What is the minimum viewing distance to watch for LED TV?

The minimum distance to watch LCD TV is 3 times the Height of the TV set.

I want my Television to be hanged on the wall. How to get the same done and what are the charges

The Wall Hanging of FPD is done on free of Cost by the company service personnel. For the same pls. call our customer care.

What is Contrast Ratio?
Contrast Ratio is the difference between Darkest Black and Whitest White.

Can I clean my LED TV using Cleaning Agents?

Pls. donot use Cleaning agents Like Colen etc. to clean the LED TV screens. Use Dry/ wet cloth to clean the TV screens.

Poor picture, poor color clarity.
Adjust picture controls (Contrast, Brightness, Color & Sharpness) properly. 2. Clean the CPT with a soft rag.

What is the Viewing Angle for LED?

LCD, though we say that the viewing angle is 178 Degree a slight purple hue on blacks is found when viewed from a wide angle.

The TV clock won't work after a power failure.

You will need to re-enter the correct time after any power outage.

What is music mode & what are its advantages?

This allows you to switch off the picture mode and simply listen to music. Now your television can also function simply as a music system. It saves on electricity by a whopping 40%

What is the difference between Active and dynamic Contrast ratio?

Active Contrast Ratio is measured in one condition, - with white and Black at the same time on a single screen where as Dynamic contrast ratio is measured by comparing two different conditions (different screens) of LCD Panel.

There are lines in the picture.

This may be caused by poor TV signal reception. Before calling an Authorized Service, please check with your cable company, your satellite company or check your antenna.
My remote only works when it is near the TV set.

This is usually caused by weak batteries, or if you are using rechargeable batteries for your remote. Use only alkaline batteries to power your hand unit. If this does not cure your problem, please call our Customer Care.

What should be the signal strength for good quality picture in LED?

The LED TVs require minimum 60 Db signal strength for good picture quality.

I get poor picture quality, and the color lacks clarity.

Your TV set may merely require a simple picture setup by a Service Technician. Please call an Authorized Service Centre to inspect your unit...To get in touch with an Authorized Service Technician, please call our customer care.

Blue screen and no sound.

This may be caused by a VCR or satellite receiver having reception problems. If one of these devices is hooked up to the TV and is not receiving a signal, it could result in your TV set displaying a blue screen. Check all accessories hooked up to the TV before calling for service... Thanks

What is child Lock & how to use it?

With Child lock TV can be controlled only by the remote control. This feature can be used to prevent unauthorized TV use. To cancel this function, press the "MENU" button on the remote control, select "Special Function" and then press "Off" under the "Child Lock" option.

Poor display - Lines or streaks in picture.

Check to see if the aerial cable is connected correctly. 2. Aerial antenna (Indoor/Outdoor): Connect the aerial antenna to the aerial socket on the back of the set. Adjust the direction of antenna for the best reception. 3. Satellite antenna: Connect the cable to the aerial socket of the satellite receiver and its audio/video output to the TV set. Press the "TV/AV" button on the set and change channels using the satellite receiver remote.

A specific channel is weak and noisy.

This would be caused by the cable, satellite or antenna signal supplied to the TV. TV's would not give you this kind of symptom, under no circumstances

No sound.

This could be caused by a bad line from the signal source (satellite receiver or set-top box). Please check all accessories before calling a service centre.
The picture is blurred and the color appears to be pulled toward the corners.

Magnetic components like speakers can cause this. To avoid picture distortion like this, move any magnetic components away from the TV.

Pictures on screen show color blotching and are not clear.

Your TV set may merely require a simple picture setup by a Service Technician. Please call an Authorized Service Centre to inspect your unit. To get in touch with an Authorized Servicer, please customer care.

Can't change the channel or some channels don't show.

After a power failure, the programmed channels are undone and you will need to run the automatic channel programming again. If problem is not resolved, pls. call our helpline no 18001809999 for further assistance

The on/off timer does not work.

Because the On/Off timer works based on the TV clock, make sure the clock is correctly set to the current time. If there is a problem with the clock and it is not working or it is set incorrectly, the timer won't work correctly either.