USER'S GUIDE

LDLC RS32

LED BACKLIGHT LCD DISPLAY 31,5"

Preface

Every effort has been made to ensure that the information in this document is accurate. However, the manufacturer and the distributor of this product assume no responsibility for any error, omission in this document, or use of the information contain herein.
Please preserve this manual for the life of the equipment.

Congratulations on your purchase!

DECLARATION OF CE CONFORMITY MARKING

CE

Product in accordance with the applicable regulations on European territory. Conformity with the requirements EMC 2014/30/EU and LVD 2014/35/EU.

INFORMATION ABOUT RECYCLING

This product bears the selective sorting symbol for waste electrical and electronic equipment (WEEE).
This means that this product must be handled pursuant to European Directive 2002/96/EC in order to be recycled or dismantled to minimize its impact on the environment.
For further information, please contact your local or regional authorities.
Electronic products not included in the selective sorting process are potentially dangerous for the environment and human health due to the presence of hazardous substances.

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Warranty terms

Safety precautions

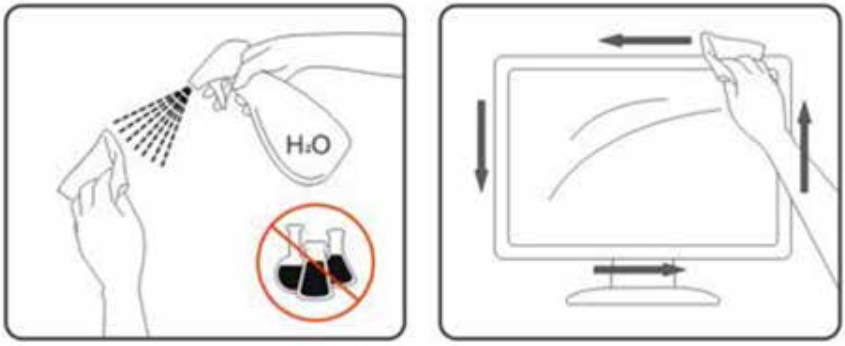
- Please read all the instructions carefully before using this product.
- To reduce any fire or electrical risk, do not spill any liquids into the cabinet or use your monitor near water.
- DO NOT REMOVE MONITOR BACK COVER. There are no user serviceable parts inside and opening or removing covers may expose you to dangerous shock hazards or other risks.
- Do not place this product on a sloping or unstable cart, stand or table, as it may fall, causing serious damage to the monitor.
- Do not put anything on top of the monitor
- If the power supply is lost, do not try to repair it. Please contact the distributor.
- Before use, make sure all the cables are well plugged and not damaged. In case of any damage, please contact the distributor.
- Only the type of power source indicated on the nameplate applies to this display. In you have any questions on the type of power source you use, please consult the dealer of the display.
- Use an appropriate outlet, complying with the local electrical norms.
- Do not place any heavy objects on the power cord. Damage to the cord may cause shock or fire.
- Do not use monitor in high temperature (-20°~55°C), humid, dusty, or oily areas.
- In case of storm or prolonged non-use, unplug the screen to protect against any overvoltage damage.
- When disconnecting the power cord of display or power adapter, always remember to hold the plug instead of puling the wire to unplug the power cord.
- Do not insert objects of any kind into the cabinet slots, as they may touch dangerous voltage points, which can be harmful or fatal or may cause electric shock, fire or equipment failure.
- Use a power cord that matches the AC voltage of the power outlet (100 ~ 240 V CA), that has been approved, and complies with the safety standard of your country.
- The power cable connector is the primary means of detaching the system from the power supply. The monitor should be installed close to a power outlet, which is easily accessible.
- Any technical issue, please contact the distributor.

CAUTION: DO NOT REMOVE MONITOR BACK COVER. Opening or removing cover may expose you to dangerous voltages and other hazards.

There are no user serviceable parts inside and opening or removing covers may expose you to dangerous shock hazards or other risks. Refer all servicing to qualified service personnel.

Maintenance and cleaning

- For safety reasons, turn off and unplug the display before cleaning.
- Clean the panel surface with a lint-free, non-abrasive cloth. Treat stubborn stains with a wet cloth and a gentle specific solution.
- Avoid using cleaning products containing alcohol or acetone. Use a cleaning solution specifically made for cleaning LCD screens. Never spray any liquid directly on the screen. It could fall into the display and cause an electrical shock.
- When cleaning, ensure that any liquid enters the display housing. Please make sure only soft cloths are used for cleaning purposes. A hard cloth could damage the panel.
- Clean the housing with a slightly humidified cloth and a gentle detergent, then wipe it with a dry and clean cloth.
- Do not insert anything in the unit, and never spill liquid of any kind on it.



Please find all LDLC's cleaning specific products on our website:
http://www.ldlc.com/consommables/nettoyage/chiffon-lingette/c4464/+fb-C000000888.html

1. Product Description

1.1 Welcome

Chose the elegance and the high image quality of LDLC RS32 display! Performant and design, it's an unique blend of simplicity and sophistication. QHD resolution (2560 x 1440), LED backlighting, and comprehensive connectivity, LDLC RS32 is suitable both for standard office or multimedia entertainment applications.

1.2 Packing list

Check out if the product box includes the following parts:

- LCD monitor
- Base + screws M4*10 (x5)
- 1x AC Adapter with 1,5 m cable + 1 m power cable
- 1x HDMI cable 1,5 m
- VESA fixation plate+ screws M4*10 (x4)
- User's guide

If any part is missing or damaged, contact LDLC's Technical Support:
http://www.ldlc.com/faq/n1769/il-manque-des-accessoires-dans-la-boite-de-mon-article/

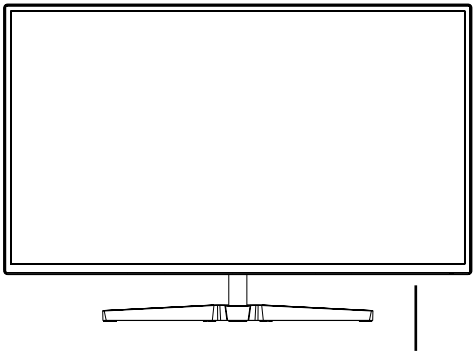
1.3 Introduction to the screen

1.3.1 Specifications

	Model	LDLC RS32
LCD Panel	Display size / diagonal	31,5"
	Panel	LED backlight LCD display
	LCD Technology	IPS
	Brightness	250cd/m2 (Min) 300cd/m2 (Typical)
	Contrast	1200/1 (Typical)
	Pixel pitch	0,2727 mm (H) x 0,2727 mm (V)
	Max. Resolution	QHD : 2560x1440
	Aspect Ratio	16/9
	Response Time	8 ms (Typical) / 5-7 ms (OverDrive)
	View angles (H/V)	178°/178° (CR>10)
	Display colors	1.073 G
	Display area	698.112 (H) x 392.688 (V)
	Panel Surface	Anti-glare
PC Input Range	Horizontal Frequency	74,8-112,3 KHz
	Vertical Frequency	50-75 Hz
	Max. display Frequency	2560x1440@60 Hz
Inputs/Outputs	Video Inputs	2x HDMI 1.4 Female, 1x VGA (D-sub 15) Female, 1x DP 1.2, 1x Mini DP 1.2
	Audio Input	No
	Audio Output	1x Earphone (Jack 3,5 mm female)
	Speakers	No
Operating Conditions	Operating Temperature	5°C ~ 40°C
	Operating Humidity	10 % ~ 85 %, non-condensing
	Storage Temperature	-20°~ 55°C
	Storage Humidity	5 % ~ 95%, non-condensing

Power	On	50 W
	Stand-by	0,5 W
	AC Power range	AC 100 ~ 240 V, 50 ~ 60 Hz
	Power Input	12 V 4,5 A
Design	Color	Black borders / Rear Metallic dark brown
	Tilt	-5° ~ +15°
	Rotation	No
	Swivel	No
	Height Adjustment	No
	VESA Mounting	100 x 100 mm
	VESA fixation plate dimensions (W x H)	120x155 mm – Complies with mini PC VESA plate 75 x 75 mm
Physical	Dimensions without base (W x H x D)	724,34 x 424,19 x 46,43 mm
	Dimensions with base (W x H x D)	724,3 x 502,6 x 183 mm
	Gross / Net Weight	5,5 Kg / 7,6 Kg
Security	Kensington Lock	No
Controls	Front	N/A
	Rear	Rocker Button
	9 languages	English, French, German, Spanish, Italain, Dutch, Corean, Traditionnal and Simplified Chines
	Colors	9300K, 7500K, 6500K, sRGB, User
	Modes	Standard, Game, Movie, Photo, FPS, RTS
Compatible OS	Windows XP, Windows 7, Windows 8, Windows 10	
Accessories	Power Cable/Adaptor	Yes: 1,5 + 1 m
	VGA (D-Sub) Cable	No
	DVI Cable	No
	HDMI to HDMI	Yes: 1,5 m
	Audio Cable	No
	Fixation plate	Vesa norm 100 x 100 mm, for mini PC mounting use only (norm 75 x 75 mm)
Norms	CE RoHS	

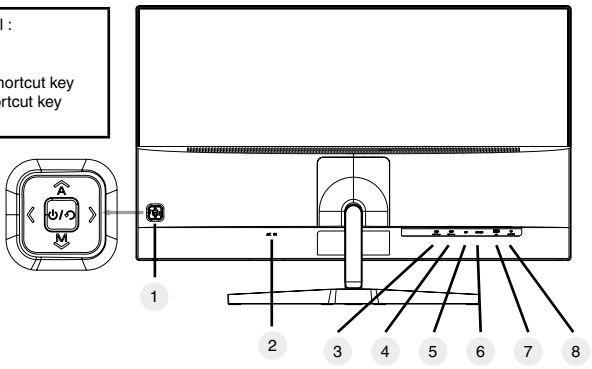
1.3.2 Front view



Power Mode Indicator Light	Power ON : LED blue color (no flash) Stand by : LED red color (flash) Power OFF : LED OFF

1.3.3 Rear View

1	Rocker Button. Rear control : Signal source input OSD Menu Display Backlight adjustment shortcut key Volume adjustment shortcut key Power ON/OFF



2	DC-IN port. This port is reserved to the power cord.
3	HDMI 1 port. This port is reserved to a HDMI connection.
4	HDMI 2 port. This port is reserved to a HDMI connection.
5	DP port. This port is reserved to a DP connection.
6	Mini DP port. This port is reserved to a Mini DP connection.
7	VGA port. This port is reserved to a VGA connection.
8	Audio output port. This port is reserved to an external audio device connection.

2. Installation

- This machine should be installed adjacent to an easily pluggable AC power socket.
- For the sake of safety, we suggest that suitable wall-mounted bracket or base be used.
- In order to prevent injury, this machine shall be placed on a stable and level surface or fixed on a firm wall.
- DO NOT place this machine in places with mechanical vibration.
- DO NOT place this machine in places where insects are accessible.
- DO NOT install this machine directly opposite to air-conditioner, otherwise its inner panel may be dewed and cause failure.
- DO NOT place by heating, chimney, expose to direct sunlight, or any direct heat source. Failure to comply with this warning may lead to damages on screen and increase the risk of fire.
- DO NOT install in a passage way in order to avoid any shock and harm, (on top of a bed, a chair, a door, in a hallway…).
- DO NOT place this machine in places with strong electromagnetic field, otherwise it may be interfered by the electromagnetic wave and get damaged.

2.1 Mounted on wall

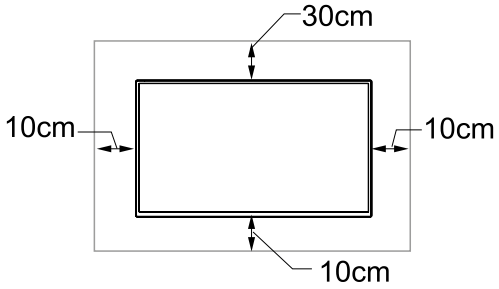
2.1.1 Choice of wall bracket

It is recommended to purchase a wall bracket that suits your device dimensions and weight. The wall support must also comply with the screen's VESA norm: 100 x 100 mm.
Be sure to follow carefully the wall mount's instructions. It will indicate you the different stages, step by step, and the screws to be used according to the wall for this installation.
If in any doubt for wall-mounting, please ask a specialist to install. Improper installation may cause instability of this machine.
Please find a large selection of wall mounts on our website:
http://www.ldlc.com/image-son/meuble/support-mural-tv/c4354/+fi816-l32h32+fv630-4305.html

2.1.2 Choice of place of installation

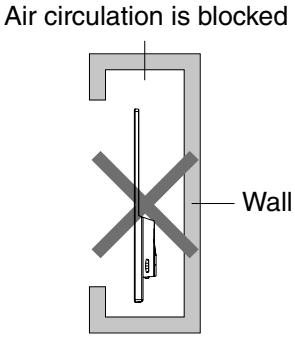
The wall to which the screen is to be being installed must be of sufficient space, be flat, steady and be able to support at least four times the weight of the device.

Be sure to allow enough space between the screen and the ceiling, and the projecting section of the wall, as shown below:



To provide the necessary ventilation and avoid the accumulation of any dust and dirt:

- Do not lay the display flat, and do not place it upside down, backwards or at a slight angle.
- Avoid operating the display on a shelf, a carpet, a bed or in a cabinet.
- Do not cover the display with cloth, curtains, or any other objects such as newspaper, etc.
- Select a well ventilated area to avoid any risk of overheat. DO NOT place it as shown below:



2.2 Base Installation

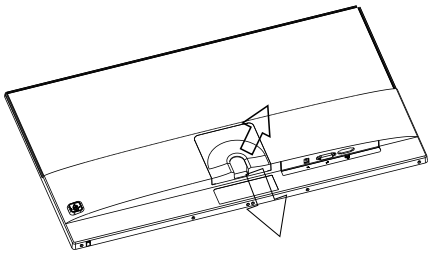


Fig. 1

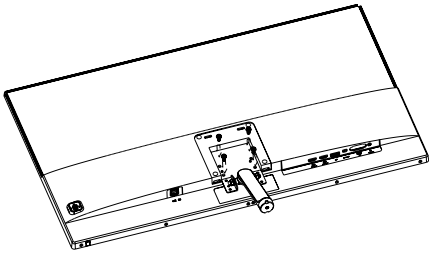


Fig. 2

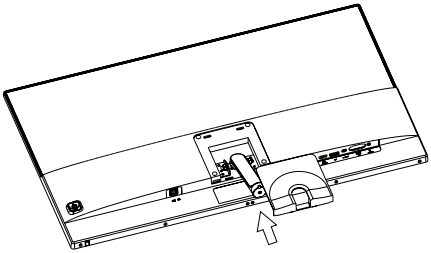


Fig. 3

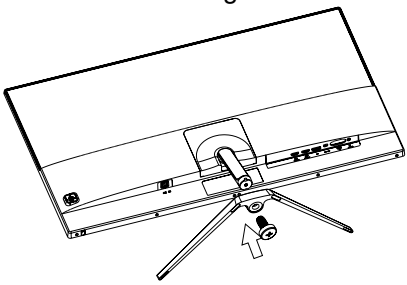


Fig. 4

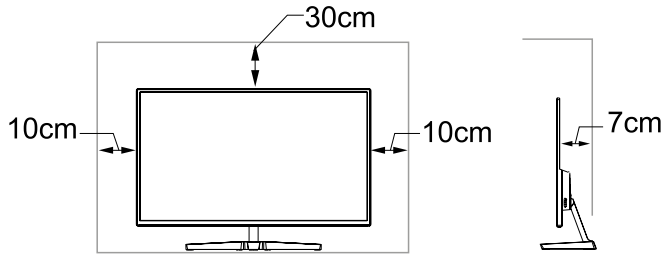
We recommend you to place a soft piece of cloth before to avoid any damage on the surface panel. Place the monitor on the desk, face down.

Fig. 1: Hold and press the hat and then lift it up from the back cover.
Fig. 2: Install the metal support to the back screw holes, use the 4 pcs machine screws to lock the support and back.
Fig. 3: Replace the hat cross the support.
Fig. 4: Install the base to the screw hole below the support as the arrow direction, and lock with 1 PC screw.
Disassembling: Disassemble the base according to the opposite order above.

⚠ Do not place the monitor upside down for the base installation.

Note: Handle with care when mounting LCD monitor stand. DO NOT touch the surface panel. Mishandling or excessive pressure on the panel may cause damage to the device. Always handle the monitor by the opposite sides in order to avoid direct contact with the panel.

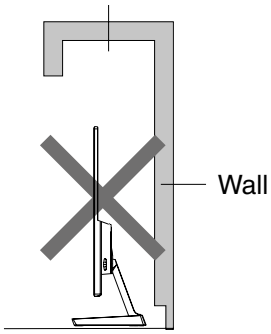
To allow heat to disperse, leave space between surrounding objects as shown in the diagram below:



To provide the necessary ventilation and avoid the accumulation of any dust and dirt:

- Avoid operating the display on a shelf, a carpet, a bed or in a cabinet.
- Do not cover the display with cloth, curtains, or any other objects such as newspaper, etc.
- Select a well ventilated area to avoid any risk of overheat. DO NOT place it as shown below:

Air circulation is blocked



2.3 Installation Instructions of the fixation plate – Only used for mini PC mounting

(Fixation plate + Mini-PC screws not included)

2.3.1 Installation of the fixation plate (Included)

1. Hold and press the hat and then lift it up from the back cover
2. Unscrew the base below the support as the arrow direction
3. Uninstall the metal support by unscrewing the 4 pcs screws
4. Remove the rear cover
5. Re-Install the base according to steps described in section **«2.2 Base Installation»**
6. Attach the fixation plate (provided) with the 4 M4*10 screws (provided)

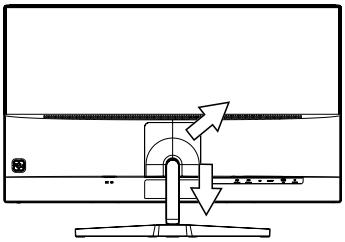


Fig. 1

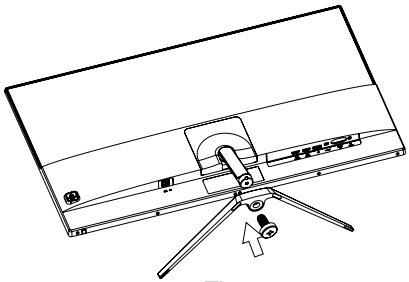


Fig. 2

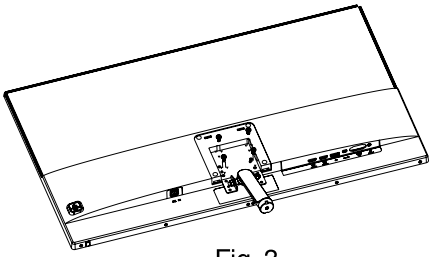


Fig. 3

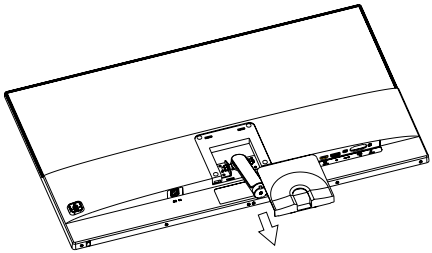
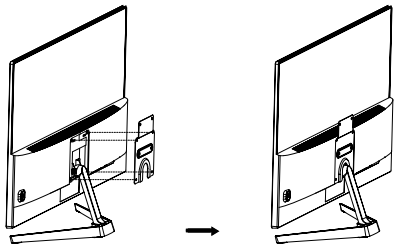


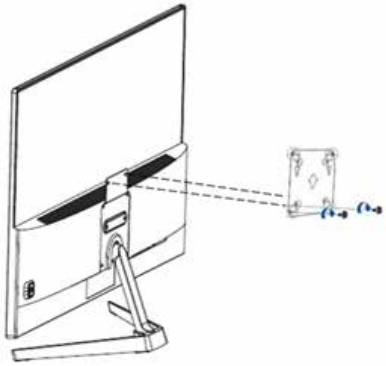
Fig. 4



2.3.2 Use with a VESA mounting system (Mini PC)

Your mini PC comes with a VESA bracket and its screws, allowing you to mount it at the back of this device.

Be sure to follow carefully your Mini PC's installation instructions. It will indicate you the different stages, step by step, to realize installation.



General Instructions (Instructions may be different depending on your mini PC model)

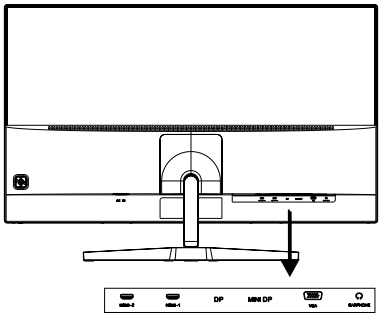
1. Attach the VESA bracket of your Mini-PC to the fixation plate of the monitor. (Compatible with VESA 75x75 mm). Use the screws that were included in the box of your Mini-PC.
2. Attach the two slightly larger screws to the bottom chassis cover of your Mini-PC.
3. Slide the Mini PC onto the VESA mount bracket.

2.4 Tilt Adjustment

For optimal vison, it is recommended to have the monitor directly in front of you, and to adjust the view angle in the way that suits you the most.

1. Handle the base in order not to make it fall when you adjust tilt.
2. You can adjust the monitor view angle from -5° forward to +15° back.

2.5 Cables Connection



1. First turn off the power of all the attached equipment.
2. To connect the power cord, plug the adapter cable in the monitor DC-In port. Plug the appropriate end of the power cord to the adapter, plug the other end to into an electrical outlet.
3. To connect the signal source cables (HDMI 1 / HDMI 2 / DP / Mini DP / VGA) connect the appropriate end of the signal cable to the monitor, and the other end to your computer or any other compatible video device. (When several cables are plugged, use the Source menu of OSD the select the desired source, or press ⌂ when the OSD menu is not displayed).
4. To connect an external audio device: connect the device's audio cable to the output audio port of your monitor (only when connecting in HDMI / DP / mini DP).

2.6 Switch on the screen

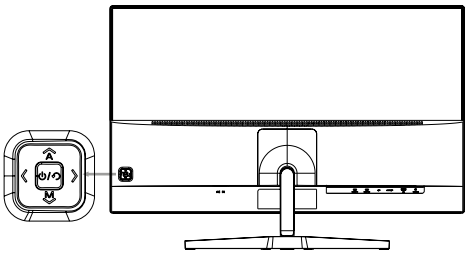
Press the power button located on the rocker button ⏻/↺ at the rear of the display for a few second:
The Power Led lights in blue when the monitor is powered on.

3. General Instructions

3.1 OSD Menu (On-Screen Display)

Access and control of the OSD Menu is via the rocker button located at the rear of the screen.

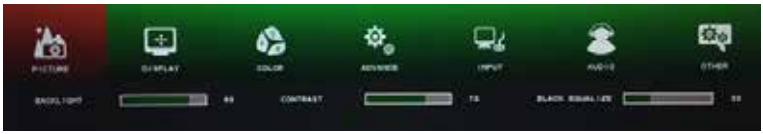
	Signal source input
	OSD Menu Display
	Backlight adjustment shortcut key
	Volume adjustment shortcut key
	Power ON/OFF



3.1.1 Configuration

1. Press the key of the rocker button to activate the OSD Menu.
2. Press < or > to select the function to set.
3. Highlight and activate the desired sub-menu by pressing the button of the rocker.
4. Press < or > to select the function to set. Validate with the key .
5. Press < or > to change the settings of the selected function. Validate by pressing the button .
6. To exit the function setting, return to the highest menu level, exit the OSD Menu, or return to the previous action, press .
7. Repeat steps 3, 4, 5 and 6 to adjust another function.

3.1.2 Picture



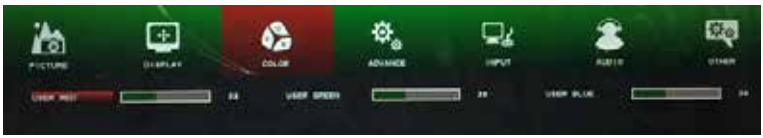
- **Backlight**: Adjusts the overall image and background screen brightness. Adjustment value varies from 0 to 100.
- **Contrast**: Adjusts the image's contrast. Adjustment value varies from 0 to 100.
- **Black Equalize**: Adjusts the black level. Adjustment value varies from 0 to 100.

3.1.3 Display (Menu only available when using VGA input source)

- **Auto Adjust** : Automatically adjusts the image's size.
- **Clock**: Adjust the Clock to correct horizontal and vertical wavy noise in the screen background. Adjustment value varies from 0 to 100.
- **H Position**: Controls Horizontal Image position within the display area of the LCD. Adjustment value varies from 0 to 100.
- **Phase**: To adjust image distorsion and shaking. Adjustment value varies from 0 to 100.
- **V Position**: Controls Vertical Image position within the display area of the LCD. Adjustment value varies from 0 to 100.
- **Shape**: To have a clearer and sharpener image.. Adjustment value varies from 0 to 4.

3.1.4 Color

- **Temperature:** Color temperature adjustment. Contains 5 modes : 9300K, 7500K, 6500K, sRGB, User.
- **The USER mode leads to a sub-menu to adjust the levels of Red, Green and Blue. Adjustment value varie from 0 to 100. To access this sub-menu, press M when USER is highlighted.**

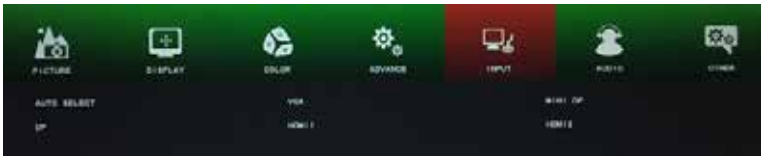


- **Hue**: Adjust the hue of the entire image. Adjustment value varies from 0 to 100.
- **Color Effect**: 6 available modes: Standard, Game, Movie, Photo, FPS, RTS.
- **Saturation**: Adjust color saturation. Adjustment value varies from 0 to 100.
- **Gamma**: OFF., 1.8, 2.0, 2.2, 2.4 (Only availbale when using VGA source).
- **Low Bluelight**: ON, OFF. Attenuation function of the amount of blue light emitted by the screen.

3.1.5 Advance

- **Ultra Vivid**: OFF., L (Low), M (Middle), H (High).
- **Aspect Ratio**: Adjust the Aspect Ratio . 16/9, 4/3, 5/4, 1/1, Full.
- **OD (OverDrive)**: ON. / OFF : Adjust the response time (8ms typical / 5-7ms OD).

3.1.6 Input



Auto Select	To auto-select an available input
VGA	To select VGA input
Mini DP	To select Mini DP input
DP	To select DP input
HDMI 1	To select HDMI 1 input
HDMI 2	To select HDMI 2 input

3.1.7 Audio

- **Volume**: Adjust the sound volume. Adjustment value varies from 0 to 100.
- **Mute**: ON, OFF.

3.1.8 Other

- **Language**: OSD control menus are available in 9 languages : English, French, German, Spanish, Italian, Dutch, Corean, Traditional and simplified Chinese.
- **Menu Time**: Adjust the display time of the OSD Menu. Adjustment value varies from 10 to 60.
- **Information**: Displays input source and resolution.
- **OSD H-Position**: Adjusts the horizontal position of the OSD menu. Adjustment value varies from 0 to 100.
- **OSD V-Position**: Adjusts the vertical position of the OSD menu. Adjustment value varies from 0 to 100.
- **Transparency**: Adjusts the transparency of the OSD menu. Adjustment value varies from 0 to 100.
- **Reset**: Selecting Screen reset allows you to reset all OSD settings from PICTURE setting.

3.2 Resolutions and frame rates

VGA	Refresh Rate	Horizontal frequency
720*400	70 Hz	31,5 kHz
640*480	60 Hz	31,5 kHz
800*600	60 Hz	37,9 kHz
1024*768	60 Hz	48,4 kHz
1280*720	60 Hz	45,0 kHz
1280*960	60 Hz	60,0 kHz
1280*1024	60 Hz	64,0 kHz
1360*768	60 Hz	47,7 kHz
1600*900	60 Hz	60,0 kHz
1920*1080	60 Hz	67,5 kHz
HDMI	**Refresh Rate**	**Horizontal frequency**
720*400	70 Hz	31,5 kHz
640*480	60 Hz	31,5 kHz
800*600	60 Hz	37,9 kHz
1024*768	60 Hz	48,4 kHz
1280*720	60 Hz	45,0 kHz
1280*960	60 Hz	60,0 kHz
1280*1024	60 Hz	64,0 kHz
1360*768	60 Hz	47,7 kHz
1600*900	60 Hz	60,0 kHz
1920*1080	60 Hz	67,5 kHz
2560*1440	60 Hz	88,7 kHz
DP	**Refresh Rate**	**Horizontal frequency**
720*400	70 Hz	31,5 kHz
640*480	60 Hz	31,5 kHz
800*600	60 Hz	37,9 kHz
1024*768	60 Hz	48,4 kHz
1280*720	60 Hz	45,0 kHz
1280*960	60 Hz	60,0 kHz
1280*1024	60 Hz	64,0 kHz

DP	Refresh Rate	Horizontal frequency
1360*768	60 Hz	47,7 kHz
1600*900	60 Hz	60,0 kHz
1920*1080	60 Hz	67,5 kHz
2560*1440	60 Hz	88,7 kHz

Unlisted modes on this table cannot be supported. For an optimal resolution, we suggest to choose one of the listed mode.

3.3 Basic Troubleshooting

Before contacting LDLC's Customer Service, please proceed the following basic checks. If you cannot solve the problem by following below instructions, please contact our Technical Support team.

Phenomenon	Troubleshooting
Absence of image	• Make sure the display is well plugged into a properly powered outlet. • Ensure you correctly powered on the screen. • Check the brightness and contrast settings of image.
The power Led does not light up	• Press the button ⏻ to make sure the monitor is turned on. • Make sure that the power cable is correctly connected to the monitor and an electrical outlet.
Blurred or imperfect image	• Make sure that the video cable is correctly plugged.
Image over light or over dark	• Adjust the brightness and contrast setting in the OSD menu.
The image is not correctly centered or sized	• Activate the Auto Adjust function of the Display Menu of the OSD to auto adjust the image (VGA input only). • Adjust the horizontal or vertical position via the OSD Menu (VGA input only).
The image jumps and waves appear on the screen	• Make sure the used signal source cable is well plugged to the screen, and to the PC. • Keep any electrical device that may cause interferences away.
Colors are abnormal (whites don't appear white)	• Check the used signal source cable to ensure its connectors are not damaged. • Perform a Reset via the OSD Menu. • Adjust the color settings or select another color temperature via the OSD Menu.

Phenomenon	Troubleshooting
Blurred or unclear image	• Activate the Auto Adjust function of the Display Menu of the OSD to auto adjust the image (VGA input only). • Set the Clock and Phase settings on the OSD Menu (VGA input only).
No sound or too low sound volume	• Make sure that the external device cable is correctly plugged. • Adjust the volume settings on the volume Menu of OSD.

Warranty terms

1. Contractual warranty regulations of GROUPE LDLC.

GROUPE LDLC's guarantee is limited to the replacement of the product itself or of some parts which are recognized as defective, by an identical or comparable product, or by new or as-new parts.
Warranty covers repair or replacement of the defective product during the warranty period, as described herein :

Warranty period :

1. 24 months, from GROUPE LDLC's invoice date
2. Defective pixels covered by warranty: if at least 7 defective pixels are distributed over the panel surface, or 4 consecutive defective pixels.
3. You may combine to the purchase of your display the « 0 dead pixel warranty up to 3 months after purchase » on our website : http://www.ldlc.com

Careful: to be valid, the purchase of this warranty must be done simultaneously with the purchase of a display.

2. Warranty Exclusions

This warranty is excluded in the following cases :
This warranty does not include damages due to external conditions, improper use or intervention by unqualified repair personnel.
GROUPE LDLC has no responsibility for any loss, or data or software corruption of the equipment or data carriers that are returned for technical intervention, whether the products are under warranty or not.
GROUPE LDLC commits itself to replace some parts which are recognized as defective, and to repair the defective goods provided to the client by GROUPE LDLC.

To the client shall be granted an equivalent or a better product, or a credit note, if the product cannot be replaced by an identical one,
Subject to the compulsory provisions of the law, any responsibility of GROUPE LDLC is limited to the obligations defined in these Conditions.
GROUPE LDLC will not be held liable for any material or immaterial damage which may arise during intervention in case the client sends goods that have not been supplied by the Seller.

The warranty will not be applicable and LDLC may not be held liable for any defects or damages directly or indirectly due to the following:

- Extended or unprotected storage.
- Any negligence, error of connection or handling, maintenance or use of the equipment not complying with the technical specifications provided by GROUPE LDLC, or, more generally a defective or awkward use.
- Any addition of accessory or complementary mechanism, or the use of any parts required for the equipment's exploitation not complying the technical specifications provided by GROUPE LDLC.
- Any mechanical, electronic, electrical or other modification or transformation to the equipment or its connecting mechanism by any person not approved by LDLC.
- In the case of bankruptcy or impossibility of supply of the manufacturer, the Client may not claim against LDLC, which shall assume no responsibility in this manufacturer's goods.

3. Warranty Limitations

GROUPE LDLC guarantee is limited to product repairing, replacement or repayment in value of the goods which are recognized as defective by LDLC, taking into account how they have been used, at LDLC's free choice.
GROUPE LDLC only commits itself to replace some parts which are recognized as defective, and to repair the damages on defective goods provided to the client by GROUPE LDLC. Thus this warranty does not cover the cost of manual labor of the following operations : disassembling, reassembling, transporting, except in the case of standard exchange. GROUPE LDLC After Sale Department may only intervene under GROUPE LDLC's warranty or under the legal warranty.
GROUPE LDLC will not be held liable for any material or immaterial damage which may arise during intervention in case the client sends goods that have not been supplied by the Seller.
In any way and under no circumstances, GROUPE LDLC may be held liable for any other costs, charge, damages, expense or loss of any kind, resulting from the use of the goods, the presence of a virus (or of a pre-programmed mechanism having a similar effect) in the equipment, whatsoever, whether directly, indirectly (and without

this list being exhaustive) loss of date or income or any other commercial damage.
GROUPE LDLC will not be held liable for events independent of its will that would make it impossible to ensure the provision of proposed services, included, but not limited to, failure of telephone line, airports shutdowns interrupting goods delivery, natural disasters, whether conditions, strikes, and the impossibility to contact the Client to confirm the different stages related to assumption of the equipment's guarantee.

4. Reclamation and After Sale Service

In case of failure of the product inside the warranty period, LDLC recommend the Client to find out the origin of the problem through a summary technical verification using the included user's guide.

If the problem persists, the Client is invited to contact our Technical Support by phone or by email, as detailed below, and provide the following details:

- His customer number;
- The original purchase invoice of the equipment;
- Detail of the malfunction that occurred ;
- Detail of the eventual hardware of software changes to the equipment;
- The evidence that the defect is not the result of a third party equipment or software;
- The exact description of all error that are displayed;

A technician of GROUPE LDLC will diagnose and try to solve the issue by phone or by email. If the problem cannot be solved, and provided that the defect is covered by this contractual warranty, LDLC.com will repair or replace the equipment.
If GROUPE LDLC does not find any defect or malfunction, or if the client does not fulfil one of the condition detailed in this section, the company reserves the right to charge for parts and labor.
Return of goods is exclusively by post, if not specified otherwise. Any return of goods requires prior agreement of LDLC.com and a number of return which can be obtained free via the CONTACTS page accessible since the banner page from the site.
The Client will receive by the means considered to be most convenient by an agreement of return.
In the absence of agreement of return, goods shall will be returned to the Client or held subject to his disposition, at his risk and, any transport, storage, handling costs beard by him.
Return of goods is at the expense and risk of the customer. The Client is therefore advised to declare the value of the goods and subscribe a shipping insurance.
After obtaining the return agreement the Client has seven days to carry out the return of faulty goods to LDLC.

For more detailed information, please read our "Sales Conditions" available on our website.

5. Transfer of ownership clauses and warranties

If the equipment is passed on to another user, this warranty may be transferred. However, the new user will benefit from this warranty only for the remainder of the original warranty period, under the condition to possess the Original proof of purchase.

6. To contact us

You will find any related information on our website: http://www.ldlc.com

As an individual, please contact our Technical support :

- By e-mail, via our page: http://www.ldlc.com/faq/
- By phone:
  From France: 04 27 46 6000*
  From Abroad: + 33 4 27 46 6000*

*Call rate: any surcharge, the call rate is the one applied by your operator.

As a professional, please contact our Technical support :

- By e-mail, via our CONTACT page: http://www.ldlc-pro.com/content/2757.html
- By phone (Unique Number):
  From France: 04 27 46 6005*
  From Abroad: +33 4 27 46 6005*

*Call rate: any surcharge, the call rate is the one applied by your operator.