

FAQ

HP PCs and Monitors - Damaged screen, LCD, or display

When a screen is broken or damaged, you might see lines, patterns, or black spots on the display, which can increase in size over time. If the damage is significant, the screen might be completely black. If the screen isn't cracked or visibly damaged, make sure you have the latest graphics driver.

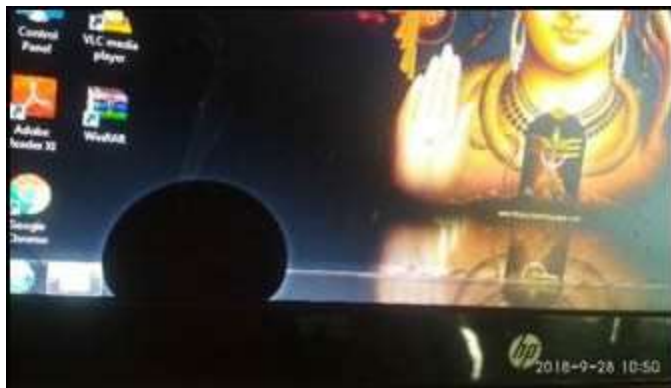
CAUTION:

HP **does not** recommend repairing or replacing the screen yourself. This can void warranty options and cause further damage to the computer.

Example of a vertical line



Example of a black spot



How do I update the graphics driver?

An outdated graphics driver can cause display issues, such as visible lines. Make sure that the driver is up to date.

For more information, go to [HP PCs - Updating drivers and software with Windows Update \(Windows 10\)](#).

If the issue persists, review the other sections of this document.

What do I do if my screen is broken?

If have updated your graphics driver and your screen still appears damaged, contact HP.

[Contact HP.](#)

For more information and options, review the other sections of this document.

I accidentally damaged my PC. Am I covered by an HP warranty?

Accidental damage, such as spilling liquid on or dropping your PC is called Customer Induced Damage (CID) and is not covered under a standard warranty. Most damaged or broken LCDs are considered a CID.

Occasionally there are exceptions, for example if the product is returned with damage from an HP service center. Contact a service agent for additional information.

Can I purchase an Accidental Protection (ADP) plan?

HP provides its customers the option to purchase an ADP plan. This plan must be purchased prior to any damage occurring. Customers may purchase the ADP plan through the retailer where they purchased the computer.

The damage to my LCD screen is not covered by standard warranty. What can I do now?

In most cases, this damage is considered customer induced and is not covered by any standard warranty. Therefore, it is the owner's responsibility to cover the cost of repair unless they have previously purchased Accidental Damage Protection (ADP). If the computer is out of warranty, a fee-based service may be initiated by contacting HP.

Notebook PCs only:

If you do not have an ADP policy and do not want to pay for the repair of a damaged LCD, you can connect an external monitor and use the notebook as-is. Or you could purchase a keyboard, mouse, and monitor, and use the notebook like a desktop. LCD screen damage usually doesn't affect the operation of the notebook computer. You can also remove the hard drive and use it in an external enclosure on another computer.

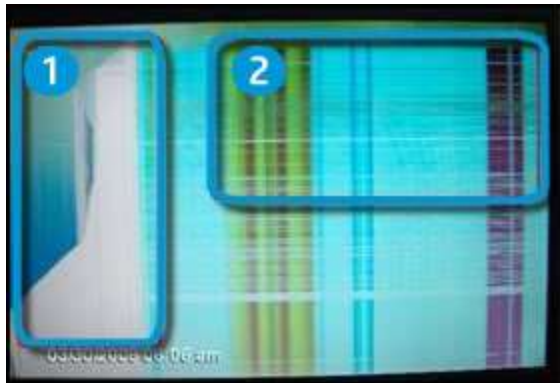
What does Customer Induced Damage (CID) look like?

CID is generally described as damage caused by accidents such as sharp object impacts, liquid spills, or drops.

Panels with CID are not covered by the standard warranty.

Diagonal or jagged lines and/or the presence of both horizontal and vertical lines

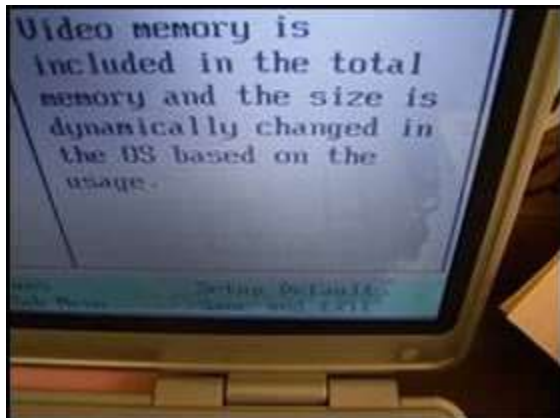
Diagonal or jagged lines, both horizontal and vertical, indicate panel damage. One set of either horizontal or vertical lines might indicate a damaged panel, but can also be caused by graphics system failure or a loose internal video cable.



Callout	Description
1	Jagged lines
2	Horizontal lines

Discolored, lightened, or darker area in screen

A discolored, light or dark area on the screen might indicate that liquid has entered the display panel.



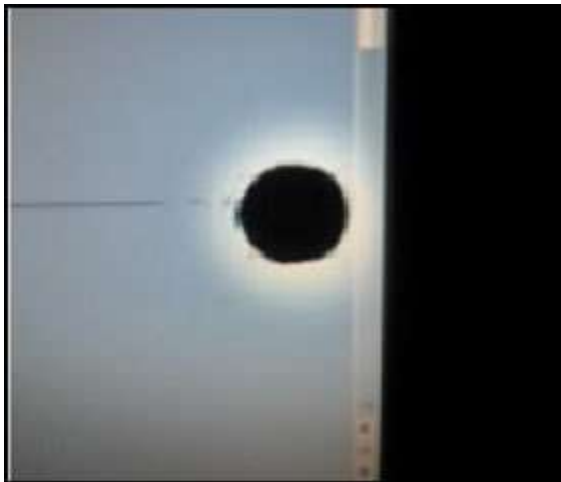
White spots or lightened localized areas

Lighter areas or white spots are visible on the screen are typically caused by a sharp object or edge forcefully contacting the display screen.



Dark spots in localized areas

These wide-area dark spot pixel defects are typically caused by a sharp object hitting the screen.



Black "splotches" or "blotches" with bright white areas exposed

When the internal glass has cracked, allowing liquid crystal to pool into areas (causing black blotches), the areas void of liquid crystal are bright white.



Black blotches cutting through the screen

The internal glass has cracked and liquid crystal is leaking (sometimes called bleeding) inside the display panel along the crack.



Broken glass

In extreme cases, the broken glass might be visible, as well as black and white blotches.



This document addresses common display quality problems that can occur with flat panel LCD display. Use the information in the following sections to troubleshoot the display problem.