

# pi-top screen policy

At **pi-top** we take great pride in our products, and we hope you enjoy using them! This article provides information on the display pixel guidelines, understanding what a pixel is and how to identify a bright or dead pixel on your **pi-top** display.

## What is a pixel and sub-pixel?

Each display made up of pixels - millions of them! Each pixel is made from 3 sub pixels. There is a red, green, and blue sub-pixel in every pixel and varying the brightness of each can produce an incredible range of colours.

## What is a dead pixel or dead sub-pixel?

A dead pixel is a pixel which has all three sub-pixels in a permanently off state.

## What is a dead sub-pixel?

A dead sub-pixel is when one (or two) of the sub-pixels are in a permanently off state. This will cause a distortion of the colour output by the screen. For instance, if the screen should be entirely white and there is a dead green sub-pixel, that pixel will appear purple (a combination of the working red and blue sub-pixels).

## Is there anything else to look out for?

Pixels can also become 'stuck', or 'bright'. A stuck pixel is when that pixel displays one colour permanently. A 'bright' pixel is when the sub-pixels are stuck fully on, and appears as a white dot on the monitor.

## Our standards

We exceed ISO-9241-307:2008 Class II for allowances on pixel defects. We will also replace any screen with more than:

- 0 bright or dark lines
- 2 full bright pixels
- 2 full dark pixels
- 5 single or double, bright or dark sub-pixels

defects per million pixels. We have a zero-tolerance policy for bright or dark lines on our screens upon arrival.

This warranty is active for a period of 6 months from sale, with a further 6 months if it can be proven that the fault occurred within the first six months from sale.

As always, if you want to ask about anything then send us an email ([support@pi-top.com](mailto:support@pi-top.com)) and we'll do our best to resolve any queries.