

It is not uncommon for eReaders featuring eInk screens to have dead pixels, uneven light or bright spots. Please see below for details on what is, and is not covered under the manufacturer's warranty.

ONYX Boox Pixel Policy

Bright/Dark pixel size	No. of Bright/Dark pixels permitted
Under 0.2mm	Unlimited (Not covered by warranty)
Over 0.2mm but under 0.5mm	Up to 10 allowed
Over 0.5mm	None (Covered by warranty)

If your eReader develops vertical, horizontal, or diagonal lines across the screen, this typically indicates that your eReader's screen has been physically damaged. This may be caused by drops, or force applied to the screen. **Physically damaged or broken screens are not covered under warranty.**