

FIELD SUPPORT BULLETIN

Number: FSB-95005

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Subject: TFT Colour Screen, Non-conforming Pixels

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The active matrix colour Liquid Crystal Displays (LCD) used in Toshiba portable computers are manufactured using the most advanced flat screen technology. The screen consists of 307,200 pixels arranged in a 640 x 480 matrix. Each pixel consists of three individual transistors, one for each primary colour; red, green, blue. These 921,600 separately actuated transistors are contained in a single unbroken semiconductor sheet joined at the time of manufacture to the back of the display glass.

The advanced technology used by Toshiba and other manufacturers to build these remarkable displays, employs the highest possible quality control standards. Yet due to the complexities inherent in the manufacturing of active matrix displays, a small number of non-conforming pixels may appear.

What does this mean to you? Even with a small number of non-conforming pixels, your screen will provide excellent display

quality. Many non-conforming pixels are detectable only by a trained technician. Others have minimal impact on the display and are only visible under certain colour and background conditions.

It is Toshiba's policy that active matrix colour displays with fewer than 9 random non-conforming pixels will not be exchanged under the manufacturers warranty. Should the display exhibit fewer than 9 non-conforming pixels that are tightly grouped together such that they would distort a character or graphic image, upon request Toshiba will examine the display and based on that examination return the display or replace and return the display.

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For Further Information:

Contact Toshiba Canada Technical Support at 1-800-663-0378