



# Important Safety Information and Warranty Card

Please read this thoroughly and keep it for future reference.

# CHILD SAFETY:

It Makes A Difference How and Where  
You Use Your Flat Panel Display

Congratulations on your purchase! As you enjoy your new product, please keep these safety tips in mind:



## THE ISSUE

- The home theater entertainment experience is a growing trend and larger flat panel displays are popular purchases. However, flat panel displays are not always supported on the proper stands or installed according to the manufacturer's recommendations.
- Flat panel displays that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests or carts may fall over and cause injury.

## THIS MANUFACTURER CARES!

- The consumer electronics industry is committed to making home entertainment enjoyable and safe.

## TUNE INTO SAFETY

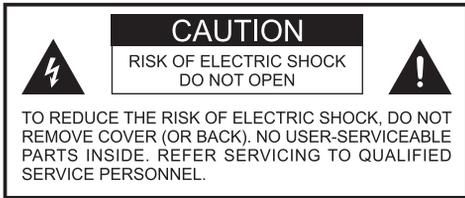
- One size does NOT fit all. Follow the manufacturer's recommendations for the safe installation and use of your flat panel display.
- Carefully read and understand all enclosed instructions for proper use of this product.
- Don't allow children to climb on or play with furniture and television sets.
- Don't place flat panel displays on furniture that can easily be used as steps, such as a chest of drawers.
- Remember that children can become excited while watching a program, especially on a "larger than life" flat panel display. Care should be taken to place or install the display where it cannot be pushed, pulled over, or knocked down.
- Care should be taken to route all cords and cables connected to the flat panel display so that they cannot be pulled or grabbed by curious children.



## WALL MOUNTING: IF YOU DECIDE TO WALL MOUNT YOUR FLAT PANEL DISPLAY, ALWAYS:

- Use a mount that has been recommended by the display manufacturer and/or listed by an independent laboratory (such as UL, CSA, ETL).
- Follow all instructions supplied by the display and wall mount manufacturers.
- Be sure to follow the installation guide supplied with the Wall-Mount Bracket when installing the TV. To complete the installation, please contact wall-mount manufacturer.
- Make sure that the wall where you are mounting the display is appropriate. Some wall mounts are not designed to be mounted to walls with steel studs or old cinder block construction. To complete the installation, please contact wall-mount manufacturer.
- A minimum of two people are required for installation. Flat panel displays can be heavy.

# Important Safety Instructions



1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.  S3125A
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing and that objects filled with liquids, such as vases, shall not be placed on apparatus.
16.  This equipment is a Class II or double insulated electrical appliance. It has been designed in such a way that it does not require a safety connection to electrical earth.



The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



AC voltage: This symbol indicates that the rated voltage marked with the symbol is AC voltage.

17. To prevent injury, this apparatus must be securely attached to the wall in accordance with the installation instructions.
18. MAIN plug on the power cord is used as the disconnect device, the disconnect device and socket-outlet shall be easily accessible.
19. Keep your TV away from moisture. Do not expose your TV to rain or moisture. If water penetrates into your TV, unplug the power cord and contact your dealer. Continuous use in this case may result in fire or electric shock.
20. Do not expose batteries to excessive heat such as sunshine, fire or the like.
21. Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.
22. Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
23. **⚠ WARNING**  
This product can expose you to chemicals including [Both Styrene and BPA] which are known to the State of California to Cause Cancer and Reproductive Harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## CONDENSATION:

Moisture will form in the operating section of the unit if the unit is brought from cool surroundings into a warm room or if the temperature of the room rises suddenly. When this happens, unit's performance will be impaired. To prevent this, let the unit stand in its new surroundings for about an hour before switching it on, or make sure that the room temperature rises gradually.

Condensation may also form during the summer if the unit is exposed to the breeze from an air conditioner. In such cases, change the location of the unit.

## HOW TO HANDLE THE LCD PANEL:

- Do not press hard or jolt the LCD panel. It may cause the LCD panel glass to break and injury may occur. If the LCD panel is broken, make absolutely sure that you do not touch the liquid in the panel. This may cause skin inflammation.
- If the liquid gets in your mouth, immediately gargle and consult with your doctor. Also, if the liquid gets in your eyes or touches your skin, consult with your doctor after rinsing for at least 15 minutes or longer in clean water.

## POSSIBLE ADVERSE EFFECTS ON LCD PANEL:

If a fixed (non-moving) pattern remains on the LCD Panel for long periods of time, the image can become permanently engrained in the LCD Panel and cause subtle but permanent ghost images. This type of damage is **NOT COVERED BY YOUR WARRANTY**. Never leave your LCD Panel on for long periods of time while it is displaying the following formats or images:

- Fixed Images, such as stock tickers, video game patterns, TV station logos, and websites.
- Special Formats that do not use the entire screen. For example, viewing letterbox style (16:9) media on a normal (4:3) display (black bars at top and bottom of screen); or viewing normal style (4:3) media on a widescreen (16:9) display (black bars on left and right sides of screen).

**The following symptoms are not signs of malfunction but technical limitation. Therefore we disclaim any responsibility for these symptoms.**

- LCD Panels are manufactured using an extremely high level of precision technology, however sometimes parts of the screen may be missing picture elements or have luminous spots.  
This is not a sign of a malfunction.
- Do not install the LCD Panel near electronic equipment that produces electromagnetic waves. Some equipment placed too near this unit may cause interference.
- Effect on infrared devices - There may be interference while using infrared devices such as infrared cordless headphones.

## End of life directives

Your TV also contains material that can be recycled and reused. For disposal or recycling information, contact your local authorities or the Electronic Industries Alliance at [www.eia.org](http://www.eia.org) (for USA), the Electronic Products Recycling Association at <http://www.eprassociation.ca> (for Canada) to find a recycler in your area.

## Non-active pixels

The LCD panel contains almost 3 million thin film transistors, which provide exceptionally sharp video quality. Occasionally, a few non-active pixels may appear on the screen as a fixed black (in the case of a dead pixel), blue, green, or red point. These non-active pixels do not adversely affect the performance of your TV, and are not considered defects.

## Power source

### WARNING

- **Do not use a different power supply cord to plug the TV into an AC outlet. Using a power cord that did not already come with the TV could cause a fire, electrical shock or damage.**
- **Do not use a power voltage that is different than what Hisense has already specified. This could cause a fire, electrical shock or damage.**
- **If you do not plan to use this TV for a long time (due to a lengthy trip or some other reason) then be sure to unplug it from the AC outlet.**
- **Do not plug or unplug the AC cord when your hands are wet. This may cause electrical shock.**
- **If an outside antenna or cable system is connected with the TV, be sure the antenna or cable system is grounded so as to provide protection against voltage surges and built-up static charges...**

**No naked flame sources, such as lighted candles, should be placed on the apparatus.**

The WiFi Module complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. (only applicable for Smart TV built-in wireless)

### FCC RF Safety Caution Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment must be installed and operated in accordance with provided instructions and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

### RF Exposure Statement for Canada

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

(only applicable for TV with RF port)

### WARNING: Stability Hazard

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.

If the existing television set is going to be retained and relocated, the same considerations as above should be applied.



Buy and install low-cost anchoring devices to prevent TVs, dressers, bookcases or other furniture from tipping.

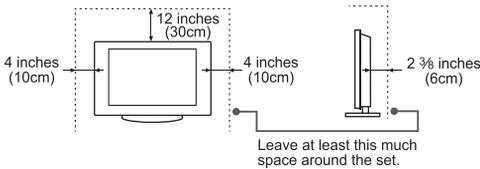
# Attaching a Wall Mount or Stand to the TV

Make sure that your TV has adequate air circulation. Allow enough space around the TV as shown below. Avoid operating the TV at temperatures below 41°F (5°C).

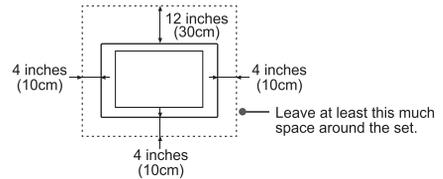
## WARNINGS:

- When you mount your TV on the wall or place it on furniture, maintain a distance of at least 4 inches between the TV and other objects (walls, cabinet sides, and so on) to ensure proper ventilation. Failing to maintain proper ventilation may cause the TV to overheat.
- Do not use screws that differ from the length and diameter that we have recommended (See the Hisense User Manual or Quick Start Guide).
- Do not fasten the screws too firmly. This may damage the TV or cause it to fall, leading to personal injury. Hisense is not liable for these kinds of accidents.
- Be careful when you touch the TV. Some parts may be warm or hot.
- Do not place any type of fabric or papers underneath, on top of, or beside the TV. This can block ventilation and cause a fire.
- For detailed information about installing the wall mount bracket, see the third-party manufacturer's instructions or contact a professional installer for assistance.
- Do not operate or handle the TV with wet hands.
- **Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:**
  - Using cabinets or stands recommended by the manufacturer of the television set.
  - Only using furniture that can safely support the television set.
  - Ensuring the television set is not overhanging the edge of the supporting furniture.
  - Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
  - Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
  - Educating children about the dangers of climbing on furniture to reach the television set or its controls.
- If your existing television set is being retained and relocated, the same considerations as above should be applied.

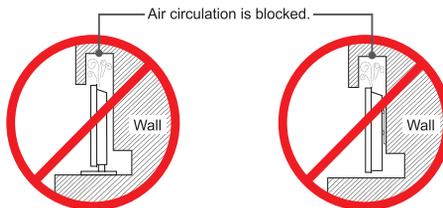
## Correct way to attach a TV stand



## Correct way to attach on the wall



## Incorrect way to attach the Wall Mount bracket or Stand to the TV



Inadequate air circulation can cause the TV to overheat.

Feel confident with Hisense Extended Service Plan  
Protect your future Peace of mind.



**LIMITED WARRANTY FOR HISENSE® TV's**  
**Congratulations on your purchase!**

**IMPORTANT:** Just in case your newly purchased TV needs to be serviced, please keep the original packaging materials and original receipt. Damage to a Product returned to Hisense for service due to inadequate packaging, will void your warranty.

Hisense USA Corporation ("Hisense"), hereby warrants to the first end user consumer purchaser ("Purchaser") for this Hisense® television ("Product"), when shipped in its original container and sold or distributed in the United States and Puerto Rico by an authorized Hisense dealer, and provided that this Product was not sold either "as is", "with all faults", "sales final" or per similar terms, that this Product will, during the applicable warranty period as stated solely in this Limited Warranty, be free from defects in material and workmanship. Hisense will, solely within the applicable warranty period and at Hisense's sole discretion, either repair the defective Product, or provide other remedial solutions to the Purchaser, including but not limited to replace the defective Product with a like new or refurbished product of similar or better quality.

**HOW TO GET WARRANTY SERVICE:**

Warranty service may be obtained by contacting Hisense using any of the methods below. Proof of purchase in the form of an original bill of sale or receipted invoice with a legible date of purchase that evidences the Product is within the applicable warranty period must be presented to Hisense in order to obtain warranty service. Our contact information is provided below. Hisense will respond to warranty requests within a commercially reasonable time.

**Warranty Service and Troubleshooting Information  
for Customers in the United States and Puerto Rico**

To obtain warranty service and troubleshooting information, contact the

**Hisense Consumer Electronics Care Center.**

Call 1-888-935-8880 (Monday–Friday from 9 a.m. - 9 p.m. EST,

Saturday–Sunday from 9 a.m. - 6 p.m.) or Email [service@hisense-usa.com](mailto:service@hisense-usa.com)

or visit our website [www.hisense-usa.com](http://www.hisense-usa.com). Please register your Product on our website.

**ON-SITE SERVICE:**

Certain Products are eligible for on-site service at Hisense's sole discretion. To obtain on-site service, Purchaser must call or email Hisense as described above to trouble-shoot the issue with the Product. Hisense customer care representatives may determine Product eligibility based on Purchaser's description of the issue, which may result in a determination that the Product requires shipment to Hisense's warehouse in lieu of on-site service. On-site service may not be available in certain locations where an authorized service provider is not available. An authorized service provider is considered unavailable if the Purchaser's location exceeds fifty (50) miles from the service provider's business address. In the

event that on-site service is not available, the Product must be shipped to Hisense's warehouse. Products returned to Hisense should be shipped in original or equivalent packaging. Purchaser is responsible for delivering the Product to a reputable shipper. If Purchaser is unable to secure proper packaging or shipping services, Hisense may, at its sole discretion, provide packaging and shipping.

On-site service requires that our authorized service provider be given clear, complete, unobstructed and easy access to the front and rear of the Product. On-site service does not include that the service provider removes, reinstalls or transports the Product. It is possible that certain on-site repairs will need to be completed off site, and at Hisense's discretion, require that the Product to be shipped directly to Hisense's warehouse. All panel replacements or repairs require that the Product be returned to Hisense's warehouse. Once Hisense receives the Product and repairs or replaces it, Hisense will return the repaired/replaced Product back to the Purchaser.

### **TERMS AND CONDITIONS:**

This limited warranty shall not apply to:

- (a) Any defects caused or repairs required as a result of: abusive operation; negligence; accident; shipment damages; improper delivery and installation; application and use for which this Product was not intended as set forth in the user's manual or other applicable Product documentation.
- (b) Any defects caused or repairs required as a result of any Product that has been tampered with, modified, adjusted or repaired by any person other than Hisense, a Hisense authorized service provider or a Hisense authorized service center or dealer.

For avoidance of doubt, servicing this Product at a third-party repair shop that is not affiliated with or an authorized repair center of Hisense will not void this warranty, neither will the use of third-party parts with this Product. However, any damage that is caused by third-party repair or third-party parts will not be covered under this warranty.

- (c) Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the Product, including but not limited to, earphones, remote controls, batteries, etc.
- (d) Any cosmetic damage to the Product surface or exterior, including but not limited to that which has been defaced or caused through normal wear and tear, improper shipping and handling or the use of chemical cleaning agents.
- (e) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, use of incorrect voltage, fluctuations or surges in transmission line/power line voltage, liquid spillage, or acts of nature or of God.
- (f) Warranty claims for Products returned with altered, illegible or missing model, factory serial number and UL markings.
- (g) Any Products used for rental, business or commercial purposes.
- (h) Any installation, consumer instruction, delivery, setup, adjustment, and/or programming charges.
- (i) A Product that is not installed in accordance with installation instructions included with the Product.
- (j) Any signal reception problems (including antenna related problems), images "burnt" into the screen, signal noise or echo, interference or other signal transmission or delivery problems, availability of third-party provided services or content (including, without limitation, image, audio or video content).

No other entity other than Hisense is authorized to extend, enlarge or transfer this warranty on behalf of Hisense.

The express warranties in this limited warranty are, in lieu of and, except to the extent prohibited by

applicable law, Hisense disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing or usage of trade, including, without limitation, implied warranties or conditions of merchantability and/or quality, fitness for a particular use or purpose, and/or non-infringement. Hisense does not warrant uninterrupted or error-free operation of this Product.

**Limitations:** (a) Hisense shall not be liable for any incidental, special, consequential, economic, exemplary or indirect damages of any kind or nature (including lost profits or damages for loss of time or loss of use or loss of data) arising from or in any connection with the use or performance of a Product or a failure of a Product, even if Hisense is aware of or has been advised of the possibility of such damages; (b) the remedies described in this limited warranty constitute complete fulfillment of all obligations and responsibilities of Hisense to the Purchaser with respect to the Product and shall constitute full satisfaction of all claims, whether based in contract, negligence, strict liability or otherwise. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### **WARRANTY PERIODS:**

All warranty periods shall be calculated from the date of original purchase by the Purchaser.

- All LCD/LED TV's: **One (1) year** for parts and labor (replacement Product and parts assume the remaining original warranty period, or ninety (90) days, whichever is longer).
- All accessories (including but not limited to Stands, 3D Glasses, Remote Control, etc.): **Ninety (90) days** for parts and labor.

This Warranty is only valid in the United States and Puerto Rico and only applies to Products sold/distributed and serviced in the United States and Puerto Rico.

**NO WARRANTIES (WHETHER EXPRESS OR IMPLIED) INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN (BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT) SHALL BE BINDING ON HISENSE. THIS WARRANTY IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCT AND HISENSE IS THE EXCLUSIVE WARRANTY PROVIDER FOR THE PRODUCT. REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HISENSE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST HISENSE SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY HISENSE. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL END USER CONSUMER PURCHASER OF THE PRODUCT AND IS NOT TRANSFERABLE.**

## Warranty for USA

Some States do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages or allow limitations on warranties; therefore, the limitations or exclusions stated above may not apply to Purchaser, solely within those specific States. This warranty gives you specific legal rights, and you also may have other rights which vary from State to State. This warranty applies to the maximum extent not prohibited by law.

### **CUSTOMER RECORD**

Please fill and retain for your records, along with proof of original purchase.

You do not need to send us this warranty card to receive warranty service.

Date of Purchase: ..... Store/Dealer: .....

Model No.: ..... Serial No.: .....