



TV Care Guide

LCD Televisions are very sensitive products that require proper handling and attention

Below are some tips or their proper maintenance



Proper handling during transport & unpacking

Protecting your TV's LCD screen is very important. The LCD surface is made of thin glasspane, which is vulnerable to cracks, scratches or breakage. Bear in mind that repair costs for the LCD screen might amount up to 75% of the retail price of your TV Set in most cases.



Transport & Handling: Though we normally recommend **NOT TO MOVE** the TV, it is advised to move it in the original box/package, with the screen facing away from you. In case of a large TV unit, two people should be involved with transportation, ensuring it is not subjected to any jolts or excessive vibration. Be careful not to damage protruding buttons. While holding the side and bottom of the TV frame firmly, make sure not to hold the transparent part, speaker, or speaker grille area.



Unpacking: If you have opted for direct delivery*, taking full responsibility for the unpacking and installation of your TV Set, please follow these procedures (*Do note that we strongly advise against direct delivery). The safest/simplest method to unpack is to lay the box flat on the ground, ensuring the LCD screen is faced up (see arrow on box). Open the top and bottom, pushing the TV out. Pushing the TV out from the bottom ensures the corner pads do not fall during unpacking. If you try to pull the TV out from the top, the unit will likely slide off the pads and fall on the floor. Once the TV is out, remove all pads supporting the bottom of the TV and proceed with installation.



Installation: Be careful not to press against the screen setting up your TV. This especially applies when installing the TV on brackets and caution should be exercised throughout the process.

Caring for your TV Set at home



We advise you to position your TV Set in a clean and well-maintained area, to ensure it is not affected by dust, liquids, insects, etc. Use a mild cleaner with a microfibre cloth to wipe the surface, while avoiding to spray anything directly on the screen. To prevent the risk of fire, corrosion or electrical shock, do not expose your TV Set to water, rain or moisture.



Children & Pets

When pets or children are around, double on the precautionary measures regarding the risk of your TV being toppled over. Video gaming or playing with a ball around the house are factors that cause the TV Set to be hit or tumble over.



Air Fresheners & Liquids

Cover your LCD screen in case you are spraying air fresheners/liquids, or even in the event of a water leakage from the ceiling, as they can cause damage to the PCB (circuit board).



Bugs & Insects

To avoid damage by insects, ensure it is positioned in a clean, well-maintained environment where bugs/insects will not proliferate.

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Below are some further tips and advices to ensure the proper maintenance of your TV Set



Electrical hazard

High voltages are used in the operation of the television receiver. Do not remove the cabinet back from your set. In the event when servicing is required, you should refer to the advice and aid of a qualified service professional.



Proper positioning

Avoid positioning your television on an unstable surface, whether shelf, tablet or cabinet. In the case of a fall, damages and injuries might occur to both the product and concerned individuals.



AC power disconnection

When the television receiver is not in use for an extended period of time (for example during thunderstorm/cyclone), we advise you to remove the AC power cord from the socket outlet.



Ventilation

Do not block ventilation pathways or holes in the back cover of the product. Adequate ventilation is essential to prevent any electrical failure or overheating of the components.



Appropriate Spacing

If the television is to be built into a compartment or enclosure, leave a 10 cm (4 inches) (minimum) space from the wall for proper ventilation. This will avoid any heat build-up, which can reduce the service life of your television and can be a hazard. Consult the TV manual for more details.



Overheating

Place your television receiver in an area free of direct exposure to sunlight or any source of heat.



Bugs & Insects

Insects and bugs can cause both internal and external damage to your TV. The Company accepts no responsibility for any damage caused by external factors.

After Sales Services

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At J.Kalachand & Co. Ltd, we strongly believe in providing the best possible After Sales experience to our customers. This is why we cater for :

- Rapid Home Service
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- Customer service counters in all of our 23 showrooms in Mauritius & Rodrigues



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