

EIZO – Warranty and Repair

Original English wording · Source: <https://www.eizoglobal.com/support/warranty/index.html> · Retrieved: 15 September 2026
Compiled as a service document by ColorMatch GmbH. The online version published by EIZO Corporation prevails in case of any discrepancy.

All warranties are valid only in countries or territories where EIZO group companies and authorized distributors are located. For further warranty details, please visit the Contact EIZO page to get in touch with the EIZO group company or authorized EIZO distributor in your region.

Warranty Term by Product Type

Please contact the EIZO group company or distributor in your country for CuratOR warranty.

FlexScan

Models	Warranty Term	Pixel Policy
Premium EV3851X, EV3451X New Standard EV2740S, EV2720S Basic EV2410R, EV2400R	7 years (main body and LCD panel) Usage time is limited to 30,000 hours or less	Zero bright (fully-lit) sub-pixels for six months. See EIZO Bright Pixel Policy for details.
FlexScan FLT FLT Premium EV4340X, EV3895, EV3450XC, EV3240X, EV2740X, EV2795, EV2495, EV2490 New Standard EV3285, EV2781, EV2785, EV2780, EV2485, EV2480 Basic EV2760, EV2750, EV2456, EV2457, EV2455, EV2451, EV2460, EV2450, EV2360 Wide EV3237, EV2736W, EV2436W, EV2430, EV2336W Square EV2730Q	5 years (main body and LCD panel) Usage time is limited to 30,000 hours or less	Zero bright (fully-lit) sub-pixels for six months for units purchased on September 1, 2015 or later (except the EV4340X). See EIZO Bright Pixel Policy for details.
Wide EV2416W, EV2316W, EV2216W Square S2134, S2133, S1933, S1923, S1903, S1734, S1703-A, S1703, S1504, S1503-A, S1503	5 years (main body and LCD panel) Usage time is limited to 30,000 hours or less	–
All FlexScan monitors 17" and greater (except touch panels) announced between June 1, 2003 and May 31, 2012 and the following models: S1501-B, S1501, L557, L695, L767, L985E	5 years (main body) 3 years (LCD panel) Usage time is limited to 30,000 hours or less	–
All models (including touch panels) not listed above.	3 years (main body and LCD panel)	–

ColorEdge

Models	Warranty Term – Main Body	Warranty Term – Panel	Warranty Term – Brightness & Color	Pixel Policy
CG3200X	5 years from date of purchase Usage time limited to 30,000 hours or less	1 year from the date of purchase Usage time limited to 10,000 hours. Image retention or burn-in resulting from prolonged display of high-brightness content or static images is not covered under warranty.	–	Zero bright (fully-lit) sub-pixels for six months from date of purchase. See EIZO Bright Pixel Policy for details.
CG1, CG3146, CG3145	5 years from date of purchase Usage time limited to 10,000 hours or less	5 years from date of purchase Usage time limited to 10,000 hours or less	When used at a color temperature of 6500K, a brightness of at least 800 cd/m ² is warranted.	Zero bright (fully-lit) sub-pixels for six months for units purchased on September 1, 2015 or later. See EIZO Bright Pixel Policy for details.
CG3100X	5 years from date of purchase Usage time limited to 30,000 hours or less	5 years from date of purchase Usage time limited to 10,000 hours or less	When used at a color temperature of 6500K, a brightness of at least 120 cd/m ² is warranted.	
CG319X, CG2700X, CG2700S, CG279X, CG2400SV, CG2400S	5 years from date of purchase Usage time limited to 10,000 hours or less		When used at a color temperature of 5000 – 6500K, a brightness of at least 120 cd/m ² is warranted.	
CG318-4K, CG248-4K, CG277, CG2730, CG247X, CG247, CG2420	5 years from date of purchase Usage time limited to 10,000 hours or less		When used at a color temperature of 5000 – 6500K, a brightness of at least 120 cd/m ² is warranted.	
CG276, CG246	5 years from date of purchase Usage time limited to 10,000 hours or less		When used at a color temperature of 5000 – 6500K, a brightness of at least 120 cd/m ² is warranted.	–

Models	Warranty Term – Main Body	Warranty Term – Panel	Warranty Term – Brightness & Color	Pixel Policy
CX271, CX241, CS3200X, CS2740, CS2731, CS2730, CS270, CS240, CS2400S, CS2420, CS2400R, CS2410, CS230	5 years from date of purchase Usage time limited to 10,000 hours or less		–	Zero bright (fully-lit) sub-pixels for six months for units purchased on September 1, 2015 or later. See EIZO Bright Pixel Policy for details.
CX270, CX240	5 years from date of purchase Usage time limited to 10,000 hours or less		–	–
CG303W, CG301W, CG275W, CG245W, CG243W, CG242W, CG241W, CG223W	3 years* from date of purchase Usage time limited to 30,000 hours or less *CG220 is 2 years	3 years from date of purchase Usage time limited to 10,000 hours or less	A brightness of 120 cd/m ² is warranted when used at a color temperature of 5000 – 6500K.	–
CG211, CG221, CG232W	3 years from date of purchase Usage time limited to 10,000 hours or less		A brightness of 100 cd/m ² is warranted when used at a color temperature of 5000 – 6500K.	
CG222W	3 years from date of purchase Usage time limited to 10,000 hours or less		A brightness of 80 cd/m ² is warranted when used at a color temperature of 5000 – 6500K.	
CE240W, CE210W, CG220, CG19	–			

Note: The row grouping of the original online table (merged cells) has been reproduced as closely as possible. In case of doubt, the online table prevails.

FORIS

Models	Warranty Term	Pixel Policy
NOVA	3 years (main body and LCD panel)	Zero bright (fully-lit) sub-pixels for six months from the date of purchase. See EIZO Bright Pixel Policy for details.
FS2735, FS2434, FG2421	5 years (main body and LCD panel) Usage time is limited to 30,000 hours or less	Zero bright (fully-lit) sub-pixels six months from purchase date for purchases made on September 1, 2015 or later. See EIZO Bright Pixel Policy for details.

Models	Warranty Term	Pixel Policy
FS2333	5 years (main body and LCD panel) Usage time is limited to 30,000 hours or less	–
All models launched before June 1, 2012.	5 years (main body) 3 years (LCD panel) Usage time is limited to 30,000 hours or less	–

RadiForce

Models	Warranty Term
Multi-Modality Monitors RadiForce RX1270, RX670, RX660 Breast Imaging Monitors RadiForce RX570, RX560, GX570, GX560 Medical Monitors RadiForce RX370, RX270 RadiForce MX317W, MX243W, MX217, MX194	5 years
Medical Monitors RadiForce MS236WT-A	3 years

Pathology

Models	Warranty Term
PX3150	5 years

DuraVision

Models	Warranty Term
MDU5501WT, MDF4601WT, MDF2701W, MDF2701W-T, FDF2382WT, FDU2603W, FDU2603WT, FDU2602W, FDU2602WT, MDF2401W, MDF2401W-T, FDF2121WT-A, FDF2182WT, FDU2101, FDU2101T, FDS1921T, MDS1901, MDS1901-T, FDS1904, FDS1904T, FDF1983WT, FDS1783T, FDS1782T, FDS1721T, FDF1683WT, FDX1502T-A, FDX1502T, FDX1501T-A, FDX1501-A	3 years
All models not listed above	2 years

Raptor / Re/Vue

Models	Warranty Term
Raptor WS3001	5 years (main body) 3 years (LCD panel) Usage time is limited to 30,000 hours or less
Raptor monitors (except the WS3001) Raptor graphics boards Re/Vue video recording and streaming solutions	2 years

eClient

Models	Warranty Term
All models	3 years

Accessories

Models	Warranty Term
i-Sound speaker unit	3 years
Optional LCD monitor arms, stands, and hoods sold separately from the monitors	1 year

All warranties are valid only in countries or territories where EIZO group companies and authorized distributors are located.

For further warranty details, please visit our [Contact EIZO](#) page to get in touch with the EIZO group company or authorized EIZO distributor in your region.

Exceeding the standard limited warranty for FlexScan or FORIS products, EIZO will offer an additional three (3) year warranty option at an extra fee from the date of expiration of the standard limited warranty (United States only). Please contact our office in the USA for more details.

General Provisions

Notwithstanding any other provision of this Warranty, EIZO and Distributors shall have no obligation under this Warranty whatsoever in any of the cases as set forth below:

- a. Any defect of the Product caused by freight damage, modification, alteration, abuse, misuse, accident, incorrect installation, disaster, faulty maintenance and/or improper repair by third party other than EIZO and Distributors;
- b. Any incompatibility of the Product due to possible technical innovations and/or regulations;
- c. Any deterioration of sensor, including measurement value of the sensor;
- d. Any defect of the Product caused by external equipments;
- e. Any defect of the Product caused by the use under environmental conditions other than EIZO and Distributors' estimation;
- f. Any deterioration of the attachments of the Product (e.g. cables, User's Manual, CD-ROM, etc.);
- g. Any deterioration of the consumables, and/or accessories of the Product (e.g. batteries, remote controller, touch pen, etc.);
- h. Any exterior deterioration or discoloration of the Product including that of the surface of the OLED panel, the LCD panel, the touch panel and the protect panel;
- i. Any defect of the Product caused by placement in a location where it may be affected by strong vibration or shocks;
- j. Any defect of the Product caused by liquid leaking from battery;
- k. Any deterioration of the Product caused by the use at higher brightness than the recommended brightness described in the User's Manual;
- l. Any deterioration of display performance caused by the deterioration of expendable parts such as the OLED panel, LCD panel and/or backlight, etc. (e.g. changes in brightness uniformity, changes in color, changes in color uniformity, defects in pixels including burnt pixels, etc.).

EIZO FlexScan, ColorEdge, and FORIS Bright Pixel Policy

EIZO Bright Pixel Policy Conditions

EIZO's policy covers visible, bright (fully-lit) sub-pixels as detailed in the following table.

Bright sub-pixel defects	Zero bright pixels
Bright sub-pixel defined	A red, blue, and green pixel that is always lit on a black background of an LCD screen is deemed a bright sub-pixel. A pixel that is always dark or colored on a white background of an LCD screen is deemed a dark pixel. Dark sub-pixels are not covered by this policy.
Usage conditions	Ambient illuminance is more than 500 lux (typical office environment) Viewing distance is more than 35 cm
Applicable models	See FlexScan, ColorEdge, and FORIS warranty conditions above
Warranty period	Six months from purchase date for purchases made on September 1, 2015 or later.

Pixel Structure

A full pixel (white) consists of one red, green, and blue sub-pixel.

What Is a Bright Sub-Pixel?

A bright sub-pixel is one that is fully lit. In the example on the EIZO website the red sub-pixel remains lit even when the surrounding sub-pixels are unlit.

EIZO's Bright Pixel Policy Does Not Cover the Following Conditions

- Partially lit, type 1
- Partially lit, type 2
- Foreign substance

Dark Sub-Pixels

A sub-pixel that is always colored on a white background.

Repair Service for Customers

If your EIZO monitor requires repair, please contact the EIZO group company or distributor in your country listed on the Contact EIZO page.

Repair/replacement of LCD panels is supported for minimum 5 years from the date of purchase. Please note that LCD panels cannot be upgraded with this repair service.

Replacement Parts

You can request any of the following replacement parts for EIZO monitors for self-installation. Please contact the EIZO group company or distributor in your country listed on the Contact EIZO page.

- Power cable
- Signal cable
- USB cable
- Stand
- Cable cover

- External power supply
- Remote control

Please refer to the User manual or Setup guide of your monitor for identifying part numbers, and/or for detailed instructions on the installation for each replacement part. Product parts are available until up to three years (seven years for external power supply and remote control) after the monitor's production has ended. If the requested item is unavailable, EIZO reserves the right to offer a substitute.

Application to be an Authorized Repair Center (EU countries only)

To apply to be an authorized repair center for EIZO monitors, please follow the steps on the EIZO website to contact EIZO. EIZO will reply to your application within five business days. This is not an application for repair or inspection of EIZO products.

By contacting EIZO, you agree that EIZO may store any personal data you provide. This data will only be used to examine repair company registration. Please consult EIZO's "Privacy Policy" for details.