

Alienware OLED Monitor Return Instructions Guide

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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About this document

The *Alienware OLED Monitor Return Instructions Guide* helps you to pack and return the faulty Alienware OLED monitor effectively. It provides clear, step-by-step instructions to ensure a safe and easy return.

Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure in this document assumes that you have read the safety information that shipped with your monitor.

 **WARNING: Use of procedures other than those specified in this documentation may result in exposure to shock, electric hazards, and/or mechanical hazards.**

 **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor. Keep the documentation at a secure location for further reference.

- Place the monitor on a solid surface and handle it carefully.
- The screen is fragile and can be damaged if dropped or pressed with a sharp object.
- Keep the monitor at room temperature. Excessive cold or hot conditions can have an adverse effect on the organic light-emitting diodes of the display.
- Do not place or use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period of time.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions that are marked on the product.

For information about safety instructions, see the *Safety, Environmental, and Regulatory Information (SERI)* document that is shipped with your monitor.

Maintenance guidelines

Cleaning your monitor

- ⚠ **WARNING:** Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.
- ⚠ **WARNING:** Do not spray the cleaning solution or even distilled water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or distilled water to a clean cloth and then clean the monitor.
- ⚠ **CAUTION:** Read and follow the [Safety instructions](#) before cleaning the monitor.
- ⚠ **CAUTION:** Do not use detergents, benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air to clean any part of the monitor. However, the screen area can be cleaned by spraying distilled water or 70% ethanol on a clean cloth.
- ⚠ **CAUTION:** Improper cleaning can result in Customer-Induced Damage (CID), which is not covered by Dell's warranty. These chemicals may also alter the monitor's appearance, causing issues like color fading, milky film, deformation, dark spots, and peeling.

For best practices, follow the instructions that are listed below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with distilled water to clean the stand assembly, the screen, and the chassis of your Alienware monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Alienware monitors.
- Clean the surface of the table and ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Alienware monitor on it.
- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Returning your monitor

⚠ WARNING: Ensure that you follow the [Safety instructions](#) before proceeding with any steps in this section.

ⓘ NOTE: The appearance of the protective film and the location of the tape are for illustration purposes only. They may differ on the monitor you have received.

1. Unbox the new monitor and place it on a clean, flat surface. For information about unboxing and set up, see the *Quick Start Guide* at [Dell Support Site](#).

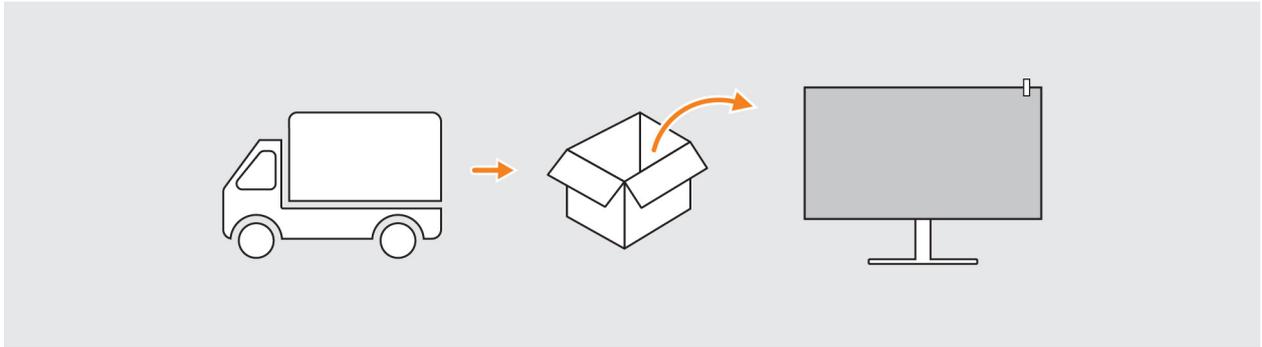


Figure 1. Unboxing the new Alienware OLED monitor

2. Use the tape to gently peel off the protective film from the display screen and set it aside with the adhesive side facing up.

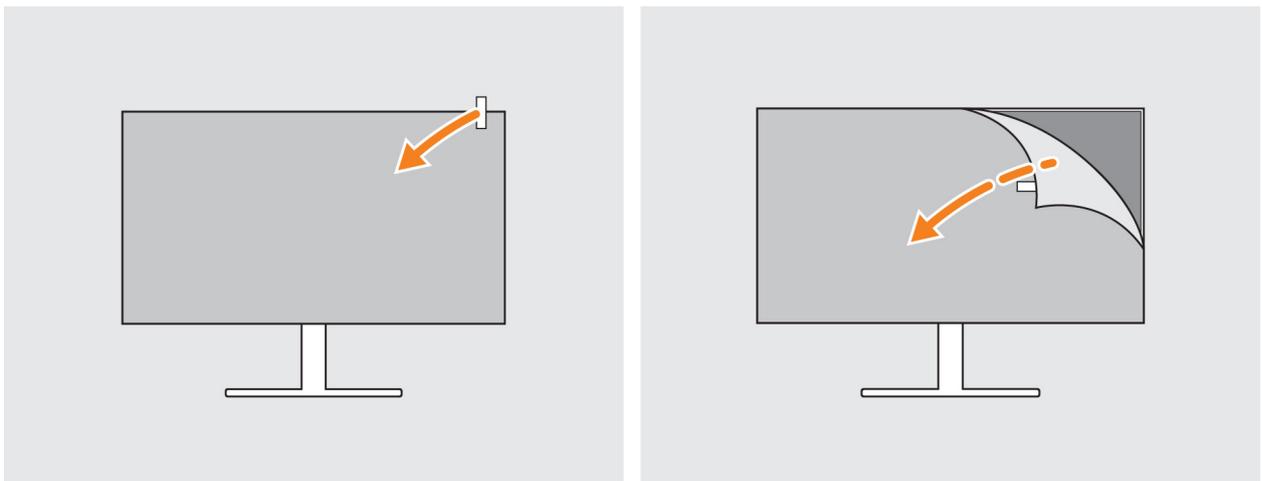


Figure 2. Removing the protective film from the new Alienware OLED monitor

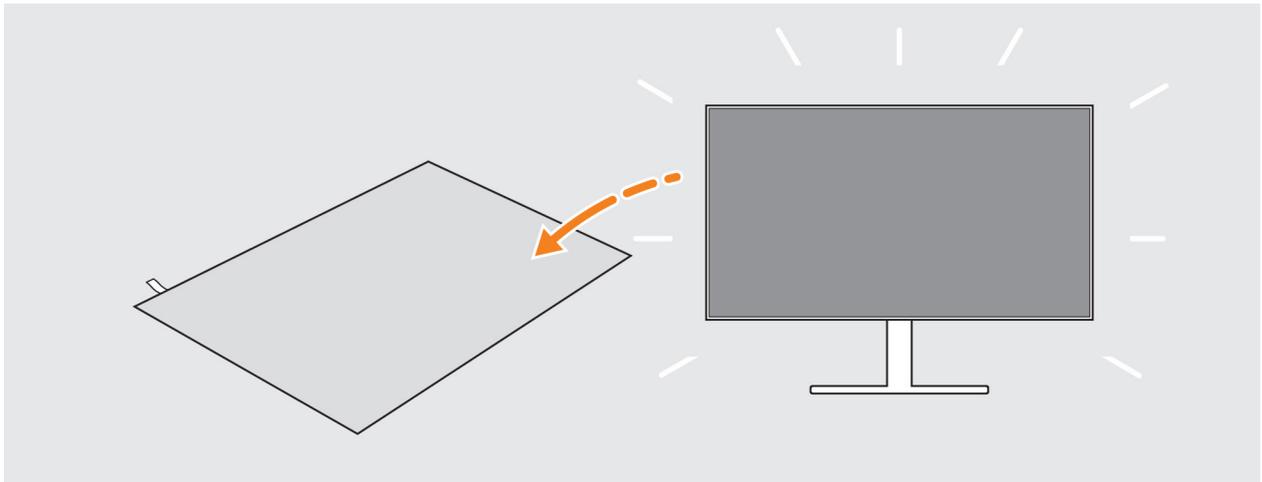


Figure 3. Placing the protective film on a clean surface

3. Spray some distilled water or 70% ethanol on a clean cloth, and then clean the screen area of the faulty monitor. See the [Maintenance guidelines](#) for more details.

- ⚠ **CAUTION: Do not spray distilled water directly on any part of the monitor.**
- ⚠ **CAUTION: Do not use detergents, benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air to clean any part of the monitor. However, the screen area can be cleaned by spraying distilled water or 70% ethanol on a clean cloth.**
- ⚠ **CAUTION: Improper cleaning can result in Customer-Induced Damage (CID), which is not covered by Dell's warranty. These chemicals may also alter the appearance of the monitor, causing issues like color fading, milky film, deformation, dark spots, and peeling.**

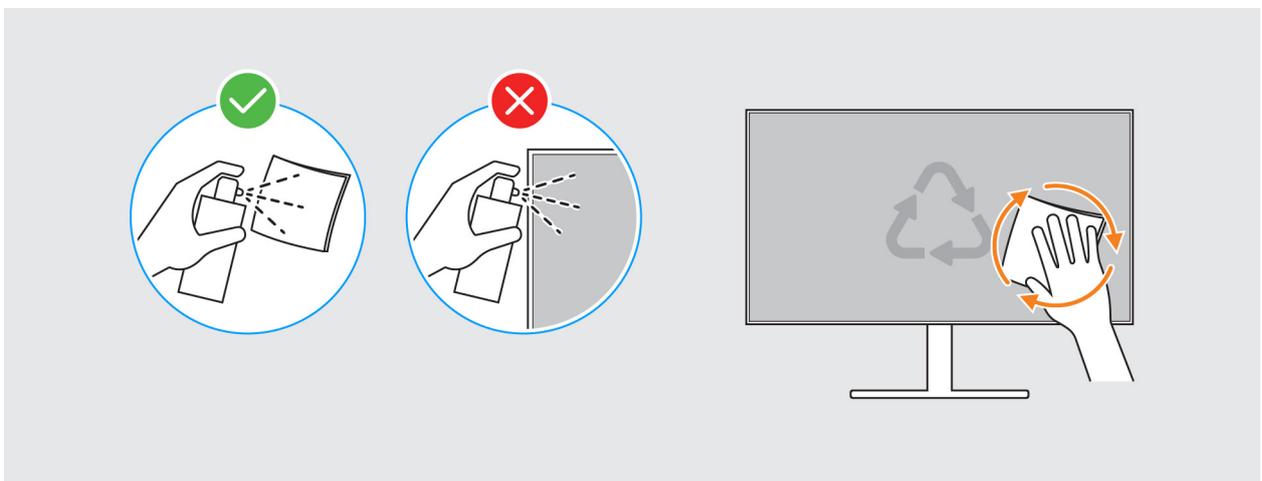


Figure 4. Cleaning the faulty monitor

4. Ensure that the screen area of the faulty monitor is clean and dry. Then, carefully align and place the protective film on the screen area of the faulty monitor.

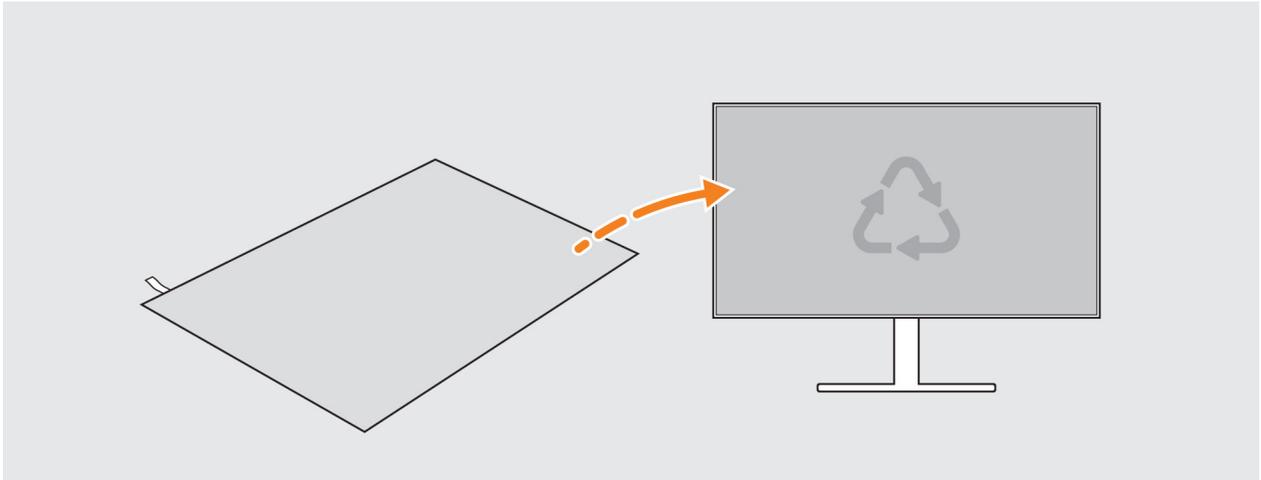


Figure 5. Covering the faulty monitor with the protective film

5. Adhere the protective film to the faulty monitor screen and secure it in place.

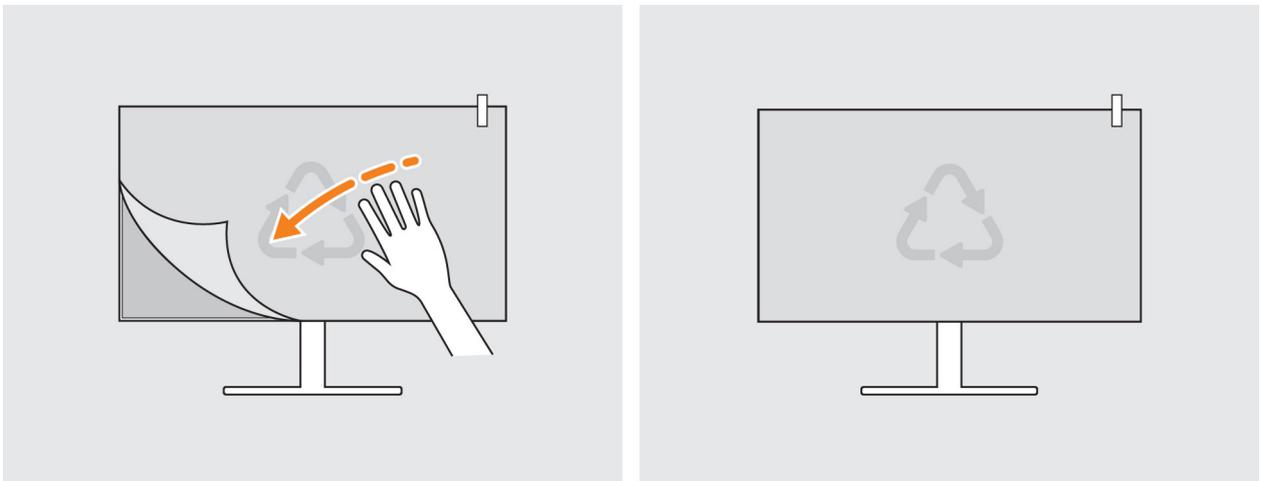


Figure 6. Adhering the protective film to the faulty monitor

6. Pack the faulty monitor in the box that came with the new monitor and send it back to Dell. Be sure to include all the original accessories that came with the faulty monitor. For more information about disassembling the monitor, see the *User's Guide* at [Dell Support Site](#).

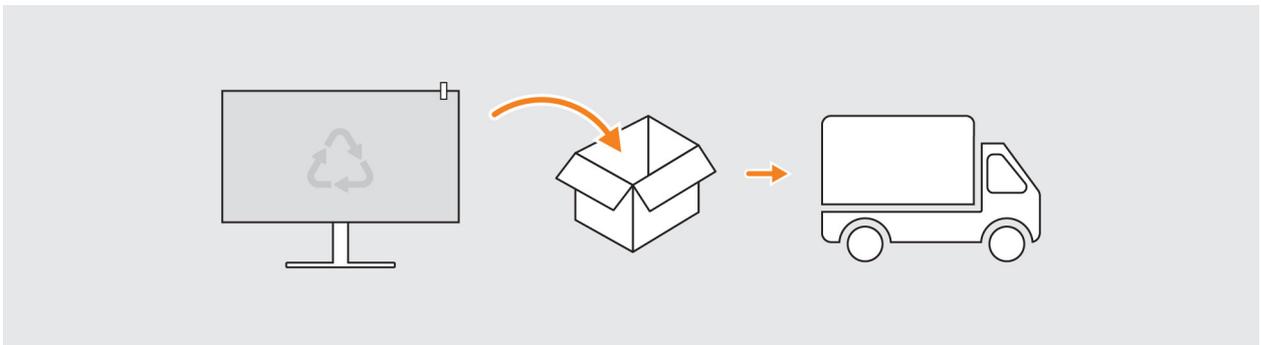


Figure 7. Packing the faulty monitor and sending it back to Dell

Contacting Alienware

To contact Alienware for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

① **NOTE:** Availability varies by country (or region) and product, and some services may not be available in your country (or region).

① **NOTE:** If you do not have an active Internet connection, you can find the contact information about your purchase invoice, packing slip, bill, or Alienware product catalog.