



It is not uncommon for eReaders featuring eInk screens to have dead pixels, uneven light or bright spots. Please see below for details on what is, and is not covered under the manufacturer's warranty.

### **ONYX Boox Pixel Policy**

Bright/Dark pixel size	No. of Bright/Dark pixels permitted
Under 0.2mm	Unlimited (Not covered by warranty)
Over 0.2mm but under 0.5mm	Up to 10 allowed
Over 0.5mm	None (Covered by warranty)

### **PHYSICAL DAMAGE/CRACKED SCREENS**

If your eReader develops vertical, horizontal, or diagonal lines across the screen, this typically indicates that your eReader's screen has been physically damaged. This may be caused by drops, or force applied to the screen. **Physically damaged or broken screens are not covered under warranty.**

### **SCREEN GHOSTING**

Slight ghosting is normal on eInk displays and occurs when faint remnants of a previous image remain after a screen refresh. This is an inherent feature of eInk technology and is not a defect. eInk displays are designed this way to optimise power consumption and provide a paper-like experience.

For optimal performance, we recommend periodically using the manual refresh feature to reduce ghosting.