resolved

YES → Take several photos of the issue, or if possible video.

→ Contact SMART Technical Support