

TUF Gaming VG32UQA1A | Monitors | ASUS Global

ASUS Warranty Policy

A Limited Warranty is offered on ASUS products. This Limited Warranty does not cover any software applications or programs; non-Asus products or non-Asus branded peripherals.

Asus guarantees that the Asus Products that you have purchased are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts from the date of purchase. Your sales receipt, showing the date of purchase, is the proof of your purchase date. You may be required by your Purchase Site or Asus Authorized service Providers to present the proof of purchase as a condition of receiving warranty service. You are entitled to a hardware warranty service if a repair is required within the Limited Warranty Period.

During the Limited Warranty Period, Asus will, at its sole discretion, repair or replace any defective component. All spare-parts or module removed under this Limited Warranty become the property of Asus.

Exclusions from this Limited Warranty Service

Asus does not guarantee uninterrupted or error-free operation of this product. Any technical or other support provided for the product under warranty, such as assistance via telephone with "how-to" questions and those regarding product setup and information, being provided without warranties of any kind. The warranty only covers failures or malfunctions occurred in normal use conditions during the warranty period, as well as for any material or workmanship defect. The warranty will not apply if:

- a. Damage caused to this Product(s) by you or any non-authorized third party.
- b. the serial number has been altered, cancelled or removed;
- c. the damage is caused by accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, or the abnormal use conditions;
- d. the damage is caused by an external electrical fault or any accident;
- e. the damage from use outside of the operation or storage parameters or environment detailed in the User's Manual;
- f. the damage is caused from the using of parts not manufactured or sold by ASUSTeK.
- g. damage is caused from third party software or from virus(es);
- h. the software loss or data loss that may occur during repair or replacement.

Returning a Product to your Purchase Site or an Asus Authorized Service Provider during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving your product, the Service Centre reserves the right to check the validity of your warranty and your request for warranty service.

Neither Asus, Asus Authorized Service Provider , nor your reseller are responsible for any of your confidential, proprietary or personal information contained in the product which you return to Asus , Asus Service Centre or Asus Authorized Service Provider for any reason. You should remove all such information from the product prior to its return.

Asus or Asus Authorized Service Provider is not responsible for damage or loss of any personal data, programs, or removable storage media. Asus is not responsible for the restoration or reinstallation of any data or programs other than software installed by Asus when the product was manufactured.

Standard Warranty period of the Product

This Warranty applies for 36 months period from the date the Product was first purchased by an end-customer ("Date of Purchase"). If proof of purchase cannot be provided, the manufacture date as recorded by ASUS will be deemed to be the start of the Warranty Period. ASUS warrants the Product to be free from defects in workmanship and materials for the Warranty Period.

*OLED Models: PQ22UC, MQ13AH, MQ16AH, PA27DCE, PA27DCE-K, PA32DC, PG27AQDM, PG34WCDM, PG42UQ, PG48UQ, and PG49WCD apply 24 months warranty. For other OLED models not listed, they all apply 36 months warranty.

The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, free gifts etc. If the Product fails during normal and proper use within the Warranty Period, ASUS, at its discretion, will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

Warranty period of Adaptor and Built-in battery

12 months warranty from the Date of Purchase. Product specifications are different by Monitor models. Please refer to Asus website: <https://www.asus.com/Monitors/> for Monitor Specifications with adaptor accessory or built-in battery design.

LCD Panel Bright/Dark Dot Warranty & Regulation

Since LCD panel is made up of millions of micro electronic pixels, if one pixel no longer functions normally, it will become a bright or dark dot. By ISO 9241-302 standards, ASUS conforms to the acceptance level between 3 to 5 defective bright/dark pixels. In order to deliver ultimate vision experience to ASUS customer, if your panel is less than or equal to the above number of dots, then, it is considered as an acceptable LCD monitor. In addition, the Premium Range of ASUS LCDs offers a unique Zero Bright Dot (ZBD) warranty. Please refer to ASUS LCD Monitor Bright/Dark Dot Warranty Table below.

ASUS LCD Monitor Bright/Dark Dot Warranty Table:

Covered Models: PG Series (OLED Models not applicable)

After Purchase	Bright Dot	Dark Dot
12 months	0	≤ 5
13~36 months	≤ 3	≤ 5

Covered Models: PA Series (OLED Models not applicable)

After Purchase	Bright Dot	Dark Dot
36 months	0	≤ 5

Covered Models: PQ22UC, MQ13AH, MQ16AH, PA27DCE, PA27DCE-K, PA32DC, PG27AQDM, PG34WCDM, PG42UQ, PG48UQ, PG49WCD

After Purchase	Bright Dot	Dark Dot
24 months	≤ 3	≤ 5

Covered Models: Others (Non-ZBD Models)

After Purchase	Bright Dot	Dark Dot
36 months	≤ 3	≤ 5

1. A Pixel consists of sub-pixels: one red, one green and one blue dot. A bright dot is a sub-pixel that is always on under Black pattern. A dark dot is a sub-pixel that is always off under any pattern.
2. Micro Dot, less than or equal to 1/2 dot, is excluded in the warranty.
3. Non-ZBD/ZBD warranty models may vary from different regions.

TAKING CARE OF YOUR LCD:

1. Turn off the LCD if you will not use it for a long time. Doing this will help you save electric power consumption and prolong your LCD's life.
2. Do not touch the LCD with your fingers, sharp, and/or hard object so as not to scratch the LCD.
3. Use monitor-cleaning sheet to lightly wipe off dirt from the LCD. Do not use your fingers!
4. Do not use any chemicals or detergents to clean the LCD.
5. Use screen saver to avoid the damage caused by long-term static (non-moving) images displayed.

Warning:

1. Warranty period may differ regionally, please check with your purchase Site.
2. Australia statement notice

From 1 January 2012 updated warranties apply to all ASUS products, consistent with the Australian Consumer Law. For the latest product warranty details please visit

<http://www.asus.com/support/Search/Warranty/> Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

[ASUSTeK Australia and New Zealand LCD Monitor Warranty Policy](#)