

Special Notice: Octigen Monitor DOA Service

Below policy applies only to the following models:

Product	Item Code
17"	5654NSOTG , 0933NSOTG , 8018NSOTG , 109633NSOTG, 298596LMOTG
17" WIDE	232230LMOTG, 240429LMOTG
19"	9209NSOTG , 280039NSOTG , 270040LMOTG, 173131LMOTG
19" WIDE	6628NSOTG , 238302NSOTG , 251059NSOTG, 238818LMOTG
22" WIDE	158292LMOTG , and Model No.: M2BABWA

- Claim on-line or by phone within 14 days of original purchase date.
- Invoice or proof of purchase must be returned with the monitor.
- Returned monitors must be well packed and protected against damage in transit.

Octigen provides a three-year limited warranty for their monitor product line. The warranty starts on the day of purchase and includes:

- 1) One year warranty for display panel.
- 2) Three years warranty for all other parts and labour.

In order to request the Octigen DOA (Dead On Arrival) service, please make your claim as soon as possible so that our local service centres can deal with it in a timely manner. You can do it [online \(www.rma.mtsce.com\)](http://www.rma.mtsce.com) or [phone the service centre](#) (Click for more detail). Please note the following conditions:

- 1) Claim within 14 days of original purchase.
- 2) Attach the invoice / proof of purchase.
- 3) Pack the faulty unit well for safe delivery.

Our service partners will collect the faulty unit at a time and location convenient to you. They will not pick up a monitor which is unpacked or not well protected. We will deliver a brand new monitor to you via our DOA service as soon as the faulty monitor is received and checked.

Octigen will refuse to handle DOA claims which are not properly submitted. The DOA request is valid only if the claim process is completed within 14 days of original purchase; any delay may invalidate the DOA request.

All Octigen monitors are manufactured to the internationally-accepted ISO13406-2 standard and meet class II of this standard; under this standard 4 always lit/dark sub-pixels are allowed. In accordance with normal industry practice, a monitor with less than 5 defective pixels will not be considered as a defective monitor.

If you encounter any difficulty in contacting our local service centre, please feel free to send an email to Octigen service (service@octigen.com). We are glad to help customers and will track the status of your warranty issue to assist smooth communications.

A kindly reminder to our retailer partners:

Whenever you receive a DOA request, please apply for **DOA ASAP (within the 14 day period, starting from the invoice date)**. Customers can either do it online or phone the repair centre.

Since the shipping costs will be paid by our repair centre, there is no need to collect multiple monitors in order to send them back to the repair centre together. We recommend that you process any DOA monitors daily.

Please remind the customer to attach the **invoice** to the defective monitor. The service centre will need to see the invoice in order to determine the validity of the DOA claim. It's a **MUST** for all DOA issues. **Any DOA issue without invoice, or fall outside of the 14-days period will be treated as normal "repair and return" RMA.**

All the above is part of our warranty statement; for more details, please check the [**Octigen Monitor Warranty Policy**](#).