



BASIC LIMITED WARRANTY for Transparent OLEDs

GPO US, Inc. (dba GPO Display) a California Corporation, having its principal place of business at 7685 Hawthorne Ave, Livermore, CA 94550, USA (“GPO Display”, or “we” or “us”) warrants all models of Transparent OLEDs & its accessories (the “products”) as follows:

With proper installation, setup and care, you can enjoy years of unparalleled image quality, reliability, and Performance from your Transparent OLED (T-OLED) products. This T-OLED Limited Warranty is provided free of charge by GPO Display with the purchase of a GPO Display T-OLED display. The following terms and conditions of the GPO Display T-OLED Limited Warranty represent a contract between GPO Display and the Customer.

The GPO Display T-OLED Limited Warranty applies to purchases occurring on or after GPO Display ships product to Customer. GPO Display reserves the right to change the terms of this warranty. Such changes shall apply to purchases that occur on or after the effective date of the revised warranty. GPO Display will notify Customer via written notification no less than 30 days prior to changes in warranty.

1. Basic Limited Warranty

Under the Basic Limited Warranty program (herein referred to as the “Limited Warranty”), we warrant that the products sold hereunder will be free from defects in material and workmanship. Warranty coverage shall be offered as listed in individual product specifications for a period of time as follows: all Transparent OLED (T-OLED) products under this warranty will be covered under a Limited Warranty of One (1) Year from the date of purchase. The length of this warranty may also be determined based upon the type of use and length of use and will be disclosed at the time of purchase. If products purchased do not conform to this Limited Warranty during the warranty period (as herein specified), you must notify GPO Display of the claimed defects in writing and demonstrate to GPO Display’s satisfaction that said defects are covered by this Limited Warranty. If the defects are properly reported to us within the warranty period, and said defects are of such type and nature as to be covered by this warranty, we shall, at our option, furnish replacement of the defective product or repair with replacement parts for the defective product. If GPO Display cannot repair the defective product, and a replacement is shipped to you, this warranty will carry over for the remainder of time associated with the original product purchased or ninety (90) days, whichever is greater.

Warranty coverage shall not be extended unless Customer purchases an additional Extended Warranty at the initial time of purchase. Extended warranties of up to two additional years are available for purchase. Extended warranties offer the same warranty coverage as the standard limited warranty for the extended term. Installation of the replacement parts shall be at the customer’s expense for all products under warranty. Only shipping charges from GPO Display to Customer are covered by this warranty. Detailed instruction for returning defective products can be found at www.gpodisplay.com, or by contacting GPO Display’s Support Team. All exchanged parts and products that have been replaced for the warranty service will become the property of GPO Display. All defective parts must be returned to GPO Display within two weeks of receipt of replacement parts at customer’s expense.



2. Limitations

The abovementioned is in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchant ability and fitness for a particular purpose. We do not warrant against damages or defects arising out of improper or abnormal use, mishandling of the products, or against defects or damages arising from improper installation (in cases where installation is by persons other than GPO Display or persons authorized by GPO Display), against defects in products or components not manufactured by GPO Display, or against damages resulting from such products or components not made by GPO Display. Upon customer request, a GPO Display representative will evaluate installation plans in order to determine whether such plans fall within the scope of warrantable installations.

We pass on to you the warranty or warranties we receive (if any) from the maker(s) of such non-GPO Display made products or components. This warranty also does not apply to products upon which repairs have been affected or attempted by persons other than those having a written authorization by GPO Display. Physical and cosmetic damage is not covered under this warranty. Image Retention resulting from the prolonged display of static imagery is not covered under this warranty. Uniformity issues and shortened lifespan are not covered under this warranty. Damages or defects arising from Acts of Nature will not be covered under this warranty. This Limited Warranty excludes coverage for T-OLED panels, except in specific installations as determined beforehand by GPO Display.

In the case that a unit is defective or dead (as determined by a GPO Display service representative) and said unit is determined to be in need of shipping back to GPO Display, the customer is responsible for paying the shipping costs associated with returning the defective unit to GPO Display. All costs associated with shipping units to and from GPO Display which are no longer under warranty are customer's responsibility.

3. Exclusive Obligation

This warranty is exclusive. Our sole and exclusive obligation shall be to repair or replace the defective products in the manner and for the period provided above. We shall not have any other obligation with respect to the products or any part thereof, whether based on contract, tort, strict liability or otherwise. Under no circumstances, whether based on this Limited Warranty or otherwise, shall GPO Display be liable for incidental, special or consequential damages.

These include, but are not limited to: damage to panels, damages incurred during installation, damages to housing for our products, electrical damages to installation sites or structures containing our products or any personal or bodily injury resulting from the installation, use or misuse of our products.

4. Other Statements

Our employees or representatives' oral or other written statements DO NOT CONSTITUTE warranties, and shall not be relied upon by buyers. Such statements do not qualify as part of the contract for sale or this Limited Warranty.



5. Entry Obligation

This Limited Warranty states our entire obligation with respect to our products. If any part of this Limited Warranty is determined to be void or illegal, the remainder shall remain in full force and effect.

6. Technical Service

Under this warranty, we will offer technical assistance as needed via telephone. In special cases where units cannot be returned to us for repair, a GPO Display representative or an authorized service agent will come to the customer in order to conduct repairs. The customer shall cover all costs associated with travel, such as airfare, gas, meals and lodging. Travel time may be charged based on destination and time required for travel. At most, 3 hours of travel time may be charged as GPO Display determines fit. All other products will only be repaired if shipped to us, or to an authorized service dealer. In the event of an on-site repair, the defective unit shall be ready in a clean and accessible location (taken down from installation ready for repair) before the GPO Display repair technician arrives. It is the customer's responsibility, at the customer's cost, to remove all products from installation prior to a technician arriving on-site. It is the customer's responsibility, at the customer's cost, to re-install the repaired products to the original position after the repair. If a unit is unavailable at specified time, the technician will begin charges according to the On-Site Repair Charge Rate in the Service Fees Table.

7. Service Fees

Please contact GPO Display for the Service Fees Table for information on repairs, onsite service and other information. The table outlines charges associated with all repairs, whether covered under this limited warranty, an extended warranty, or if no longer covered under any warranty.

8. Return & Replacement Guidelines

- a) Contact GPO Display Technical Support via email or phone.
 - support@gpodisplay.com
 - 855-GPO-CORP x1 or +1 (510) 659-9855 x1
- b) In email, or over the phone, provide the model number, product serial number, description of the problem, along with the purchase date and attempted troubleshooting steps already taken.
- c) Assistance for troubleshooting is provided during regular business hours – if we are unable to resolve the issue during the initial call or email, an RMA number (return material authorization) will be issued.
- d) Customer must use freight companies to return RMA units to GPO Display and the RMA number must be noted on the shipment.

*This warranty applies to the product categories specified herein which have been purchased after December 31, 2019.

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e) GPO Display will evaluate the display after receipt and conduct repairs or replacement as needed. In some cases, a field-replaceable part will be sent to the customer prior to the return of the RMA unit to GPO Display.

f) When the replacement part or full display is received by the customer, the customer must note any damage to packaging and contents and immediately report this to both the carrier and GPO Display. Reports of damage must be made to the carrier immediately and to GPO Display within 15 days of receipt.

g) We encourage customers to inspect the packaging and materials for shipping damage upon receipt of the replacement display. If any damage is noted, report them to GPO Display, and the carrier.

9. Warranty Exclusions

Our Basic Limited Warranty does not cover or is limited by the following:

a) Displays not procured through GPO Display or an authorized GPO Display dealer.

b) Displays with serial numbers that have been removed, altered or vandalized.

c) Labor and travel expenses for repairs or adjustments made to display settings, installation servicing, or other labor costs incurred by the customer in the event of a product failure.

d) Display Damage for any of the following reasons:

1. Accident, abuse, misuse, neglect, improper ventilation, fire, water, disaster, or any other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the product.

2. Labor associated with repair, or attempted repair, by anyone other than GPO Display.

3. Damage caused due to product shipping.

4. Physical defects (Glass crack, Line defect, No video image) induced during installation. Unit should be inspected prior to installation. Damage caused due to improper installation or removal of the product is not covered under the warranty policy.

5. Damage caused by external sources (electrical or otherwise).

6. Customer-caused defects

7. Some bright or dark pixels are inherent to the OLED display technologies and fall within the tolerance levels for GPO Display OLED displays. Specifications are available upon request.

8. Any cause which does not relate to a product defect via materials used, product assembly, product electronics, product integrity, or product craftsmanship.

9. Image retention is not warrantied (temporary or permanent). Note LGD content guidelines as defined in

document: "Final CAS_LW550JUL HMA2 _Customer", Section 9.6 (reference excerpt below "9-6. Appropriate Condition for Commercial Display")



-To extend the lifetime and optimize a function of module, the below mentioned operating conditions are required.

(1) Normal operating condition

- a. Temperature: 20 ± 15 °C
- b. Operating Ambient Humidity : 55 ± 25 %
- c. Only for indoor operation.
- d. Display pattern: dynamic pattern (Moving picture)

-The sudden image on the screen can be displayed after the static image is shown in the long term.

e. TFT Compensation should need at least one time in a day.

-Refer to the 3 6 2. TFT compensation operation(Page15).

f. Lifetime in this spec. is guaranteed only when Display is used according to operating usages.

(2) Operating usages under abnormal condition

a. Ambient condition

- Well-ventilated place is recommended to set up Commercial system.

(3) Operating usages to reduce the risk of image sticking due to static image

a. Suitable operating time: under 18 hours a day.

b. OLED image compensation is required.

- Refer to the 3 6 3. OLED compensation operation (Page16).

c. Information display recommended to use with moving picture.

d. Logo (image) and characteristics

- Display of logo images is not recommended.

If needed, recommend that its position needs to be periodically shifted.

- Change colors periodically.

e. The below-mentioned conditions are not recommended.

- Combination of Logo (or character) and background with largely different luminance.

- Using a single moving picture. (Recommend to use several different moving pictures.)

- The masked image with aspect ratio other than 16:9

- The division of screen

Note 1) Abnormal condition just means conditions except normal condition.

Note 2) Black image or moving image is strongly recommended as a screen saver.

(4) If the module will be used under severe conditions such as high temperature, high humidity, display patterns or operation time etc., it is strongly recommended to contact GPO Display for the advice about usage and applications. Otherwise, its reliability and function may not be guaranteed." must be followed. Any damage or dissatisfaction associated with latent images, "burn in," or any other damage determined by GPO Display to be the result of customer use patterns or creating content that conflicts with guidelines provided by GPO Display.



- e) Cost of labor for on-site removal, installation, set-up, or other labor services.
- h) Dead pixel or dot defect issues are only covered in the event that three consecutive dead or discolored cells OR ten total dead cells are found on the T-OLED panel. Panels exhibiting less than ten nonadjacent dead/discolored cells and/or less than three adjacent dead/discolored cells are considered to be within spec.

10. Additional Warranty Notes and Policies

- a) Customers must reference an RMA number provided by GPO Display on packaging when returning products. Products returned without an RMA number will not be accepted.
- b) In cases where an advanced replacement is issued, If a returned product or part is physically damaged, GPO Display reserves the right to charge the customer for the current full cost of the product or part in addition to a \$250 fee for in-house labor associated with testing and evaluation.
- c) Displays must be returned to GPO Display upright and banded to a pallet. Damage resulting from improper packaging is not covered under warranty.
- d) Replacement products are covered under the remaining term of the original product's warranty or for ninety (90) days, whichever is longer.