ENGLAON

24'' SMART FHD LED DVD Combo TV (24M80)

USER MANUAL

Please Read this manual carefully before operating the device

and retain it for future reference.

Contents

Important Safety Instructions

Warnings and Precautions

To prevent any injuries, the following safety precautions should be observed in the installation, use, servicing and maintenance of this equipment.

Before operating this equipment, please read this manual completely, and keep it nearby for future reference.

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 a dry cloth.
7) Do not block any of the 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 is provided for your safety. When 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 the attachments/accessories specified by the manufacturer.
12) Use only with a 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.
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, the 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.

- Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN ⚡ ⚠	The Lightning flash with an arrowhead symbol, within an equilateral tringle 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 to persons.
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK), NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONEL.	The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (service) instructions in the literature accompanying the appliance.

- Apparatus with Class I construction shall be connected to a Mains Socket Outlet with a protective earthing connection.
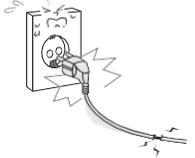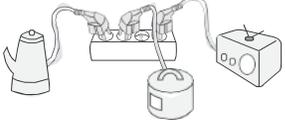
WARNING
TO PREVENT DAMAGE WHICH MAY RESULT IN FIRE OR ELECTRIC SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

Caution:

- *These servicing instructions are for use by qualified service personnel only.*
  To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

- *Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

Power Supply

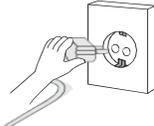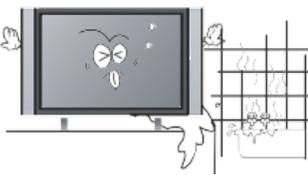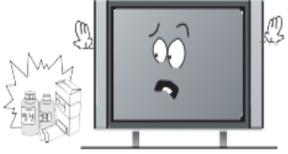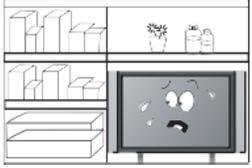| Do not touch the power plug wet hands.	Do not use a damaged power cord or plug or a loose outlet.	Do not plug several devices into the same outlet.	Insert the power plug fully into the outlet.
Doing so may result in electric shock.	Doing so may result in fire or electric shock.	Doing so may cause the outlet to overheat and start a fire.	A loose or improperly inserted power plug may result in a fire.

Do not bend the power cord excessively or place heavy objects on it.	Be sure to ground the unit.
Doing so may result in fire or electric shock.	Failing to do so may lead to electric shock when a short circuit or overload occurs. If necessary, install a ground fault circuit breaker. Never ground to a telephone line, lightning rod, or metal gas pipe. (Doing so may result in fire, electric shock, or other hazards.)

Cautions

When disconnecting the power cord from an AC outlet, always grasp it by the plug. Pulling on the cord can damage the internal wire and may result in a fire.	Always unplug the unit before cleaning. Not doing so may result in fire or electric shock.	The purpose of these precautions is to ensure user safety and prevent property damage. Be sure to read and observe all safety precautions.

Installation

Do not place containers with liquids, or medicine bottles or small metallic objects on top of the unit. If liquid enters the unit or any metal object falls into the unit, it may result in short-circuit, fire, or electric shock.	Do not place the unit where it is exposed to rain, excessive moisture or grease. Doing so may result in fire or electric shock, malfunction, or deformation.	Do not use or store flammable or combustible materials near the unit. Doing so may result in fire or explosion.	Do not place the unit on an unstable surface, or any surface whose area is smaller than the bottom area of the unit. Doing so may damage the unit or injury people.
Do not place a burning object on top of the unit. Do not place the unit near any heat source. Doing so poses a serious risk of fire.	Do not place the unit in a poorly ventilated enclosure, such as a cabinet. Doing so poses a serious risk of fire.	Do not run power cords near heat-producing appliances such as radiators, stoves, or irons. The heat could melt the insulation and expose live wires, resulting in fire or electric shock.	Install the antenna away from high-voltage power lines and communication cables and make sure it is installed securely. If the antenna touches a power line, contact with the antenna could result in fire, electric shock, serious injury, or death.
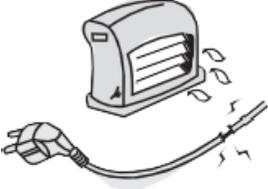
Cautions

| Install the unit at an adequate distance from the wall to ensure sufficient ventilation.

Not doing so may raise the temperature inside and result in a fire. | Do not cover the unit with a tablecloth, curtain, or other material.
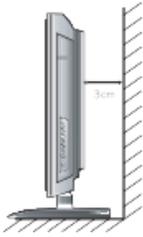
Cover the unit may raise the temperature inside and result in a fire. | WARNING
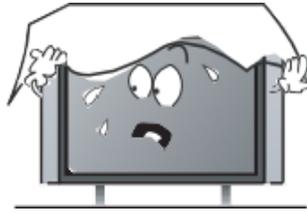
Form a drip loop where the coaxial antenna cable enters your building to prevent rainwater from traveling along the cable and contacting the antenna input terminal.

If rainwater finds its way inside the unit, it may result in fire or electric shock. |
|---|---|---|
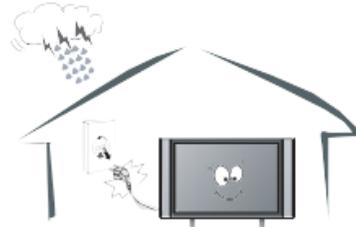
Child Safe

| Be sure to place the unit on a level surface.

Use the VESA mount holes at the back of the TV to secure the TV to a wall. (brackets, bolts and ropes are not provided) | Do not allow children to climb or hang on the unit.
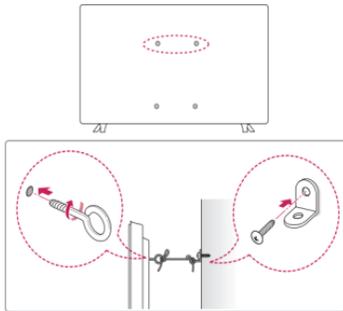
The unit could topple over onto a child and result in serious injury. | WARNING
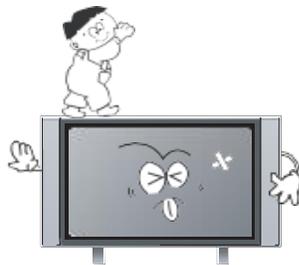
When removing the batteries from the remote control, make sure children do not swallow them. Keep the batteries out of the reach of infants and children.

If a child has swallowed a battery, seek medical attention immediately. |
|---|---|---|

Use and Maintenance

Warnings

Disconnect the power cord from the wall outlet during an electrical storm. Not doing so may result in fire or electric shock.	Do not insert any metal objects into the ventilation openings or A/V terminals. Doing so poses a serious risk of fire or electric shock	Never disassemble or modify the unit in any way. Do not attempt to service the unknit yourself. Doing so may result in fire or electric shock.
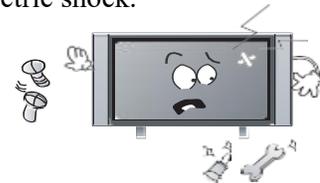
Cautions

When not using the unit for long periods of time, disconnect the power cord from the wall outlet.	When moving the unit, be sure to turn off the unit and unplug the power cord. Always use two or more people to move the unit. Not doing so may cause damage to the cord or the unit, resulting in fire or electric shock.	If you notice any unusual odors or smoke around the unit, immediately disconnect the unit and contact the service center. Failure to do so may result in fire or electric shock.
Wipe off any moisture, dirt or dust on the power plug pins with a clean dry cloth. Failure to do so may result in fire or electric shock.	Always turn off the unit and unplug the power cord when cleaning the unit. Use a soft dry cloth to clean the unit Do not use any liquid cleaners or harsh chemicals.	Clean the screen with a soft cloth dipped in a small amount of screen cleaner. Do not spray directly onto the unit or use a flammable liquid.
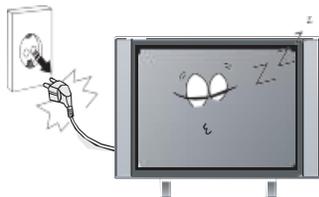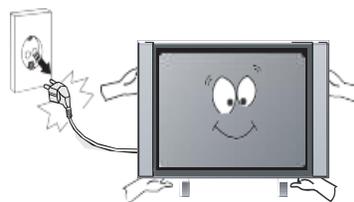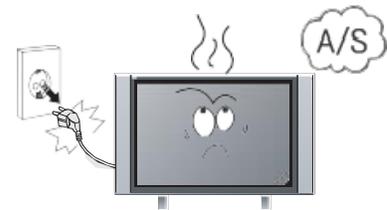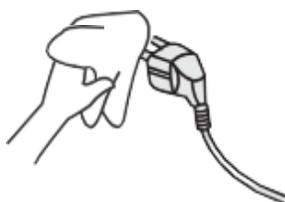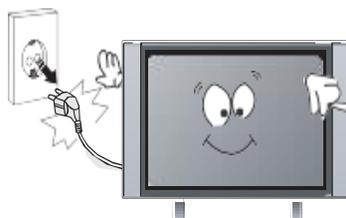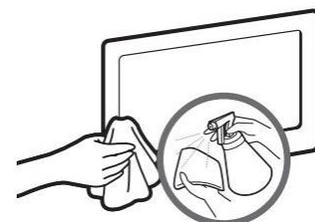
Disposal (used Electrical and Electronic Equipment)

Packing and electrical goods should be recycled appropriately, and not treated as household waste. Please dispose of this equipment at your applicable collection point for the recycling of electrical and electronic equipment waste. By ensuring the correct disposal of this product, you will help prevent potentially hazardous to the environment and to human health, which could otherwise be caused by unsuitable waste handling of this product. The recycling of materials will help conserve natural resources. Please do not dispose of your old electrical and electronic equipment with your household waste. There may be penalties in your state or territory for dumping these products, including outside collection sites and charity bins.

For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

National Television and Computer Recycling Scheme

The National Television and Computer Recycling Scheme was established in 2011 to provide Australian householders and small business with access to industry-funded collection and recycling services for televisions and computers. To date, more than 1,800 collection services have been made available to the public and more than 130,000 tons of TV and computer e-waste has been collected and recycled under the scheme. This has diverted hazardous materials away from landfill and enabled the reuse of valuable resources contained in e-waste. The scheme has also created employment opportunities within the recycling sector and assisted local government manages e-waste by providing alternative collection services.

Englaon has joined this Scheme for years, and we are doing our best to protect both environment and human health. We encourage our users to do the right things to help us protect our environment and human health by recycling our products.

Ways to safely dispose of unwanted televisions:
- Using recycling services such as those provided by local councils or other providers. (a fee may apply)
- Passing them on to friends or family.
- Asking second-hand shops or a charity if they will take them if they are still in working order.
- Storing them out of the weather until they can be disposed of appropriately.

Assemble and Connections

Overview

Accessories List: TV Console, Base Stand, User Manual, Remote Control, Batteries x2, Screws for Stand x2, Power Cord, Power Adapter, 12v Car Lead, (computer mouse ONLY in Smart TV).

Installing the Stand

1. Carefully place your TV face up on a soft and flat surface to prevent damage to the TV or scratching to the LED screen.
2. Remove the stand(s) from the box and then insert the stands into the bottom slot(s) of the TV.
3. Secure the BASE STAND to the TV with the screws in a box tightly.

CAUTION:

● Be sure to disconnect the power before installing stands or Wall-mount brackets.
● The LED display is very fragile and must be protected at all times when installing the base stand. Be sure that no hard or sharp object or anything that could scratch or damage the LED display get in contact with it.
● DO NOT exert pressure on the front of the TV at any time. It may crack the screen.

Front Panel

Insert a 12cm disc accourding to the label.

Insert disc with label side towards back

CH+
CH-

VOL+
VOL-

MENU
Source

Power

LED indicator remote control window, please keep clear.
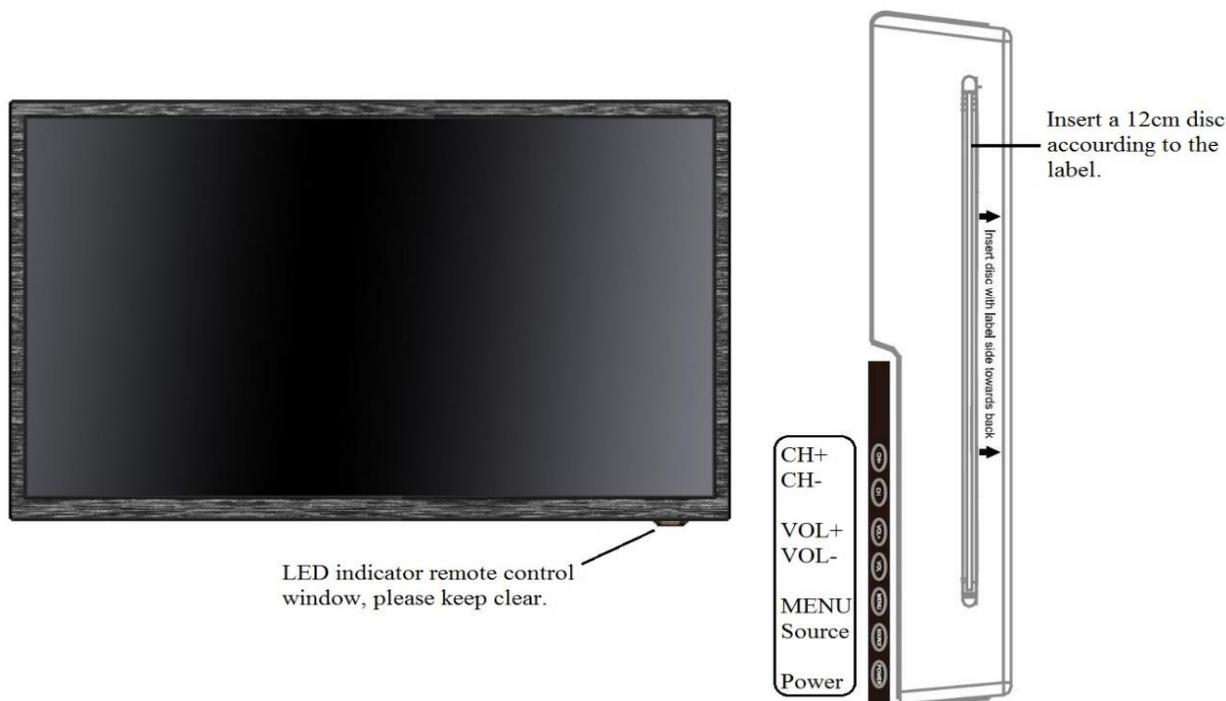
Side Button	CH+/-	VOL+/-	MENU	SOURCE	POWER
TV Mode Function	Scan through channels	Adjust the Volume	Display or Exit the OSD menu	Display the input source menu	Turn on or Stand by the TV set
Menu Mode Function	↑/↓	→/←	MENU	OK	Power

Rear Panel
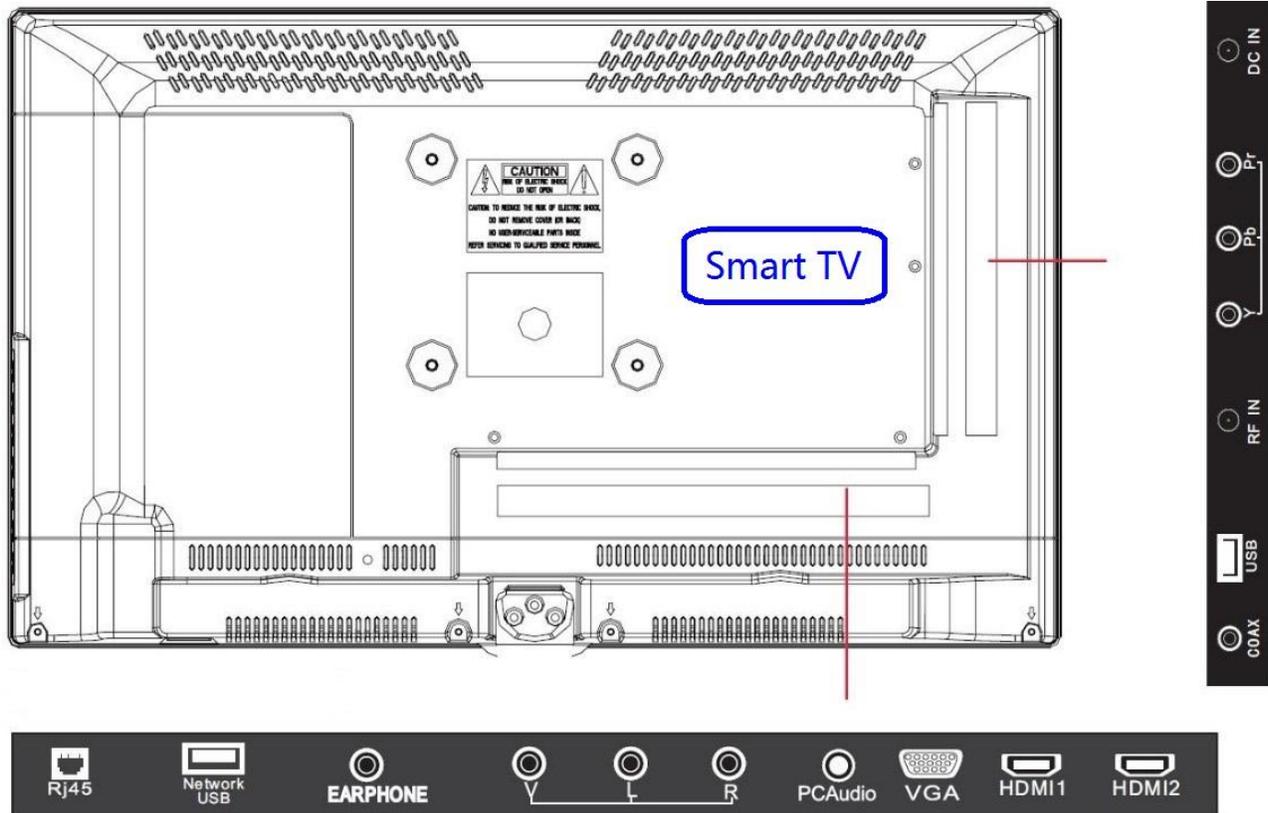
Connections

Cautions:

- Check the jacks for position and type before making any connections. Loose connections can result in image or voice problems.
- Not all A/V devices can connect to a TV, please refer to the user's manual of your A/V device for compatibility and connections procedure.
- Before connecting external equipment, remove the main plugs from the wall socket. Not doing this might cause electric shock.
- When connecting or disconnecting external equipment, please be gent and careful with the cables. Inappropriate connecting or disconnecting might damage the jacks. And this kind of damage is considered as physical damage under the warranty, and physical damage is not covered under warranty.

Antenna Connections

Antenna input impedance of this unit is 75ohm. VHF/UHF 75ohm coaxial cables can be connected to the antenna jack directly.

Cautions: The RF IN jack is very sensitive, inappropriate connecting might result in image or voice problems. Please gently plug in and out cables with RF IN.

HDMI / YPbPr / AV

1. Connect a HDMI / YPbPr / AV cable from an external A/V equipment. No sound connection is needed for HDMI to HDMI connection. If the signal resolution does not match the specification table, you need to change the setting of the device according to the table, please consult your device user manual for instruction.
2. To select the HDMI / YPbPr /AV. Press "SOURCE" button, when the list of input source appears, use "↑/↓" to select the source "HDMI" / "HDMI 1" / "HDMI 2" / "YPbPr" / "AV", then press "OK" to connect.

USB

Connect the USB devices such as hard drives, USB sticks, mouse and keyboard for using smart functions, browsing photos, listening to music and watching recorded programs. You can also record live TV program to a USB stick (refer to PVR Function).

- Network USB (only in smart TV) is for connecting mouse and keyboard.
- USB is for hard drives, USB sticks and digital cameras.
- If a USB device requires more than 500mA or more than 5V, the USB device may not be supported. Exceeding the max supporting may result in damage or data loss.

- If you want to use PVR function to record a DTV program, the transfer rate of the USB storage device must not be less than 5MB/s. Approximately one-hour video requires 8GB of storage.

Earphone

Connect headphone or speaker for audio out of the TV. Once it is connected, the built-in speakers will be disabled.

PC Audio (Smart TV Only)

Connect PC audio to the TV. Input the audio from PC to TV, once it is connected the built-in speakers will be playing the PC audio.

LAN (Wired Setup, Smart TV Only)

Connect TV to the network by connecting the LAN port on the back of your TV to an external modem or router using a LAN (Ethernet / Cat 5) cable.
Caution: Please use a modem or router that support DHCP (Dynamic Host Configuration Protocol). Otherwise, you might need to manually input the IP address, subnet mask, gateway, and DNS.

Wireless Setup (Smart TV Only)

Connect TV to the network wirelessly to a wireless router or modem. The built-in wireless LAN adapter supports the IEEE802.11b/g/n communication protocols. We recommend using an IEEE802.11n router. Low transfer rates for b/g may have the influence on the quality of streaming videos and other media.

Cautions:
- *You must use the built-in wireless LAN adapter to use a wireless network because it does not support external network adapter.*
- *The TV can only work in one of the security systems of WAP, WEP and WPA2.*
- *Please keep the TV and the router close (no more than 10m) to get a smooth network.*

Remote Control

POWER: Turn the TV ON/Standby
MUTE: Mute the sound, press again or press VOL+ to unmute.
NUMBER BUTTONS: Press 0-9 to select a TV channel.
FREEZE: Freeze picture, press again to unfreeze.
$\rightleftarrows$ **:** Return to the previous channel viewed.

EPG: Electronic Program Guide during no-menu state (only available in DTV mode).
INFO: Display the current model's information.
REC: Press to start recording in DTV mode.
INPUT: Display the input source menu.
MENU: System setup menu.
CURSOR KEYS (▲/▼/◄/►/OK): Allows you to navigate the on-screen menus and adjust the system settings to your preference.
HOME (SLEEP): Go to Android Home Page. (Standby Timer)
EXIT: Exit current menu.

▲: Load or Eject DVD disc.
VOL-/+: Adjust the volume
CH-/+: Scan through channels.
TEXT: Turn on/off the teletext display

◄◄: Fast reverse.
►||: Play/pause program.
►►: Fast forward.
|◄◄ (MIX): Previous chapter. (Mix sound)
■(HOLD): Stop (Hold/carry on the current subpage).
►►| (SIZE): Next chapter. (One press to see the top half of page double size, again to see the bottom half of page double size, again for normal)
TV/RADIO: Switch between TV and Radio in DTV.
FAV (INDEX): Display the favorite program list. (Go to index)
AUDIO: Select Audio channels.

Installing Batteries in the Remote Control

1. Gently push and slide the battery cover to open the battery compartment.
2. Insert two batteries. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends in the battery compartment.
3. Close the battery compartment cover.
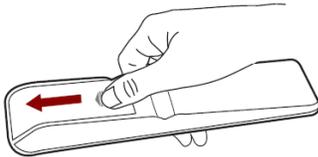
❶ Gently push and slide   **❷** Insert the batteries   **❸** Gently push and slide
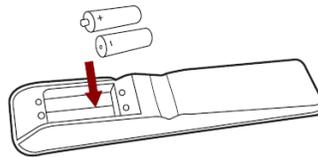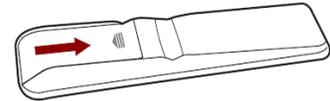
Notes:

- *Product image is only for reference, actual product may vary in appearance.*
- *Dispose of your batteries in a designated disposal area. Do not throw the batteries into a fire.*
- *Do not mix battery types or combine used batteries with new ones.*
- *Remove depleted batteries immediately to prevent battery acid from leaking into the battery compartment.*
- *If you do not intend to use the remote control for a long time, remove the batteries.*
- *Batteries should not be exposed to excessive heat.*
- *Battery chemicals can cause a rash. If the batteries leak, clean it with a cloth. If chemicals touch your skin use a copious amount of water to flush the affected burn region and dilute the chemical reactivity of the acid immediately. Seek doctor advice or contact your battery supplier for more help.*

Quick Set Up Guide

1. Connect the mains cable to the mains socket after you have completed all the connections correctly.
2. Switch on the power switch at the side of the TV or use a remote control.
3. The first time you turn the TV on, it will go straight into the Auto Installation Guide. It will assist you to specify the Home Mode, Country, Language, Auto Power off, TV Connection and Auto Search.
4. Press the **[↑/↓/←/→]** buttons to navigate the menu and change the settings. Press the **[OK]** button to confirm.

Setup 1	Home Mode	Select the mode you prefer.
Setup 2	Country	Select the country where you will operate the TV
Setup 3	Language	Select your desired language to be displayed on the menu.
Setup 4	Auto Power Off	Select the hours that you want the TV to be powered off. ("OFF" means the viewing is timeless)
Setup 5	TV Connection	Select the method of TV connection. (Air, Cable or Satellite)
Setup 6	Auto Search	Auto search the channels in different or all connections.

Note: If you want to reboot the Installation Guide, you can start it in the Setup Menu.

Network Connection

Wired Network

1) Ensure you have:
   i.   An ethernet cable long enough to reach your TV.
   ii. A router or modem with an available Ethernet port.
   iii. A high-speed internet connection.
   iv. An Ethernet (LAN) port on the back of the TV.
2) Connect your ethernet cable to router and to the Ethernet Port on the back of the TV.
3) Press "**INPUT**" on remote control, use "**↓/↑**" to select "**Android**" and press "**OK**".
4) Use mouse or remote control to select "Setting" and left click mouse or press "OK".

Wireless Network

1) Ensure you have:
   i. A router or modem broadcasting a high-speed wireless signal.
   ii. A high-speed internet connection.
2) Press "**INPUT**" on remote control, use "**↓/↑**" to select "Android" and press "**OK**".
3) Using remote control to select "**Setting**" and press "**OK**".

4) Select "**Network**" and press "**OK**".

5) Select "**Wi-Fi**" and press "**OK**".

6) Set "**Wi-Fi**" to "**ON**" and wait for a few seconds, all available wireless network will be displayed. (the hidden wireless network will not be displayed in here.)

7) Using "↓/↑" to select the network you want to connect and press "**OK**".

8) Using the on-screen keyboard and the remote to enter your network's password. Then choice "**Enter**" on the on-screen keyboard and press "**OK**".

9) Once connected, the wireless network will be saved in your TV. Next time it will automatically connect to the same network.

10) Press "**EXIT**" to return to the Smart TV homepage.

Notes:

● *Once you are in the "Android" smart TV mode, you can use a mouse and keyboard to control your TV.*

● *Left key of the mouse is "OK", the right key of the mouse is "EXIT".*

● *The Android system (Smart function) require an internet connection to operate.*

● *Data usage charges may apply. Please refer to your Internet Service Provider.*

● *These instructions are just the usual ways to connect your TV to the wired or wireless network. The connection method may be different depending on your actual network configuration. If you have any questions about your home network, please refer to your Internet Service Provider.*

● *The wireless network connection won't work if your TV is already connected to a wired network.*

Main Menu

1. Picture
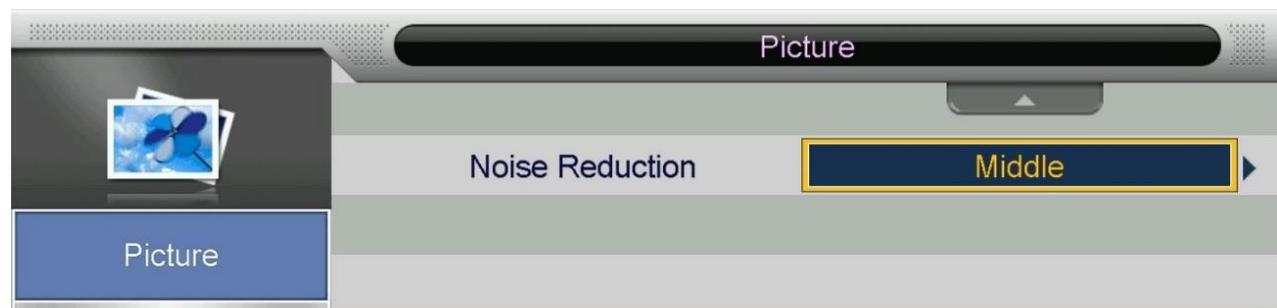
Picture Mode: Choose from Dynamic, Standard, Mild and User.

Brightness*:   Controls the overall brightness of the picture.

Contrast*:   Controls the difference between the brightest and darkest regions of the picture.

Sharpness*:   Increase this setting to see crisp edges in the picture; decrease it for soft edges.

Colour*:   Controls the vividness of color. The higher, the stronger.

Tint*:   Controls the tint (NTSC mode only).

Colour Temperature: Choose from Standard, Cool, War, and User.

Aspect Ratio*:   Picture size: Full, Auto, 4:3, 16:9, Zoom1, Zoom2, Panorama.

Noise Reduction: To reduce noise and improve the appearance of picture choose from Off, Low, Middle and High. It may cause a blur on the picture.

Only available and can be adjusted in the personal mode option in the Picture Mode Settings.

2. Sound

Sound Mode: Choose from Standard, Movie, Music, Speech and User

Bass*:   Controls the relative intensity of lower pitched sounds.

Treble*:   Controls the relative intensity of higher pitched sounds.

Balance: Controls the balance of the left and right sound track, or turn off the volume of the left and right sound track.

Surround: Turn ON/OFF the surround function.

AVL: Turn ON/OFF the AVL function.

SPDIF: Select the SPDIF mode.

Audio Description: Facilitate for the disabilities whose eyes are not good. Controls the ON/OFF of this mode and adjust the volume.

*Only available and can be adjusted in the personal mode option in the Picture Mode Settings.

*When changing Sound Mode, if the Mute function is on and the UI looks as follows, the Mute function will be turned off so that the user can feel the difference in different sound mode.
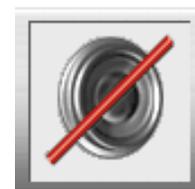
3. Channel
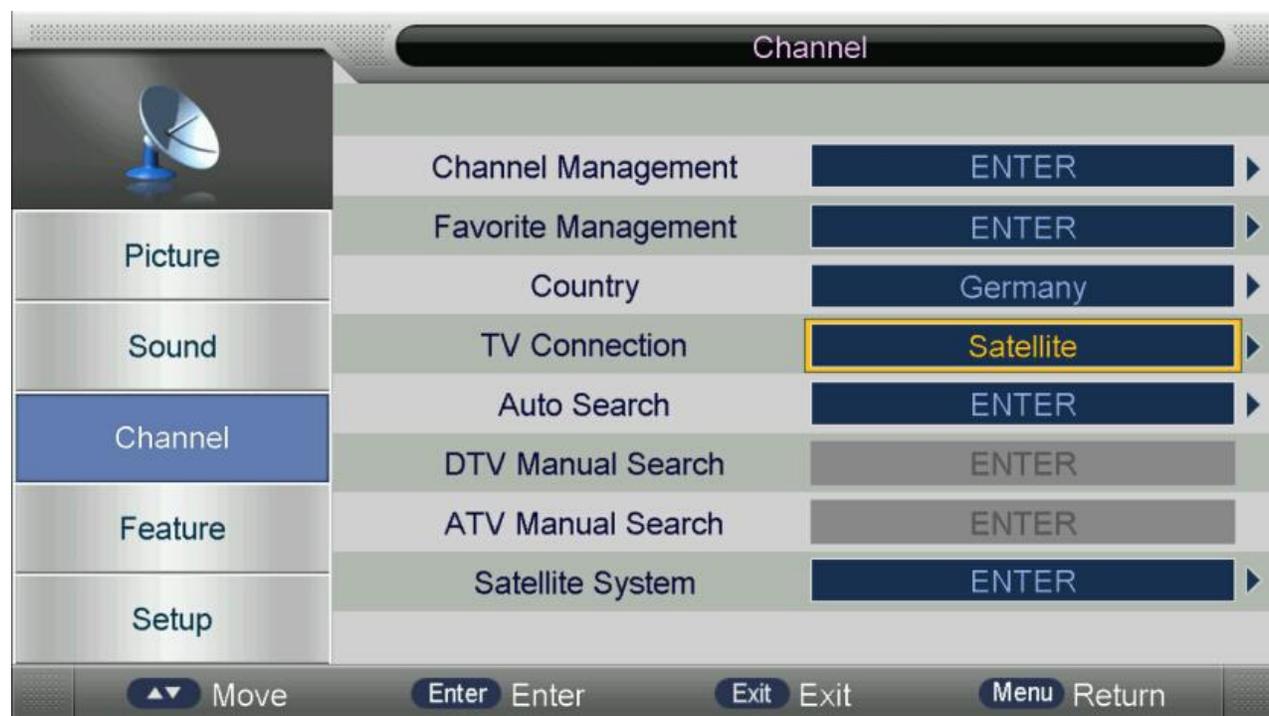
Channel Management:	To manage (Delete/Rename/Swap/Lock/Skip) all channels.
Favorite Management:	To manage (Add/Delete) Favorite channels.
Country:	To select a country.
TV Connection:	To select the DTV signal mode(Air/Cable/Satellite).
Auto Search:	To select auto search mode (All/Digital/Analogue).
DTV Manual Search:	To search digital channel by entering parameters manually (only for Air/Cable).
ATV Manual Search:	To search analogue channel by entering parameters manually (only for ATV).
Satellite System:	To enter the satellite system setting menu.

3.1 Channel Management

Press "OK" on "Channel Management" of "Channel" page in DTV or ATV source.

- **Delete/Skip/Lock Channel**
i. Press "▲" and "▼" key to select the programs to be deleted and press "RED", "GREEN" or "YELLOW" key to mark them as following:
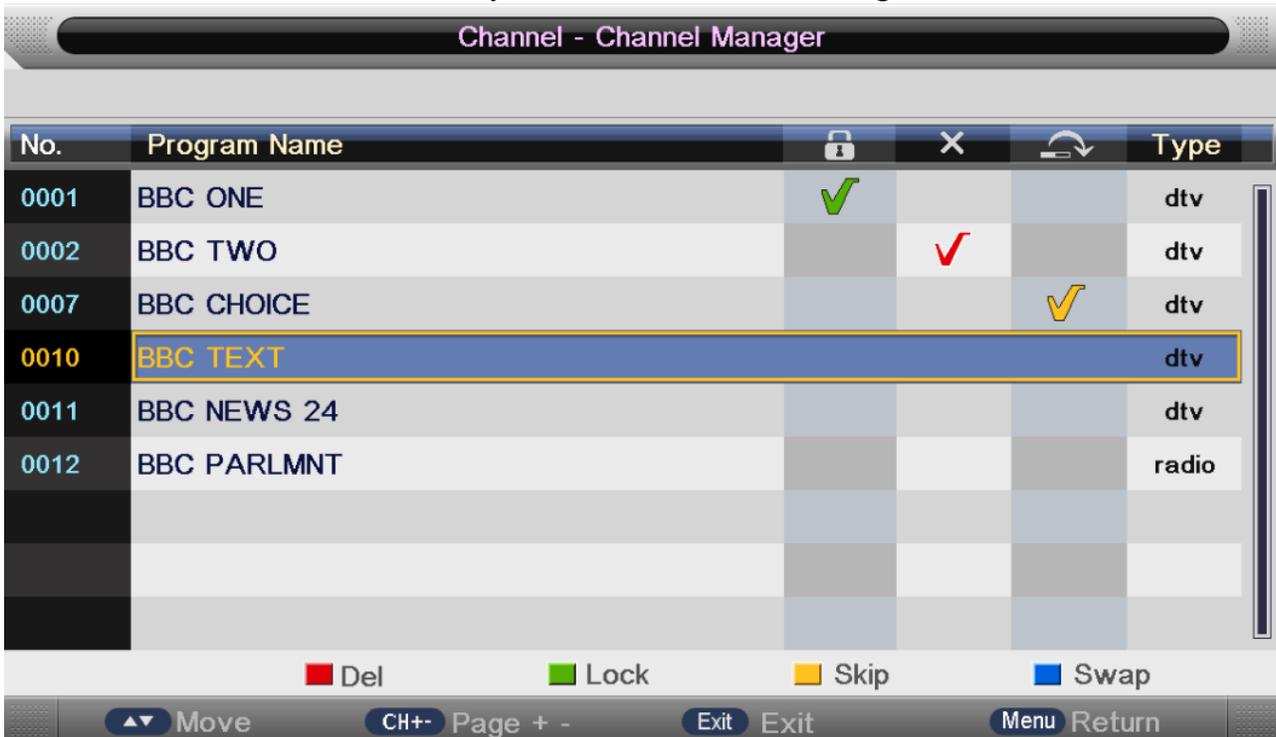
ii. After marking press "MENU" key to save the result.

- **Swap Channel**

Select the program to be swapped and press "**BLUE**" key, the selected program will wink and then select another program and press "**BLUE**" key to swap them.

3.2 Favorite Management

i.   Press "ENTER" key on "Favorite Management" of "Channel" page in ATV or DTV source. The operation interface shows as follow:

ii.   Press "▲" and "▼" key to select the programs to be added to favorite list and press "RED", "GREEN", "YELLOW" or "BLUE" key to mark them as following:

iii.   Press "MENU" key to return "Favorite management" page and save the result.

21 /55

3.3 Country

Please select Australia ONLY.

3.4 TV Connection

Please select the DTV signal mode you are suing Air, Cable or Satellite. Generally, home users are using Air.

3.5 Auto Search

Select "Auto Search" item to enter auto search user operation interface as following:

All: Scan Both Digital and Analog Signal.
Digital Mode: Only scanned Digital Signal
Analog Mode: Only scanned Analog Signal
Note: You can skip or stop the auto search by clicking "EXIT" or "MENU" key.

3.6 DTV/ATV Manual Search

Select "Digital Manual Search" item to enter manual search and the user operation interface as following:
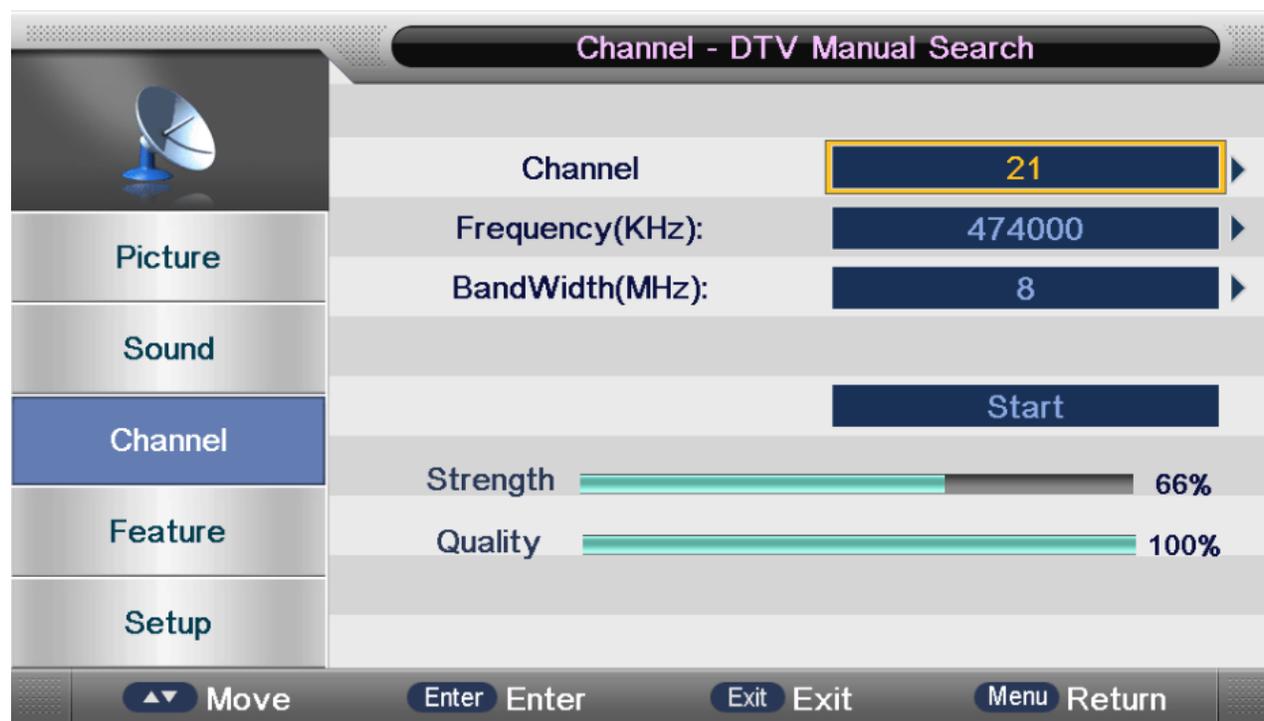
Select channel number by "Right →" key or entering the number directly. The strength and the quality show at the bottom. Press "ENTER" key on "Start" item to start current channel search. The manual searching UI and the auto searching UI are the same.

4. Feature
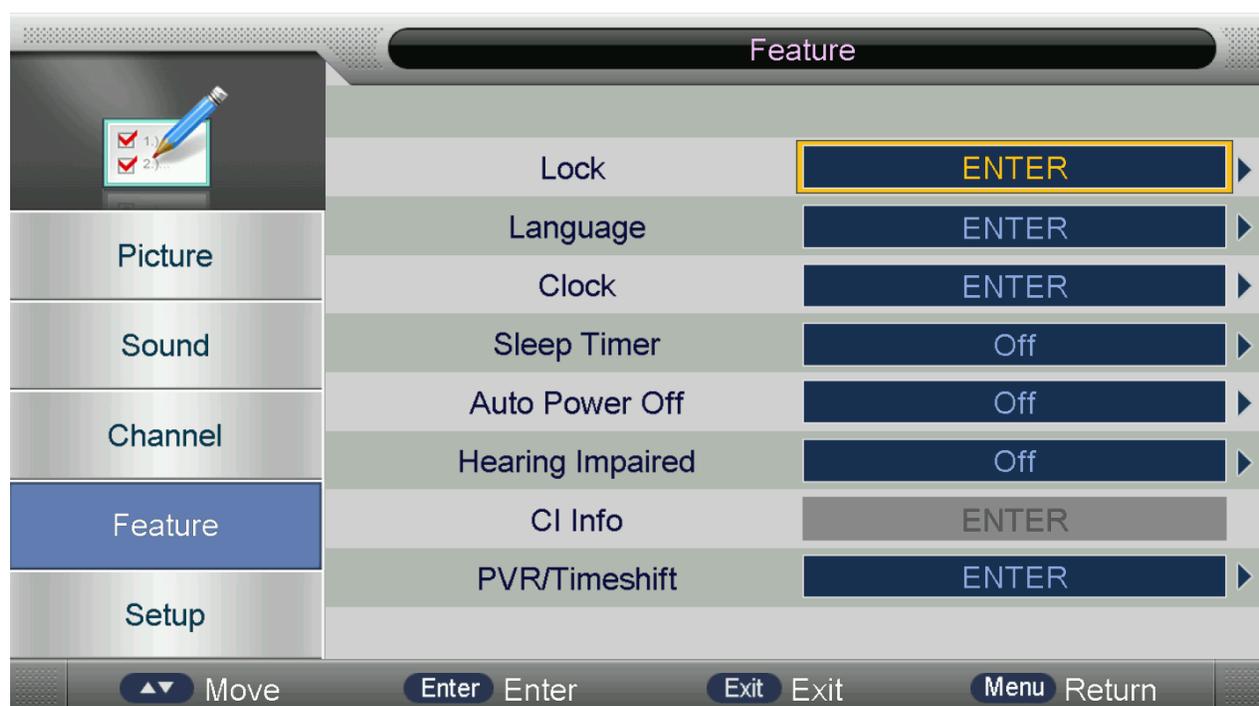
4.1 Lock

The lock subpage includes three parts: Lock Channel, Parental Lock, Change Pin Code as shown in the following picture.
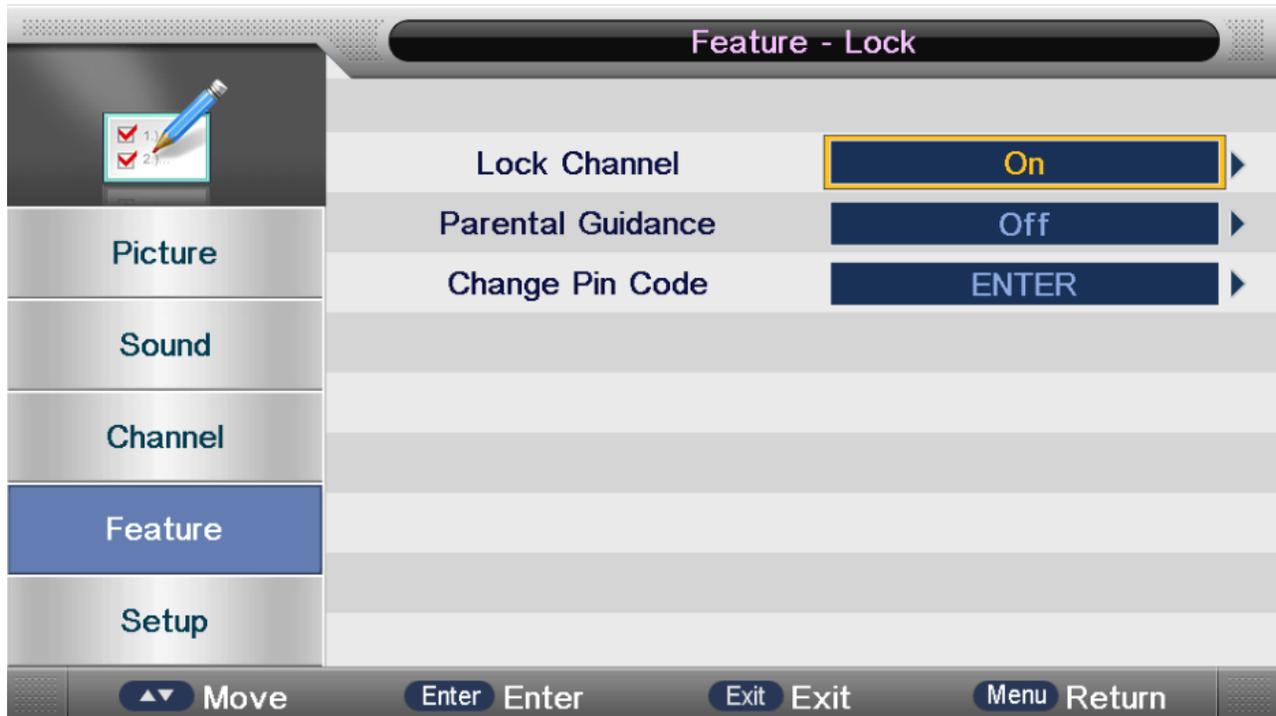
- **Lock Channel**

On: turn on Lock Channel.
The user needs to enter a password to watch the channels which are locked. Also, need to enter a password when the user tries to change settings in items like "Reset System" or "Reset Database" etc.
Off: turn off Lock Channel

- **Parental Lock**

On: set the age level that is permitted to watch the program.
Off: turn off Parental Lock

- **Change Pin Code**

You need to enter the old pass word (if there is one) to change it to a new password.

4.2 Language

System language setting includes OSD Language, Preferred Subtitle, Preferred Audio, Digital Teletext Language, Analog Teletext Language.

- **OSD Language:**   English, Italian, Spanish, Portuguese, French, German.

- **Preferred Subtitle:**   English, French, German, Italian, Spanish, Portuguese, Danish, Czech, Dutch, Finnish, Swedish, Greek, Russian, Polish, Turkish, Norwegian, Welsh, Gaelic, T Chinese, S Chinese.

- **Preferred Audio:**   English, French, German, Italian, Spanish, Portuguese, Danish, Czech, Dutch, Finnish, Swedish, Greek, Russian, Polish, Turkish, Norwegian, Welsh, Gaelic.

- **Digital Teletext Language:**   English, French, German, Italian, Spanish, Portuguese, Danish, Czech, Dutch, Finnish, Swedish, Greek, Russian, Polish, Turkish, Norwegian, Welsh, Gaelic.

- **Analog Teletext Language:**   West, Greek, East, Arabic, Cyrillic, Russian, Hebrew, Farsi.

4.3 Clock

It is used to check out the current system time and set time zone/DST.
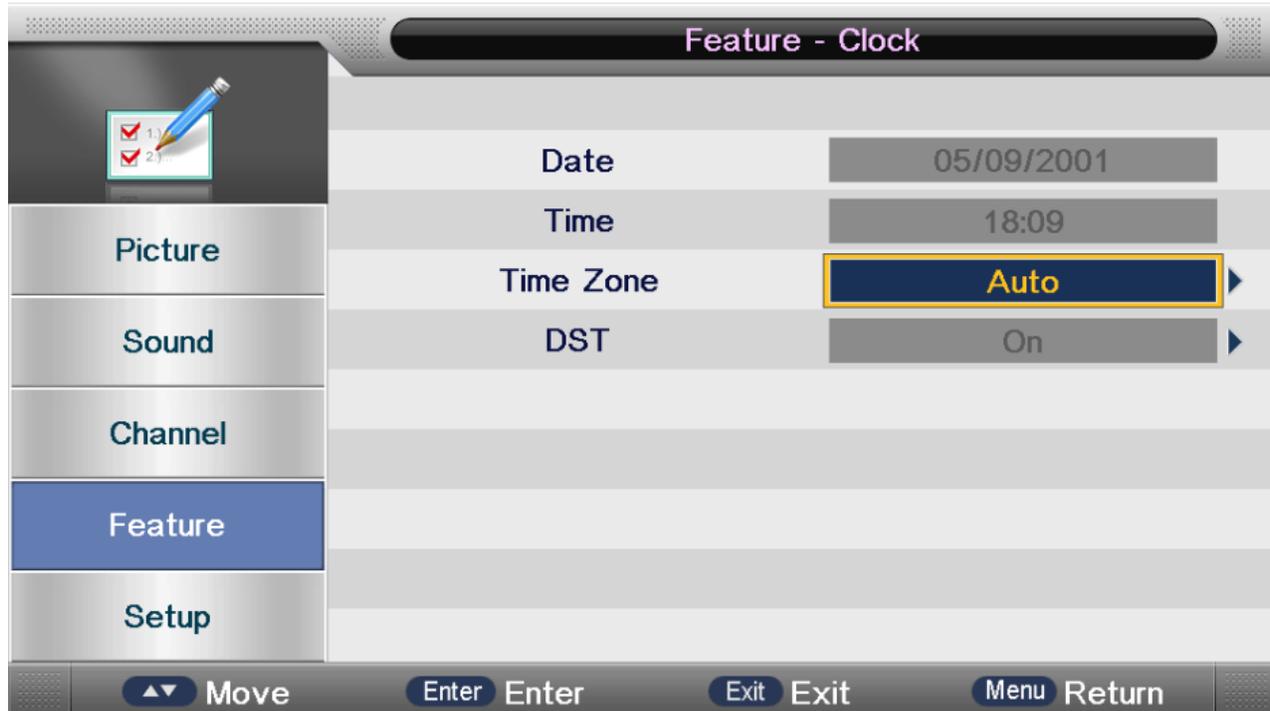
- **Date:** DD/MM/YYYY.

- **Time:** HH: MM

- **Time Zone:** Auto, -12:00, -11:30, -11:00 …, +00:00, +00:30, +01:00, …, +12:00.

- **DST (Daylight Saving Time):** if it's "On", it'll be an hour earlier than the GMT. If Time Zone is set to "Auto", it's not available.

4.4 Sleep Timer

When your TV is running, start sleep function by setting Sleep Timer in any case. This function allows you to power off the TV within a period. Currently, the supported time are Off, 10Mins, 20Mins, 30Mins, 60Mins, 90Mins, 120Mins, 180Mins, 240Mins.
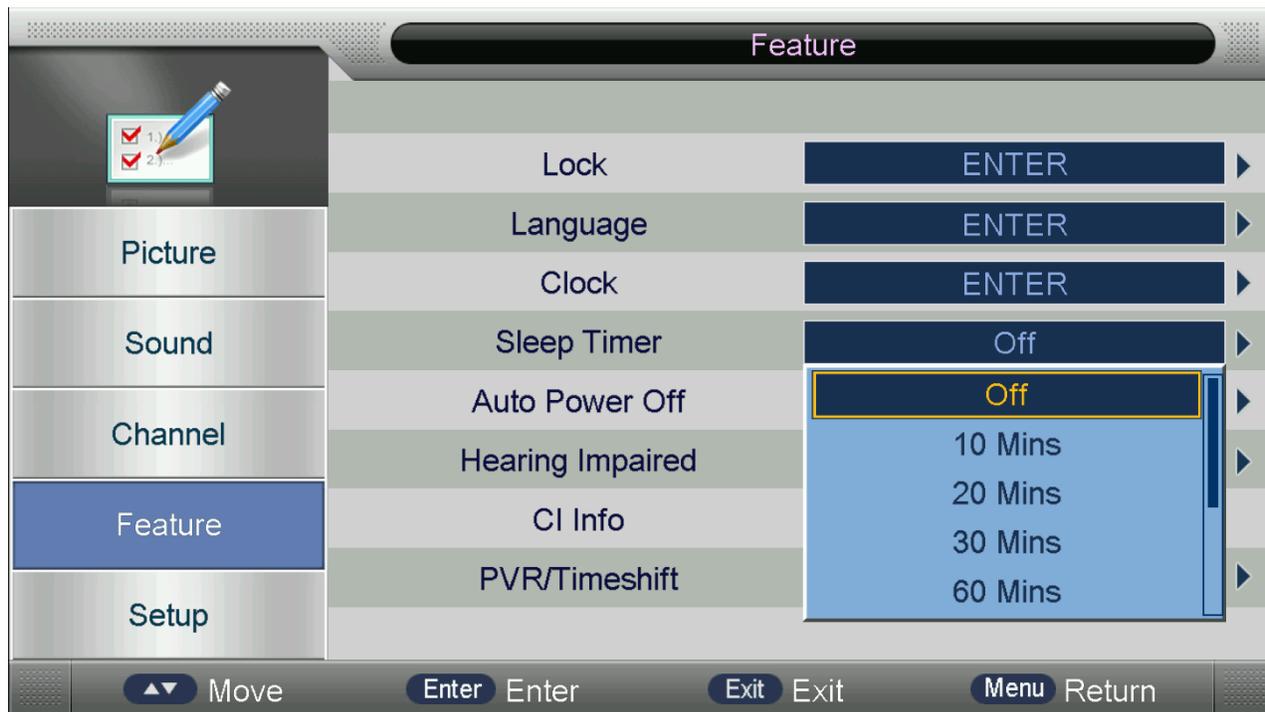
4.5 Auto Power Off

When your TV is running, start Auto Power Off function by setting Auto Power Off Timer in any case. This function allows you to power off the TV within a period. Currently, the supported time periods are Off, 1 Hours,2 Hours,4 Hours.
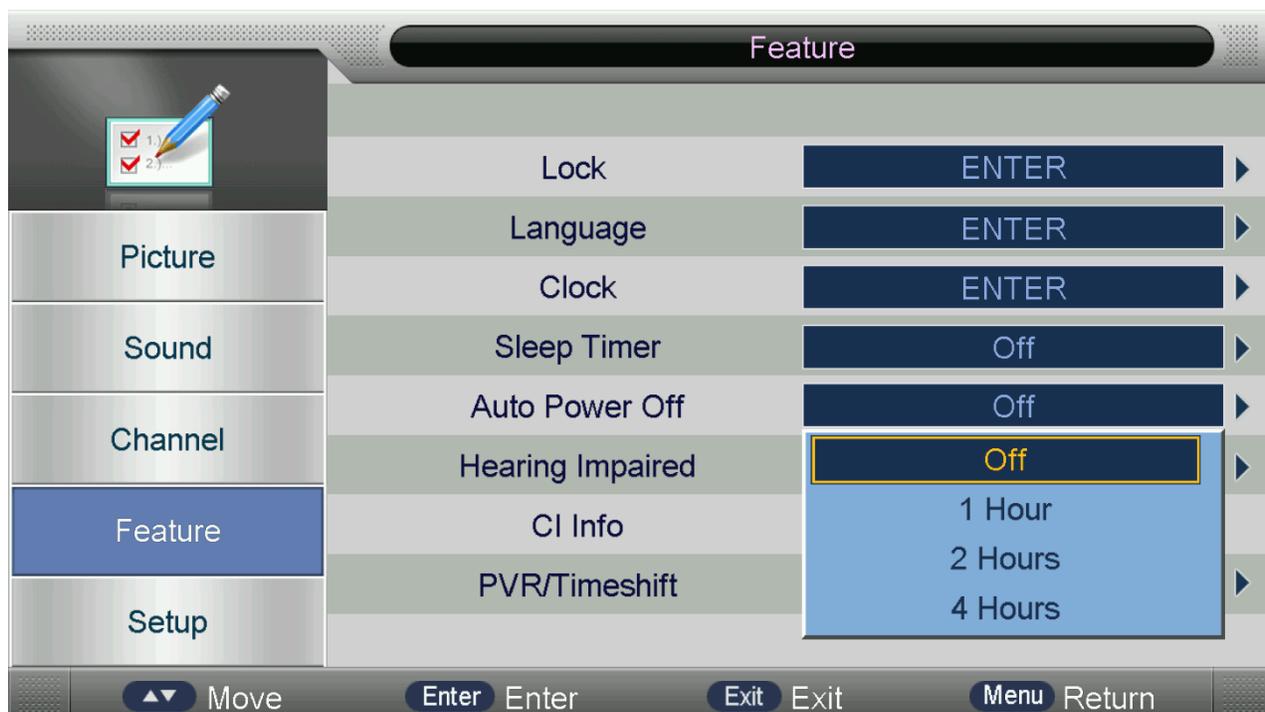
4.6 Hearing Impaired

This function offers a subtitle such as a "stroke on the door" or "the bell starts to ring" for the current scene in case that the user is weak in hearing.
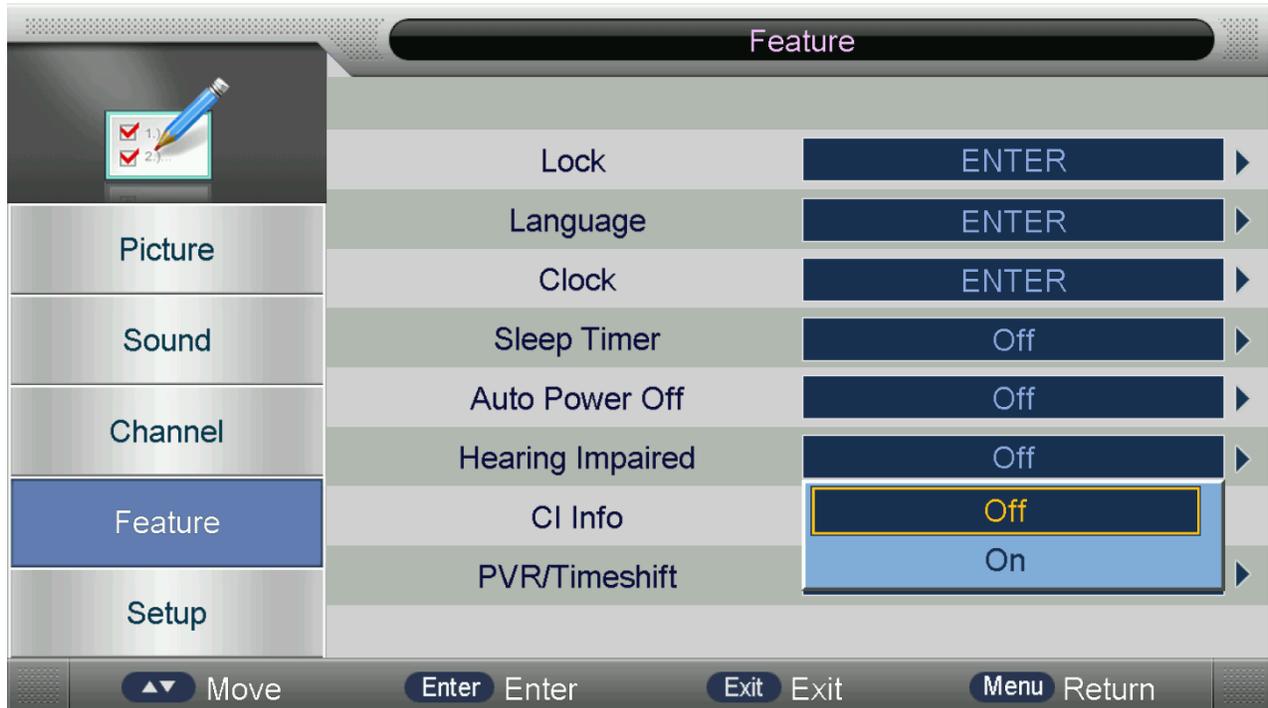
4.7 CI Info

It is only available in DTV source when PVR is not playing.

4.8 PVR / Timeshift

Enable HDMI Link: On/OFF

Auto Power On: On/OFF

Auto Standby: On/OFF

Speaker Preference: TV Speakers / Amplifier

5. Setup

5.1 OSD Timer

Set up how long the menus will exist. Options are 5, 10, 15, 20, 25, 30 seconds.

5.2 Auto SCART

Switch for Auto SCART function.

5.3 PC Setup

It is only available in PC source.
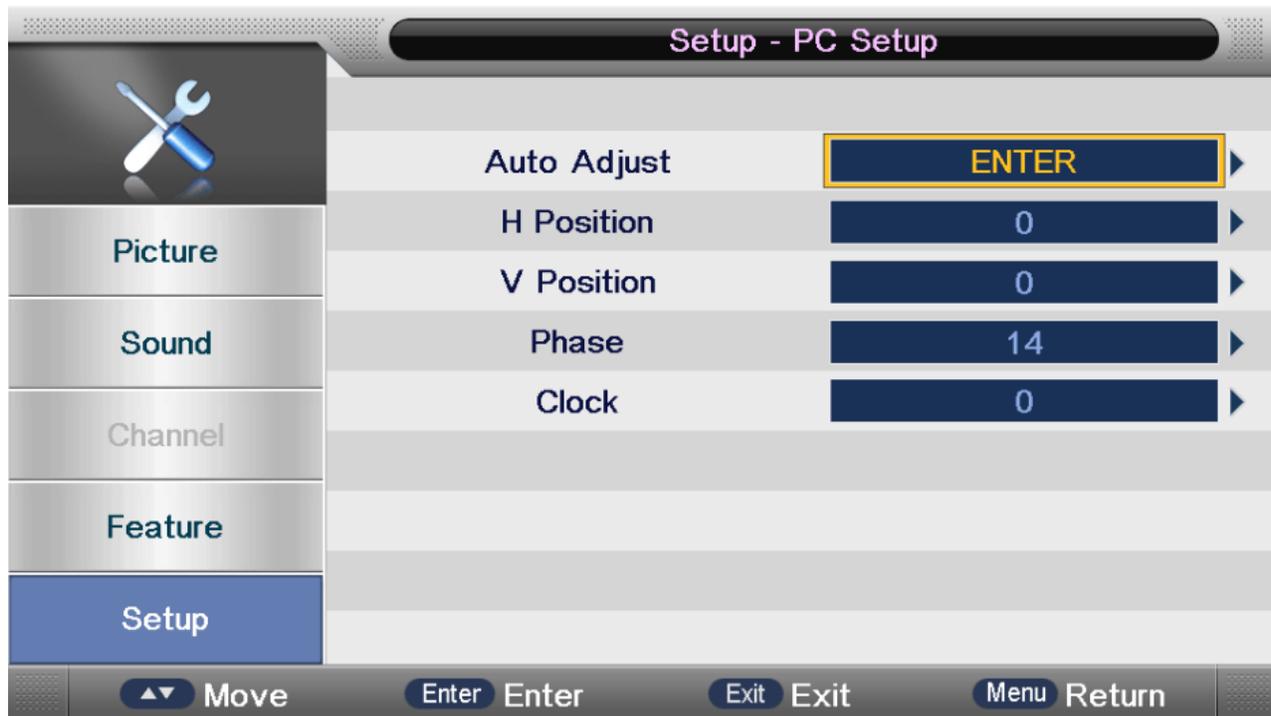
Auto Adjust: Auto Adjust the H Position, V Position, Phase, Clock.
H Position: Manually adjust H Position.
V Position: Manually adjust V Position.
Phase: Manually adjust Phase.
Clock: Manually adjust Clock.

5.4 Blue Screen

It is not available in PC, DTV source or when it is not movie mode in a multimedia source. In TV source, if there is no signal and Blue Screen is Off, it will show snow; if there is no signal and Blue Screen is On, it will show a blue screen.

5.5 Home Mode

Set up mode of Home Mode which can control the backlight. The optional modes are Home, Dynamic, Standard, Mild.

5.6 Reset to Setting

It will Reset System Setting and Database. When the reset is complete, it will enter the Auto Installation settings page. If the "Lock Channel" is "On" in "Feature Menu - Lock", it needs to enter the password to enter the Reset.

5.6 Software Upgrade

Allows installing the latest software by using USB sticker. Factory use only.

Multimedia

1. Photo

1.1. Format Supported

JPG: max resolution 165370
JPEG: max resolution 61648
BMP: max resolution 101439
PNG: max resolution 101439

1.2. Function Introduction

Highlight the "PHOTO" item in the multimedia main menu by press "RIGHT" / "LEFT" key, then press "ENTER" key enter photo page, as follow:
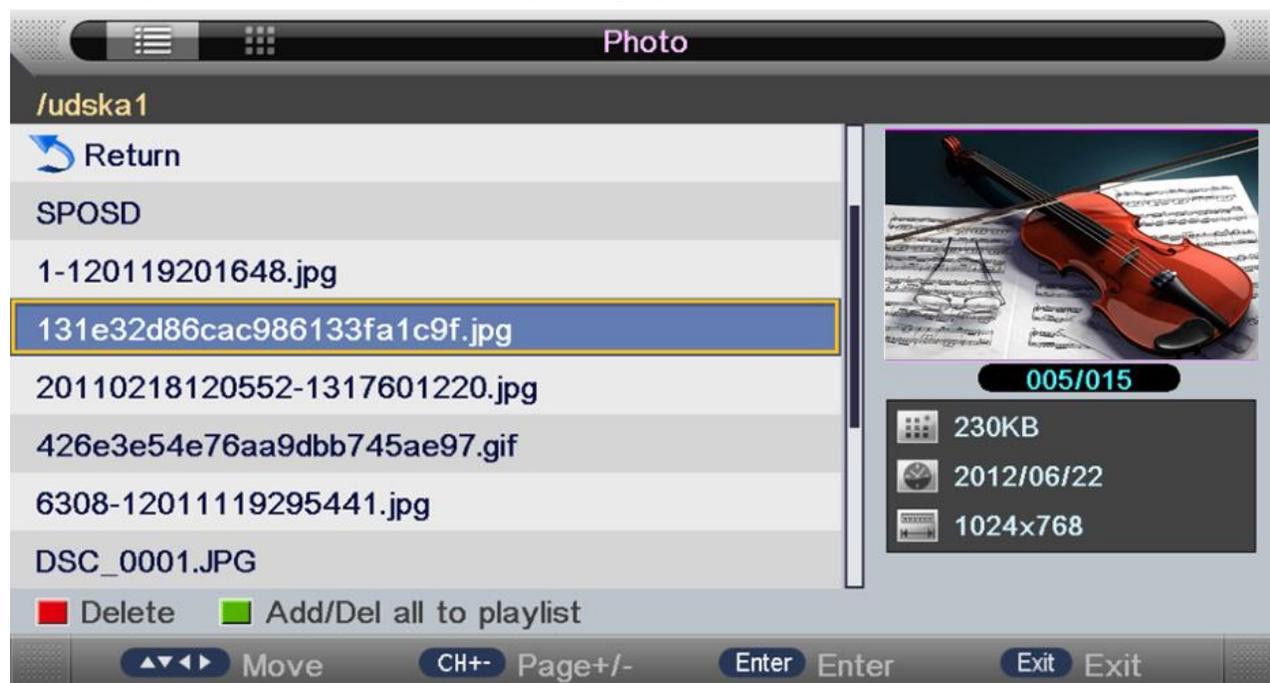
- **Key Operation:**

RED: Delete the focused folder/file.
GREEN: Add/Del all photo files to play list.
ENTER: Add/Del highlight files to play list.
CH+/-:   Page up/Page down.
PLAY: Play the files in the play list.

1.3. Playback

Press "PLAY" key to start playback.

- **Key Operation:**

▶ : Same as "PLAY" key on remote, to start playing pictures in slide show mode

⏸ : Same as "PAUSE" key on remote, to pause the playing file

⏹ : Same as "STOP" key on remote, to stop sliding show, and return to file browser

◀ ▶ : Same as "|<<" / ">>|" key on remote, to play the previous or next file directly

() : To rotate the playing picture (0°, 90°, 180°, 270°)

🔍 : To zoom the playing picture.

ⓘ : Same as "INFO" key on remote, to display the information of the current file.

⚙ : To enter "Photo Setup" menu, including "Repeat Mode", "Background Music", "Music Source", "Slide Time", "Effect".

▤ : To enter the play list menu.

1.4. Thumbnails

1). Thumbnails mode can be shown only in photo mode and highlight in file browser by press "EXIT" "Right（►）" as follow:

2). The direction keys are to move highlight in files.

3). Press "EXIT" key, and press "LEFT" key exchange to photo list mode.

2. Music

2.1. Format Supported

WAVE, WMA, AAC, AC3, MPEG (MP1, MP2, MP3), Read Audio, Ogg, FLAC.

2.2. Function Introduction

Highlight the "MUSIC" item in multimedia main menu by press "RIGHT" / "LEFT" key, then press "ENTER" key enter music page, as follow:
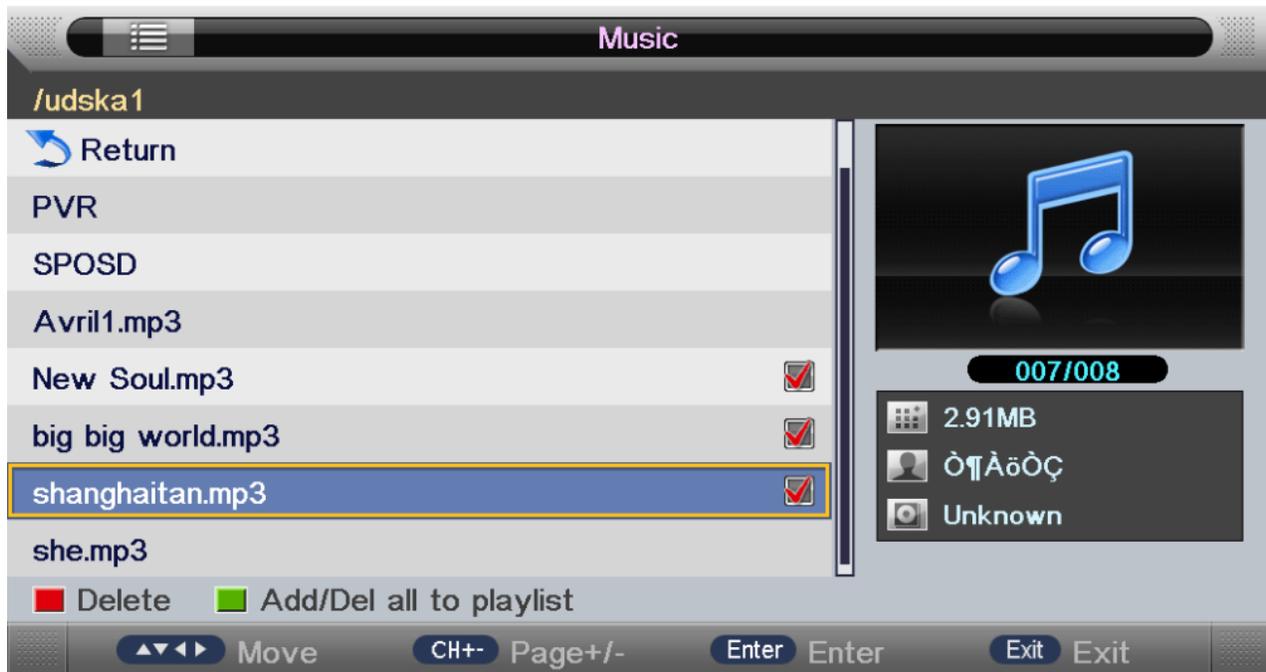
- **Key Operation:**

RED: Delete the focused folder/file.

GREEN: Add/Del all photo files to play list.

ENTER: Add/Del highlight files to play list.

CH+/-: Page up/Page down.

PLAY: Play the files in the play list.

2.3. Playback

Press "PLAY" key to start playback.

- **Key Operation:**

$\blacktriangleright$:   Same as "PLAY" key on remote, to start playing the file, or resume paused file.

$\blacksquare\blacksquare$:   Same as "PAUSE" key on remote, to pause the playing file

$\blacksquare$:   Same as "STOP" key on remote, to stop the playing file.

◄◄ ►► :   Same as "<<" / ">>" key on remote, to play fast backward or forward. The speed can switch to twice, four times, eight times and sixteen times, and displayed with "X2、X4、X8、X16" on screen.

|◄ ►| :   Same as "|<<" / ">>|" key on remote, to play the previous or next file directly.

All :   To switch the repeat mode, including "Repeat 1", "Repeat All", "Repeat Dir" and "Random" modes.

▤ :   To switch the window between "Information" and "Play List".

⊠ :   Same as "BLUE" key on remote, to close the panel only in "MUSIC" mode, and then it can be opened by every key on the remote.

3. Movie

3.1. Format Supported

AVI: MPEG-4 ASP, H.264, DivX, Xvid, WMV9/VC–1. Max resolution 1920x1080.
MPEG-4 SP (CIF). Max resolution 352x288;
MPEG-4 SP (QCIF). Max resolution 176x144

MPEG 1/2: MPEG-1 Video and MPEG-2 Video. Max resolution 1920x1080.

MPEG4: MPEG-2 Video, MPEG-4 ASP, H.264, MJPEG. Max resolution 1920x1080.

WMV: WMV 9 / VC-1. Max resolution 1920x1080.

Flash: Sorenson H.263, H264. Max resolution 1920x1080.

QuickTime: MPEG-4 ASP, H.264, MJPEG. Max resolution 1920x1080.

ASF: WMV3 / WVC1, MP4S / M4S2. Max resolution 1920x1080.

3.2 Function Introduction

Highlight the "MOVIE" item in the multimedia main menu by press "RIGHT" / "LEFT" key, then press "ENTER" key enter movie page, as follow:
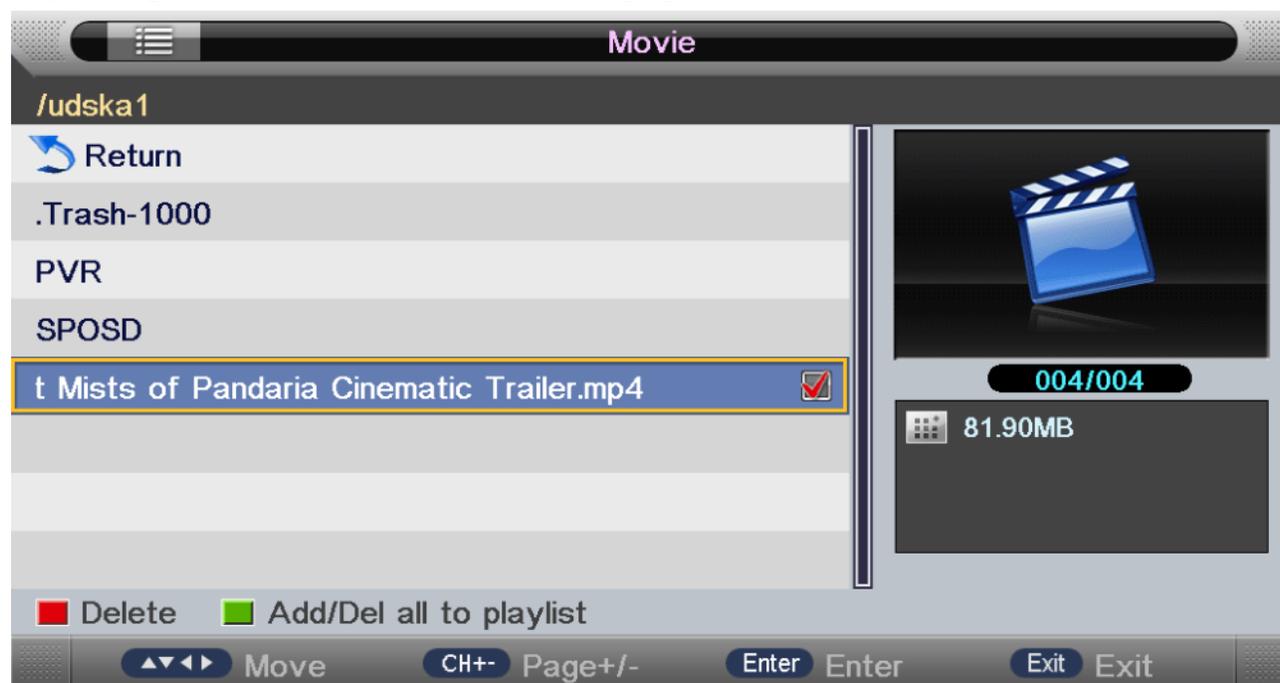
- **Key Operation:**

RED: Delete the focused folder/file.

GREEN: Add/Del all photo files to play list.

ENTER: Add/Del highlight files to play list.

CH+/-: Page up/Page down.

PLAY: Play the files in the play list.

3.2.1   Playback

Press "PLAY" key to start playback.

- **Key Operation:**

:   Same as "PLAY" key on remote, to start playing the file, or resume paused file.

:   Same as "PAUSE" key on remote, to pause the playing file

:   Same as "STOP" key on remote, to stop the playing file, and return to the file browser interface.

:   Same as "<<" / ">>" key on remote, to play fast backward or forward. The speed can switch to twice, four times, eight times and sixteen times, and displayed with "X2、X4、X8、X16" on screen

:   Same as "|<<" / ">>|" key on remote, to play the previous or next file directly.

:   To enter slow mode. The speed can switch to 1/2, 1/4, 1/8, 1/16, and displayed with "X1/2, X1/4, X1/8, X1/16" on screen.

:   To enter step mode.

:   To set AB repeat, the first press sets A point, and the second press sets B point, and then play between A and B repeatedly.

:   To enter the play list menu.

:   Same as "INFO" key on remote, to display the information of the current file.

:   To enter "Movie Setup" menu, including "Program", "Subtitle", "Audio", "Repeat Mode".

:   To enter "GO TO" function, the user can input the time to start directly.

4. eBook

Only TXT format eBook is supported.
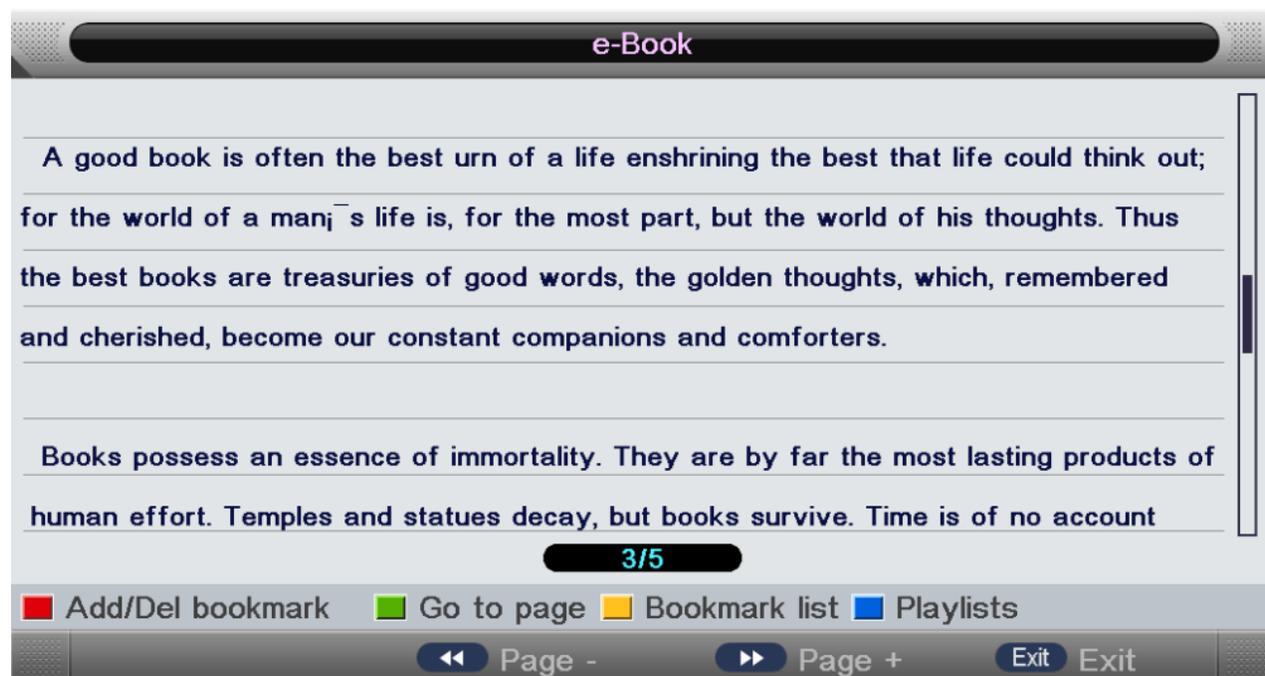
- **Key Operation**

RED: To add/del bookmark.

GREEN: To input the page number directly.

YELLOW: To enter the "Bookmark list" page.

BLUE: To enter the "Play list" page.

<< or >>: To page down/page up.

EXIT: To close the file and return to the file browser.

5. PVR (Personal Video Recorder)

This section is to introduce some contents about PVR, including PVR involved menus, recording flow, Recorders playback, Recording restrictions.

Warnings:

- Before connecting your USB device to the TV, please back up your files to prevent them from damage or loss of data.
- A USB disk data will be lost during the formatting process. Please back up your disk if you do not want to lose this data. It is recommended that you use a dedicated disk for PVR use only. Do not disconnect disk or power during formatting.
- Do not modify PVR files on a PC.
- Please make sure your USB support USB 1.1 or 2.0, and it is a high-speed USB.

5.1. REC

a) Press ●REC to start recording, when there is a program playing, it will pop up a message "Do you want to start Recording?". After confirming, the system will read the speed of the storage device. If the speed is too low for recording, there is a message "Device speed not enough, RECORD anyway?" if the user chooses Yes, it will record constrainedly. In addition, the speed is high enough, it initializes in the first instance and starts to record later.

b) As the initialization successfully ends, a REC input info menu appears on the right top corner of the picture and it starts to record while the program is playing in the background;

c) Press DISPLAY to get the current recording information from the Info Banner, such as current recording time and the recording progress. The recording time depends on how much of the program has been recorded actually;

d) If the signal is not stable there may be some pause;

e) The recording progress will stop when the device has no more free spaces if there is no setting about when to end before. A warning message pops up, the recording process stops and it will keep on the normal playback process. Otherwise, the progress ends naturally when the timer is a timeout. Also, user could press STOP to end recording manually;

f) The system will prompt user error message and try to continue recording if there are some bad tracks on the disk.

5.2. Timer REC

There are two methods to set a timer. As follows:

1. In the EPG menu user can pre-engage programs for watching or recording;

    a) Pressing GREEN once is to pre-engage the program only for watching (when timeout, it jumps to the program and only play.)

    b) Pressing GREEN twice is to pre-engage the program for recording (when timeout, it jumps to the program and starts recording). If it is a timeout in standby mode, it will power on 2 minutes in advance and starts to record under background without

powering on the panel. To watch the program, user need to press POWER;
c) The pre-engaged programs can be checked in Timer menu.

(Press GREEN once for reminder)

(Press GREEN twice for recorder)

2. In Timer menu, the user can increase, delete pre-engage programs.

In Timer Edit menu user could set and modify pre-engaged programs' information.

In Timer menu: press YELLOW to get into Timer Edit menu to add a timer. Then set timer's information in Timer Edit menu. Flow of setting a timer's information：

    a) Type: Set program type to DTV or RADIO;

    b) Mode: Way of triggering a timer(once/daily/weekly/monthly);

    c) Recorder: "ON": pre-engage for watching and recording(record),

               "OFF": pre-engage only for watching (reminder);

    d) Set the date/time and Duration time (exact to minutes), and it must be reasonable (behind current time);

    e) Timer: when there is a conflict a warning message will pop up;

    f) Press MENU to return to Timer menu and store the timer's information.

Timer Edit	
	05/09/2001 06:57:04
Recorder	On ▶
Type	DTV ▶
Channel	BBC ONE ▶
Start Time	06:56 ▶
Duration	00:00 ▶
Date	05/09/2001 ▶
Mode	Once ▶
▲▼ Move	0~9 0~9	Enter Enter	Menu Save

3. When the timer recorder is a timeout, it jumps to the very channel and starts to record the program automatically. (if a manual recording is under process, it will stop the manual recording process and starts the timer recorder automatically); When there is left 10s before recorder, a prompted window will pop up;

4. If there is not any storage media, the settings fail and a warning message "no USB device" shows;

5. If target partition (default partition) is not set, it selects the first partition that the system identified automatically.

5.3. TimeShift

TimeShift can record a program and play the current recording program at the same time.
1. Set Timeshift Buffer in PVR/Timeshift menu, Timeshift Buffer means how long a recorder can be stored when Timeshift. If Buffer is overstepped, the previous recorder stored there will lie over; There are three modes: auto, 30Mins, 1hr and 2hr. "auto" means all the free spaces on the storage media;

2. In the normal playback process in DTV source, there are two ways to start timeshift：
   a) Manually: press PAUSE to start Timeshift when there is no menu focused (Stop: press STOP);
   b) Automatically: set the "Auto Timeshift" option as "Auto" in PVR/Timeshift menu (Stop: set "Auto Timeshift" as "Off").

3. Before Manually Timeshift, there is a message "Do you want to start Timeshift". After confirming, if the signal is stable, it will check whether the speed of the storage device that the user inserted is enough for Timeshift. If the speed is not enough, a warning message will pop up to let the user decide whether to go on. If timeshift is forcing to take place, there may be some pause or mosaic. Otherwise, the speed is enough for Timeshift, it will take place under background and users are able to pause or move fast backward. After a pause, users are able to pause or move fast backward;

4. After Automatically Timeshift, it will take some minutes to initialize, then it takes place automatically;

5. A UI (Timeshift time menu) on the right top corner shows the fallen time between the current picture and the living broadcasting picture;

6. During the recording progress, if the signal is missing, the recording process will take a pause until the signal is stable again.

5.4. REC Playback

1. The recorded Videos can be played in Record List menu, in Record manage menu or in Source Media Movie mode；

2. When a video playing, the Info Banner menu shows the length of the video and the time that the video has been played. Also, there is a progress bar indicating the process of playing the video；

3. A playing video can move fast forward with the speed "x2" "x4" "x8" "x16" or play at a normal speed by pressing the button "fast forward"；

4. A playing video can move fast backward with the speed "x2" "x4" "x8" "x16" or play at a normal speed by pressing the button "fast backward"；

5. If it moves fast backward to the start of the video, it turns into the normal playing speed automatically；

6. When a video playing, pause the process by pressing the button "pause/play" and restart the process by another press again；

7. When a video playing, it can jump to the previous or the next video to play by pressing the button "previous" or "next"；

8. When a video playing, user can stop the process by pressing the button "stop" and it goes back to the browser in movie mode；

9. When it comes to the end of a video, it will stop/repeat/play the next one depending on the value of Repeat mode.

PS：The 3, 4, 5, 6, 7, 8 upwards also adapt to the playback when it is recording.

5.5. Restriction

Device & File System

1. The USB host supports version 2.0 and is compatible with version 1.1, but it can't support card reader and USB Hub, neither Timeshift and timer recorder on USB 1.1.

2. Support Timeshift on programs which have an equal or lower rate than 8Mbps and support recorder on programs which have an equal or lower rate than 13Mbps (13Mbps is a test result of SAM USB2.0 High-speed 320G)；

3. Restrictions on USB device for Recorder:
    a) For programs which have a lower rate than 8Mbps, the USB device must have a rate higher than 14Mbps in CV512 speed test for Recorder and higher than 28Mbps in CV512 speed test for Timeshift. Otherwise, there may be some pause or mosaic when do Recorder or Timeshift by force；
    b) For programs which have a higher rate than 8Mbps, the USB device must have a rate higher than 20Mbps in CV512 speed test for Recorder and Timeshift is not

supported. Otherwise, there may be some pause or mosaic when do Recorder or Timeshift by force；

4. The USB device's file system supports FAT32 / FAT / NTFS；

5. The system supports 4 partition connection at most at the same time；

6. The same partition is able to store 9999 recorded files at most, namely, the biggest number of files is 9999；

7. The maximum size of a single file that system supports is 4GB at present. When long-time recording, the file will be cut to create a new one automatically when its size reaches 3.9GB；

8. The system can support USB flash disk and removable disk at present. However, it cannot sure that all kinds of them could record or write into the storage very smoothly, especially when the file system is in disorder. If users are opting to use a USB flash disk as the storage media, it is recommended to format the disk before use；

9. It will take a brief test on the speed of the USB device and then show a warning message when the speed is not enough.

Power Lost or Device Disconnect
1. System powering off, the inserted device powering off or unexpected connection failure during the recording process may cause substantial damage to the device or make underlying mistakes to the file system；

2. Abnormally interrupted recorded files are unable to be played, but after reconnection between the device and the system, it will recover automatically while it is setting up partition；

3. The file-recover function: it can recover the file from recorder starting to 2 minutes before the interruption happens. If the length of the damaged file is shorter than 2 minutes, the file cannot be recovered again and will be deleted automatically. (the length depends on Video bit rate and the minimum configured unit of the partition.

6. DVD

6.1 DVD Operation

- To select DVD press "SOURCE" button and using the UP/DOWN "▲/▼" buttons to select "DVD" and press "OK".
- Insert a DVD disc with the MIRROR SIDE FACING SCREEN. The mechanism will draw the disc in automatically.
- Inserting a disc incorrectly may cause damage to the Laser Optic. Do NOT place any damaged, dirty or any disc which is not 12cm in diameter into the loader.
- In most cases, the DVD title will be displayed together with a disc menu. Select the feature required with the cursor buttons and press PLAY/PAUSE. To pause play, press the Play/Pause button, press again to continue playing.
- To stop playing press ■. Press once to pre-stop, if the disc is not removed the player will continue from the "stopped" point when the play is pressed. Pressing STOP again will fully stop the player.

6.2 DVD Setup Menu

To set up the DVD section to your requirements a series of menus are provided. With no disc in the player, press the DVD SETUP button on the remote control. You will now see the MENU.

6.2.1 General Setup Page.

Use the "▲/▼" buttons to select the item required and use the → button to select the sub menu. In the sub menu use the "▲/▼" buttons to select the item required and press "OK" to confirm.

TV Shape: Some DVD discs have been authored in 4:3 aspect ratio format. To see the material in its original mode, you may need to change the Aspect Ratio.

Normal/PS (Pan & Scan): Black edges left and right will be seen.

Normal/LB (Letter Box): Top and Bottom of the screen may be black.

Wide 16:9 (Wide Screen): Full-width picture but may have black areas top and bottom.

OSD language: Select the OSD language (English is default).

Last Memory (On/Off): You may wish the player to remember where it finished playing a disc and then remove the disc. When you stop the disc, the player will automatically remember the point.

6.2.2 Audio Setup Page.

Downmix defaults to Stereo.

6.2.3 Preference Setup Page.

Audio, Subtitle, Disc Menu: Default is English. You can choose different languages and if the disc has that language it will play in that language.

Parental: You will be asked for the password (0000). The default is ADULT.

Password: You can setup/change password. (Super Password is 9735).

Default: Reset to the factory settings all your personal settings in the DVD setup menu.

6.3 Disc Care

Video disc contains high-density compressed data that needs proper handling.

- Hold the disc with fingers by an outer edge and/or the center spindle hole. Do not touch the disc surface.
- Do not bend or press the disc.
- Do not expose the disc to direct sunlight or heating sources, store discs in cabinet vertically, and in dry condition.
- Clean the disc surface with a soft, dry cleaning cloth, wipe the disc surface gently and wipe from the center toward the outer edge.
- Do not apply thinner, alcohol, chemical solvent, or sprays when cleaning. Such cleaning fluids will permanently damage the disc surface.
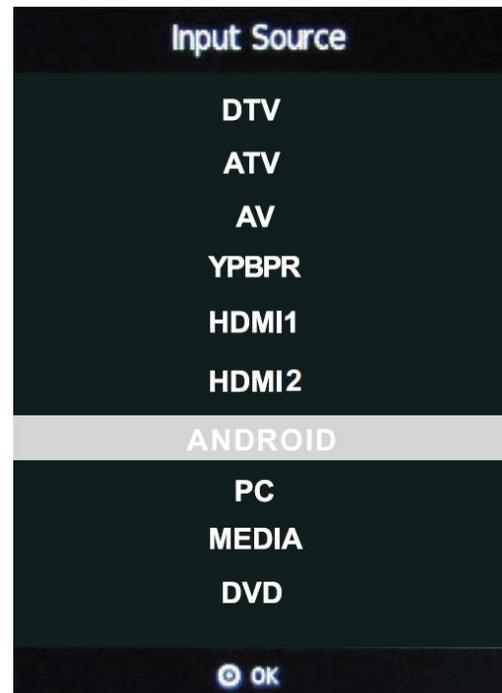
Prevent exposure to:
- Direct sunlight
- Heat or exhaust from a heating device
- Extreme humidity

Smart Android System

TO select ANDROID, press the "SOURCE/ INPUT" button and using the buttons select ANDROID and press OK.

It will be easier to control with a mouse. And you can use this TV just like your smart phone or tablets.

The android main menu interface
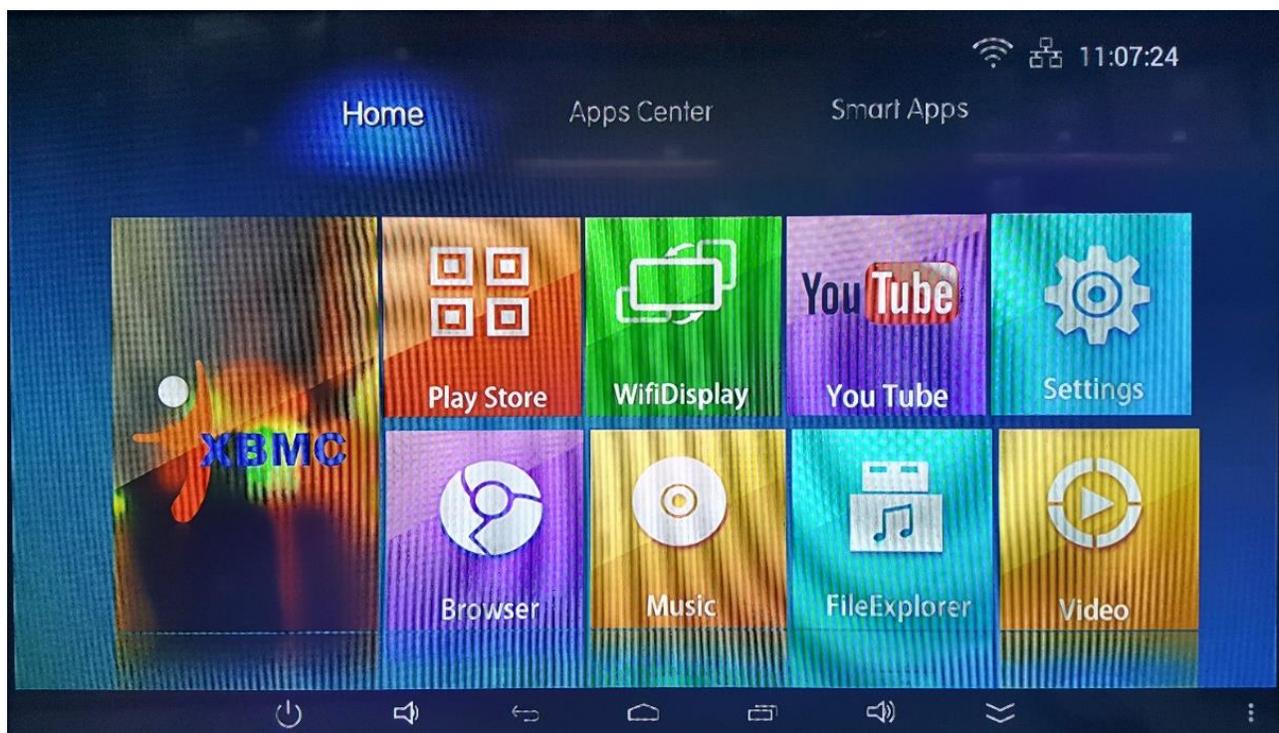
This is the main menu of Android model. The basic operation is exactly like all other smart phones or tablets. You can use the RC in this model but we strongly suggest you use a mouse which would be more efficient.

Network system setting

Using the buttons select "Settings" and press OK. In this interface, you can set up Wireless & Networks, Device, Personal, accounts and system.

You can connect the TV to the internet through Wi-Fi or Ethernet.
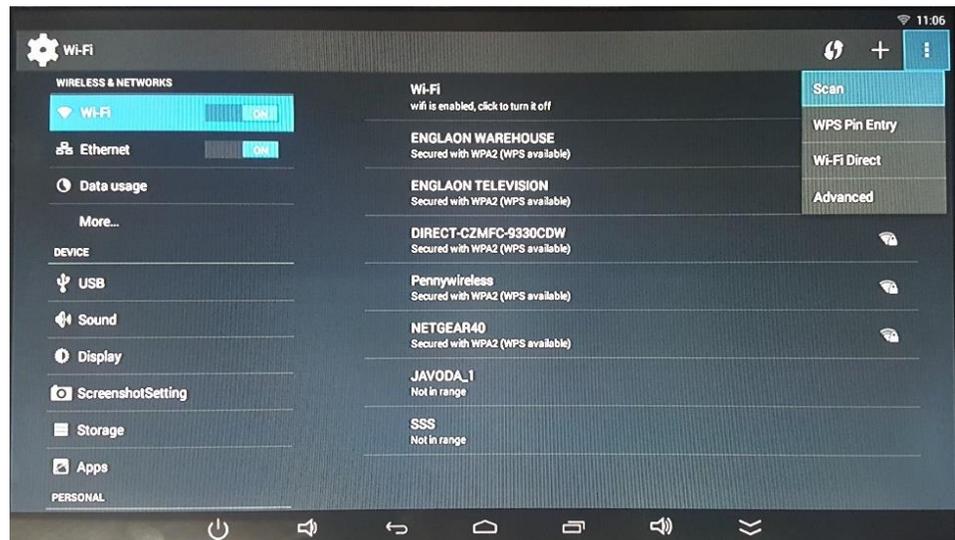
For advanced users, you can check/ change the VPN, Mobile networks and PPPoE settings.

This system allows you to backup and resets the whole android system.

Apps Center

In the center of the application, you can pass the Gallery, Music, Video read USB storage file. And receive emails, download the application and so on. You can download and install Apps from Play Store, or you can download Apps from the website and install/manage them in APP manager.
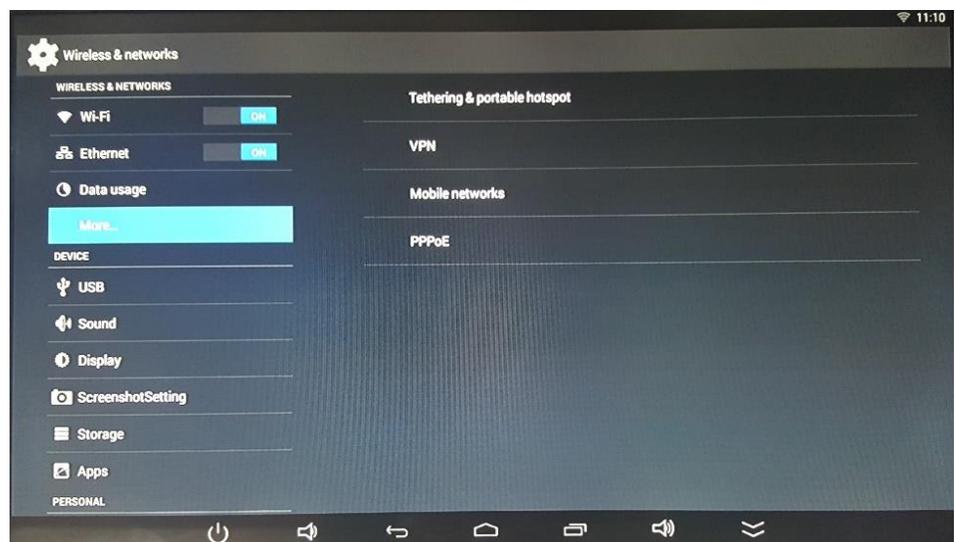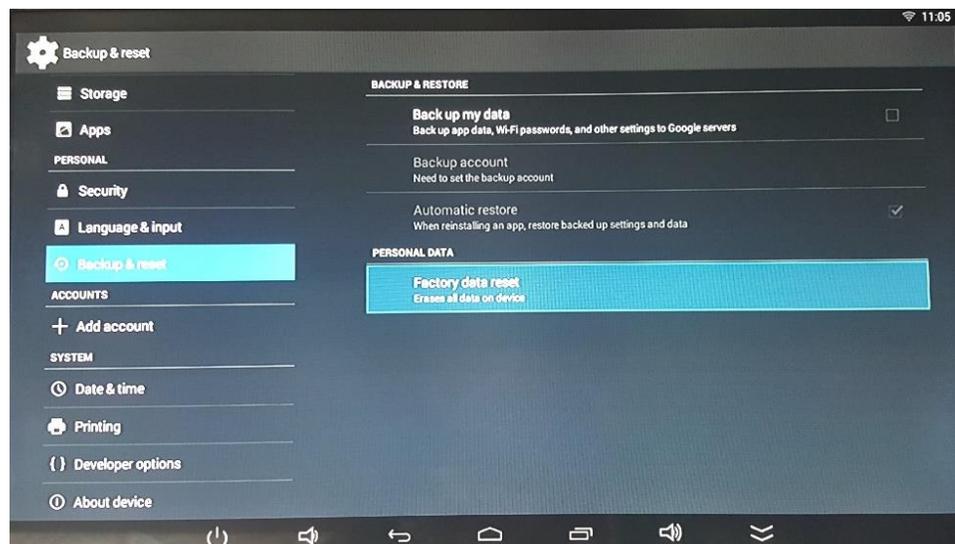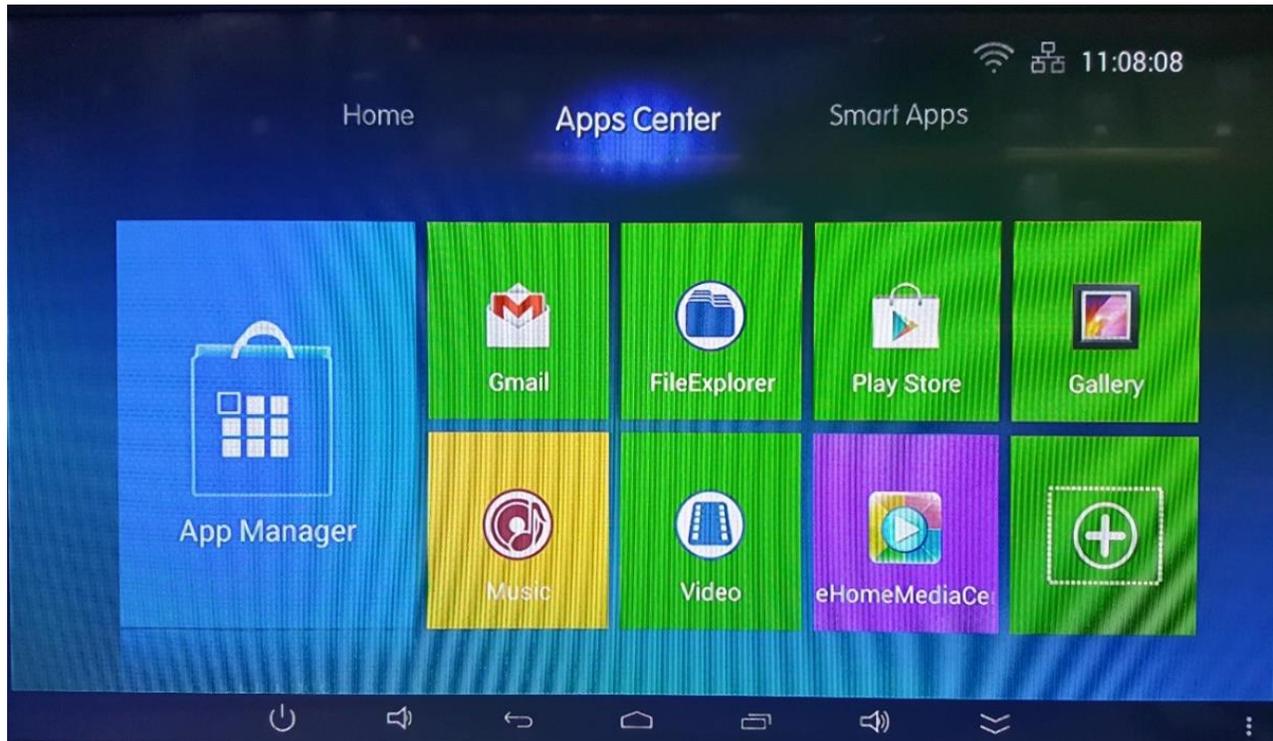

Note:

- It is recommended that you download apps from Play Store. The apps from Play Store are verified and tested, more importantly, it is virus-free. When you down load apps from other sources it might contain a virus, and it may steal your information or damage the system.
- If you experience slow responses or interruptions, it might be your network conditions.
- If you have a problem using an application, please contact the application provider.
- Depending on Australian regulations, some applications may have limited service or not be supported.
- Some applications may not be supported because it might not be compatible with this TV.
- Since the connection with Internet takes time, it is recommended that you wait a few minutes to use the Smart TV feature after activation of TV from standby.

Smart Apps

In the center of the intelligent application, you can choose the content, applications and Settings. This page shows all the applications which pre-installed with the TV, also the applications you have downloaded.
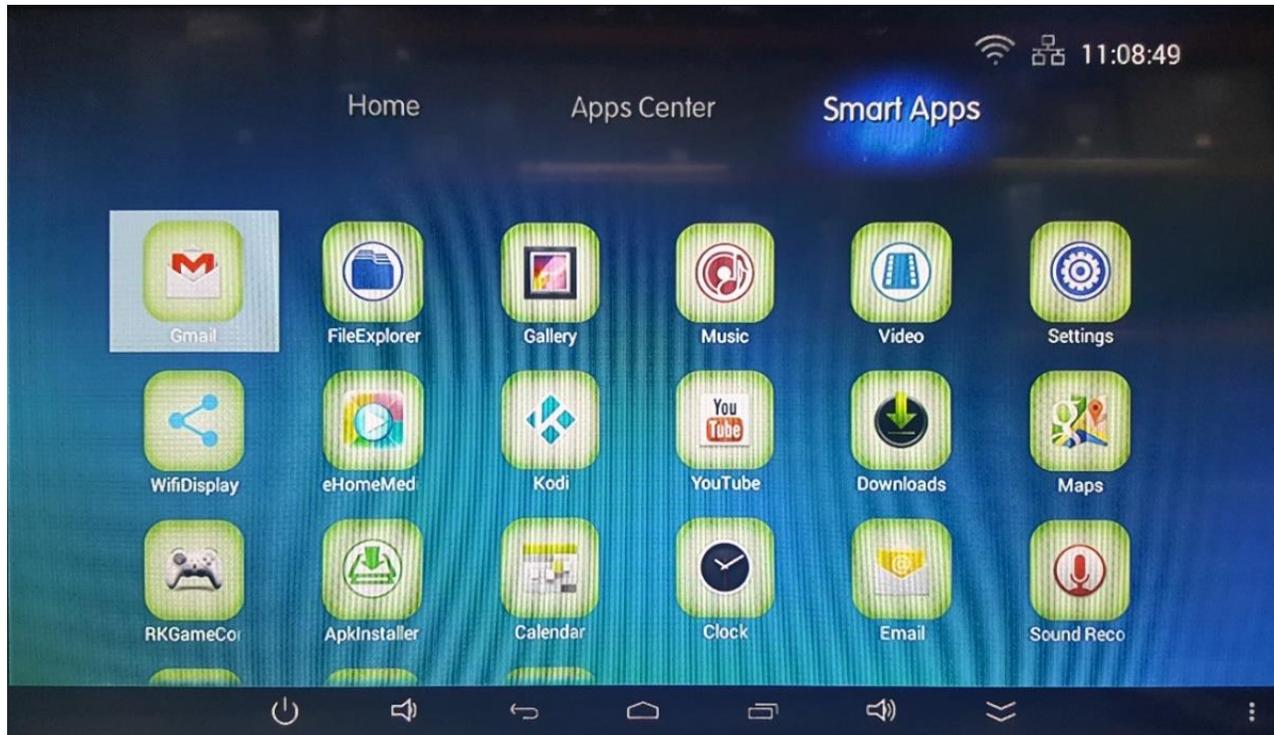
Cautions:

The smart Android system is a platform for our customer to enjoy the apps and the internet. It does not support all the functions as a PC.

Trouble Shooting

If the TV does not operate as usual or appears to be faulty please read carefully this section. As these issues may be caused by improper adjustment/setup rather than a malfunction with the unit, and many operational issues can be resolved by users.

It is also advisable to unplug the TV from the AC socket on the wall for 1minue or more, then reconnect and start again. This simple procedure helps in restoring stable conditions for electric circuits and firmware of the unit.

Please contact Englaon Customer Service if the problem is unresolved or you have other concerns.

Symptoms	Possible Solutions
The screen does not appear.	1. Check the power cord/adaptor connection. 2. Check the adaptor and the TV to see if the LED light is on. 2. Press the power button of the remote control.
The screen appears too slowly after the power is turned on.	This problem occurs for a brief time in the process of image elimination processing in order to hide temporary screen noise that occurs when the power is turned on. But if the screen does not come after 1 minute, please contact our service team.
The screen is too bright or too dark.	Perform brightness adjustment or contrast adjustment.
The screen is too large or too small.	Adjust the screen size.
Stripes appear on the screen and it shakes. Sound and picture distorted or appear wavy.	1. An electrical appliance may be affecting TV. Stop using wireless telephones, hair dryers and electric drills. 2. Insert the power plug of the TV into another power outlet.
The screen does not move.	Press the PAUSE button. Check if the PAUSE button is pressed on external equipment.
The screen appears, the voice is not heard or too low.	1. Press the "MUTE" button. 2. Increase the sound level by using volume + button. 3. Check if the sound terminal of external input is connected properly. 4. Check if audio cables are connected properly. 5. Select and check the other input. 6. If using DVI to HDMI cable, a separate audio cable is required. 7. Make sure a headphone jack is not connected.

Sound and picture is blurry or cuts out momentarily.	Check the direction, position and connection of the antenna. Adjust the direction of your antenna or reset or fine tune the channel.
Cannot get any channels or screen shows "Data Base Empty".	1. Check the connection, cables, and antenna system. 2. Go to MENU, SETUP, and reset the TV, auto search without any changes to the setting. 3. Test the TV in different places to find out which one is not working, the TV or the antenna system.
Connected an external source to TV and get no picture and/or sound.	1. Check for the correct OUTPUT connection on the external source and for the correct INPUT connection on the TV. 2. Make sure you have made the correct selection for the input mode for the incoming signal.
Colored dots may be present on the screen.	Although the LED screen is made with high-precision technology and 99.99% or more of the pixels are effective, black dots may appear, or bright points of light (red, blue or green) may appear constantly on the LED screen. This is a structural property of LED screens and is not a malfunction.
Noise from the speaker.	1. Check cable connections, make sure a video cable is not connected to an audio input. 2. The low signal level may cause sound distortion.
Remote control does not work.	1. Check if main power is ON. 2. Check that the batteries of the remote controller were loaded properly. 3. Check to see if any obstacle exists between the TV and the remote control, then remove it if any. 4. If the batteries have no power, replace them with new batteries.
Smart TV with wireless network capability Wi-Fi fails to join a local network.	1. Configure the local wireless router or access point for WPA-PSK security before attempting to connect the TV to the Wi-Fi network. 2. Follow instruction in the User Manual of the TV to setup a wireless connection.

❖ This TV is for household use and registered as harmless on electromagnetic waves. Therefore, you can use it in every location as well as residential areas.

Warranty Terms and Conditions

1. Englaon will provide parts and labor to you the Customer as set out here in.
2. Nothing in the warranty limits any rights you may have under the trade practices act or any other Commonwealth or State Legislation. Such rights cannot be changed by the conditions in this warranty. Subject to the conditions below this appliance is warranted by Englaon and/or its Agents to be free from defects in materials and workmanship for a period of 12 months on non-combination models from the date of purchase (the "Warranty Period")
3. This warranty:
   a. covers products purchased as NEW, manufactured for use in Australia;
   b. commences from the date of purchase as listed on the Customers invoice;
   c. provides for the labor and replacement parts necessary to maintain your product in good operating condition as specified in this warranty however, if repair is needed because of product failure during normal usage, Englaon has the option to repair or replace the defective product or part of the product with a product or part of the product of like kind and quality and a replacement part may be new or reconditioned of like kind and quality and may cost less than the original product purchased and no charges or refunds will be made based on the replacement product cost difference;
   d. applies only to the original purchaser and cannot be transferred;
   e. is only applicable when your appliance is used in a domestic environment.
4. Product Identification.
   a. Englaon reserves the right to reject claims for any services or work where the Customer requests from Englaon /or its agents cannot produce for verification the serial number and the proof of purchase as per original purchase invoice.
   b. The warranty will be voided if any original service or serial number sticker provided to be placed on the equipment is damaged, modified or removed.
   c. If a request for repair is made against a warranty where the service/Serial Number sticker is not attached to the product or the customer cannot produce for verification the original invoice, the repairer will not affect any repairs on the product and the Customer will be charged a service call-out fee.
   d. Englaon /or its agent reserves the right to reject the claim of service for any item is not packed in original box or equivalent. Customer will be charged a delivery fee based on no original box or equivalent packaging.
5. What is covered by this warranty:
   a. The equipment is covered for faulty workmanship on parts that have failed under normal use which is contained within the product.
   b. Englaon and/or its Agents will decide if there are any defects in the material and/or workmanship.
   c. This warranty is only applicable for repairs on equipment carried out within Australia.

6. What is not covered by this warranty (excluded):
   a. Any damage or failure:
      i. of equipment due to the product being inadequately serviced to manufacturer's recommendations;
      ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, of any part of the product including its parts;
      iii. resulting from excessive use "fair wear and tear";
      iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to Incompatibility of connected equipment;
      v. to the product caused by overheating as a result of sitting or positioning of the equipment, where there is no provision for adequate ventilation or a dust free environment;
      vi. caused if your appliance has been dismantled, repaired or serviced by any person other than someone authorized by Englaon;
      vii. to a product or components, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
      viii. due to a dropped product; collision with another object, use of which is not designed, negligence, accident or deliberate misuse, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war-related events;
   b. Costs of attendance and testing where no mechanical or electrical failure is identified.
   c. Initial setup and installation of the product.
   d. Normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement.
   e. Products with removed or altered serial numbers.
   f. Consumables such as but not limited to bulbs/globes, batteries, remote controls.
   g. Removal and reinstallation of an internal component not performed by a factory authorized service center.
   h. Cosmetic or structural items.
   i. Any failures due to the interference from or to other products and/or sources.
   j. The inability of the product to read or output damaged or copied media.
7. The Warranty Ceases if:
   a. The product ceases to carry the original manufacturer's serial number or is sold at an auction;
   b. The product is rented;
   c. Damage to the product has occurred as listed in point 6b.
8. Neither Englaon nor its representatives provide loan equipment under the terms of this

warranty.

9. Any unauthorized access to the internal hardware of the product will void this warranty.

10. Replacement items are "Like for like" and is not "new for old" and does not indicate in any way that a faulty product will be replaced with a new part or unit.

11. If you reside outside of the service coverage area of your nearest authorized service agent, this warranty does not cover the costs of transportation or travel expenses to and from your home.

12. Englaon accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the appliance to an authorized service center, you must ensure that it is securely packed and insured.

13. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the availability of repairers and parts.

14. Special Conditions relating to LED / LCD TV's, Panels, Television and Projections Equipment:

    a. All LED / LCD Panels exhibit some bright, dark or partially lit pixels, a normal limitation of these technologies, and the manufacturing processes involved and are usually not noticeable when viewing normal screen images and defective pixels are not a warranty issue unless they exceed the manufacturer's specifications for pixel defects. Where there are no manufacturer specifications, Englaon covers the screen provided for 11 or more pixels that are failing to display.

    b. Image retention or burn-in can be a problem for all phosphor based displays. In extreme cases, permanent phosphor burn can occur if still/repetitive images are left on the screen for extended periods of time. Such damage to the screen is not covered by the warranty. Please ensure that the precautions in any documentation supplied with your product are followed in order to avoid permanent damage to your display.

    c. Where a product is positioned higher than 1.2m from the lowest mount point, is wall/ceiling mounted or where aftermarket mounts and/or stands are used, or where the unit has not been installed by a professional installer, an extra service charge will apply to unfix and refix this product.

15. Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by Englaon, or an authorized, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of $80 plus GST.

16. Any repairs or services required that are outside of the terms and conditions of the warranty can be carried out at the request of the customer or due to site attendance were fault is not covered under warranty as the product not been installed or setup correctly; a credit card may be required prior to the commencement of such services.

The following problems will NOT be covered under warranty:

- ☒ TV Service Seal was broken
- ☒ Corrosion/Rust
- ☒ Power surge damage
- ☒ Physical damage not related to a manufacturer defect
- ☒ Screen/Image burn
- ☒ Water/Liquid damage
- ☒ Rodent/ Animal damage
- ☒ No fault found/ User error

<u>If No fault can be found or demonstrated, a No Fault Found fee is payable by the warranty holder of a minimum of $100 plus GST.</u>

Your repair process will be started once you reply and accept this warranty terms and conditions. Also, please provide your original copy of the invoice, delivery address and contact phone number.

Englaon is here to assist you at any stage through the repair process. If you require an update or any further information, or regarding faults and problem covered by your warranty, please contact us by 1300 883 823 or service@englaon.com.au