

nixeus®

NX-VUE27C

User Manuel



Version 6/15/2021

www.nixeus.com

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Important Information

Important Note:

Please make sure your computer hardware and graphics card supports the Nixeus VUE27C" Monitor. Some devices and connections may not be able to support the full 2560 x 1440 resolution at 75Hz refresh rates. Avoid using 3rd party cable adapters/convertors to connect the NX-VUE27C to HDMI, VGA, and DVI output devices with different cable connector types on the other end - we cannot guarantee they will be compatible with the NX-VUE27C. If you are not sure, please contact your computer hardware's manufacturer. Please read this manual before using NX-VUE27C with your computer. It contains important information regarding the use and care of computer monitors.

Safety and Maintenance:

- 1) Do not expose the monitor to direct sunlight. Keep the monitor away from a stove or any other heat source.
- 2) Remove or secure any objects that may fall into the monitor's vents. Do not obstruct or block the cooling vents of the monitor.
- 3) Don't jam the vents on the enclosure.
- 4) When setting up the monitor for use, please ensure the power plug and socket are easy to insert and extract.
- 5) When disconnecting the power cord or DC power line for the monitor, please wait for 6 seconds before reconnecting the power cord or DC power line wires for normal operation.
- 6) Please use only approved power line and power adapters provided by Nixeus. If any power connections are missing, please contact Nixeus for a replacement. Using un-authorized power connectors may damage your monitor and void your warranty.
- 7) During operation, please do not throw objects and take care to avoid collision with the monitor. Do not over clock or modify the monitor's decoder board. Please do not apply excessive force to the LCD panel or drop the monitor. Warranty does not cover physical damages, over-clocking, and modifications to the monitor.
- 8) When monitor is not in use for a long period of time, please disconnect the power plug.
- 9) When using slightly wet cloth or LCD cleaners to clean the monitor, please disconnect the power adapter. Do not use organic solvent, alcohol, house hold glass cleaners or ammonia liquid to clean the monitor - these may damage the display panel.
- 10) Do not store or use monitor in hot, direct sunlight, or in a cold environment. To avoid electrical shock and to prevent monitor damage; do not use the monitor in dusty, rain, wet, and humid conditions. If monitor gets wet, please wipe clean with soft dry cloth as soon as possible. If foreign objects or liquids get into the monitor, please disconnect power adapter immediately. For service please contact Nixeus Technical support for service and repair at techsupport@nixeus.com
- 11) To ensure long life and best performance of the monitor, please use the monitor in these safe and optimum conditions: Temperature = 0-40 degrees Celsius (32°-95° Fahrenheit), Humidity = 20-80% RH

Avoiding Image Persistence, Incidental Image or After Image:

1) When the monitor is on and unattended, please use a moving screen saver. If there is a static (nonmoving image) on the screen, please refresh regularly or start an application to start using the screen.

2) Long time continuous display of static images may cause a “brand” on the screen; this is also called “image persistence” or “incidental image” or “after image.” “Brand,” “incidental image” or “after image” is a common phenomenon of LCD Panel Technology. In most cases, after turning off the power supply for a certain amount of time the “brand,” “incidental image” or “after image” will gradually disappear. Also by displaying a pure white image for the entire screen for the same duration that you had the static image that caused the image persistence may remove the image persistence. Please contact Nixeus if you need assistance in removing image persistence.

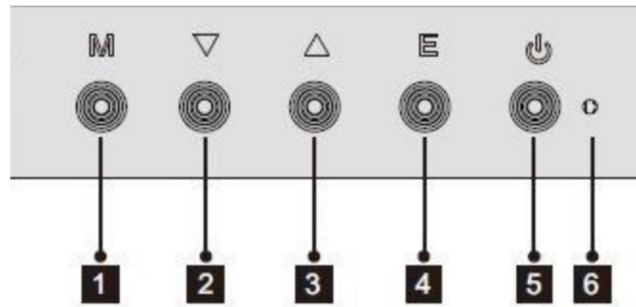
CAUTION: Serious “brand,” “incidental image” or “after image” will not disappear and cannot be repaired. This type of damage is not covered by warranty. Please take good care of your monitor to prevent serious “brand,” “incidental image” or “after image.”

Larger display panels may have some glow around the edges or corners. This is known as back light bleed and Glow - this is normal due to the display LED technology that allows more light and higher brightness to produce more vibrant colors and brighter pictures.

If your monitor needs replacement parts, warranty service, and repairs please do not attempt to do it yourself! Doing so may void the warranty. Please contact techsupport@nixeus.com for warranty support. For more Information, please visit www.nixeus.com

Product Overview

Monitor Buttons



- 1) **Menu Button:** Press to display the OSD menu or enter sub-menus.
- 2) **Left Button:** Press to move up or left in the menus.
- 3) **Right Button:** Press to move down or right in the menus.
- 4) **Exit Button:** Press to Exit or Open Input source menu.
- 5) **Power Button:** Press to turn the monitor on/off.

Monitor Ports



- 6) **USB Connector:** Insert one end of the USB cable into the computer's USB output and connect the other end to the monitor's USB port.
- 7) **Type-C Connector:** Insert one end of the type-c cable into the computer or laptop's type-c output and connect the other end to the monitor's type-c port. Make sure the Type-C cable supports video transmission. Type-C cables that only have charging and data function with not work for video/picture transmission
- 8) **HDMI Connector:** Insert one end of the HDMI cable into the computer's HDMI output and connect the other end to the monitor's HDMI port.
- 9) **DisplayPort Connector:** Insert one end of the DP cable into the computer's DP output and connect the other end to the monitor's DP port.
- 10) **Audio Output:** Insert one end of the Audio cable into the computer's Audio output to receive the Audio signals from your monitor.

NOTE: Do not use cable/adaptor converters to connect the NX-VUE27C to HDMI, DVI, or VGA output hardware/devices. We cannot guarantee these adapters will work with the NX-VUE27C.

NX-VUE27C Power Cable and Power Supply:

Only use the power cable included with the NX-VUE27C. Using any other un-authorized power adapters may damage your monitor and void your warranty. Connect the power cable to internal power supply on the back of the monitor.

Monitor Button Operations – Legends and Functions



Button Functions when NOT navigating in the On Screen Display (OSD) Main Menu



- Brings up and enables the On Screen Display Menu (OSD).



- Brings up Volume Control and decreases volume. Press to navigate back or go to previous (left)



- Brings up Volume Control and increases volume. Press to navigate forward or go to next (right).

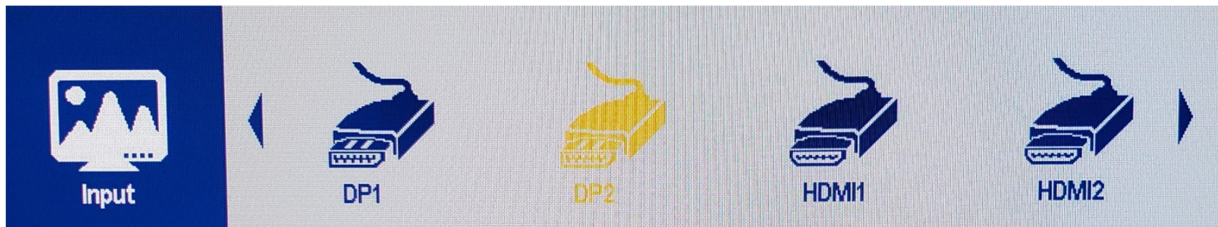


- Brings up video INPUT menu for DP 1, HDMI 1, and Type-C for switching to a different video source. Press to select and exit.



- POWER ON/OFF

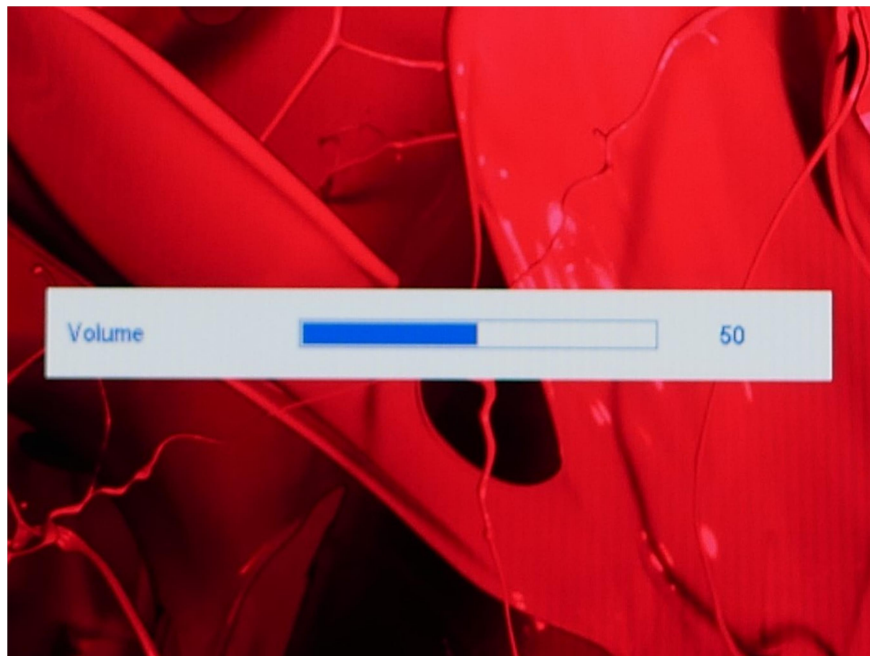
Video Source Input Selection



a) To bring up the INPUT Sub Menu, press [2]. **Note: The INPUT Sub Menu will only pop up if there is an active video signal to the monitor.**

b) Press [Δ] or [∇] to navigate to select the input for your desired video output source and press [2] to confirm.

Volume Sub-Menu



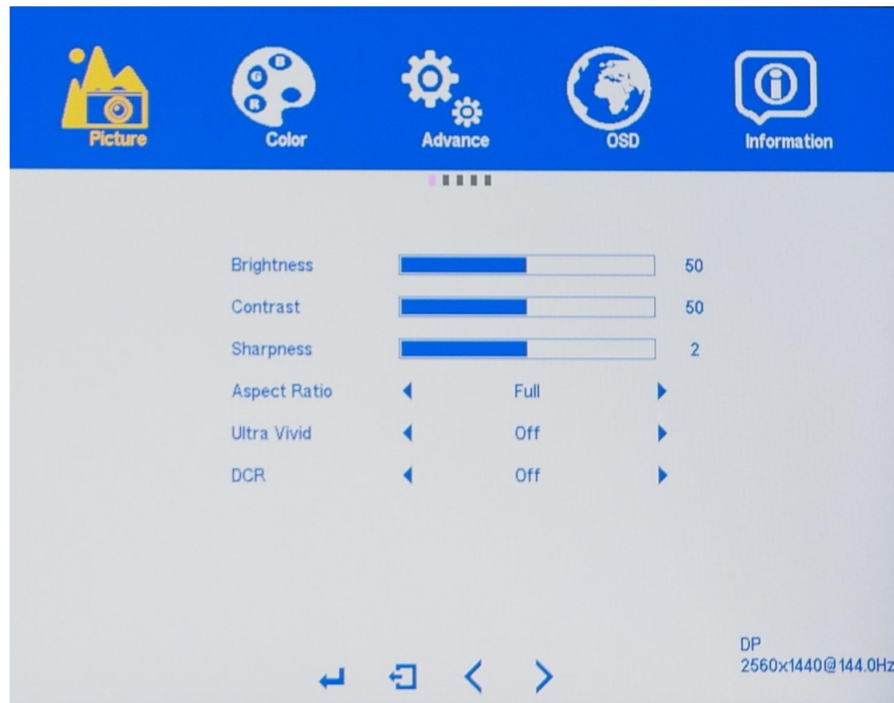
a) Press either [∇] or [Δ] to open the volume control sub-menu.

b) To adjust the volume, press [∇] or [Δ] to decrease or increase VOLUME.

c) Once the desired volume is selected, press [1] or [2] to close the volume control sub-menu.

Button Functions and Features for On Screen Display (OSD)

Main Menu



- 1) **[1]** - Press to select/confirm.
- 2) **∇** - Press to move up in the menus or increase setting status bar.
- 3) **△** - Press to move down in the menus or decrease setting status bar.
- 4) **[2]** - Press to exit.
- 5) **⏻** - Power Button

On Screen Display (OSD) PICTURE SUB-MENU

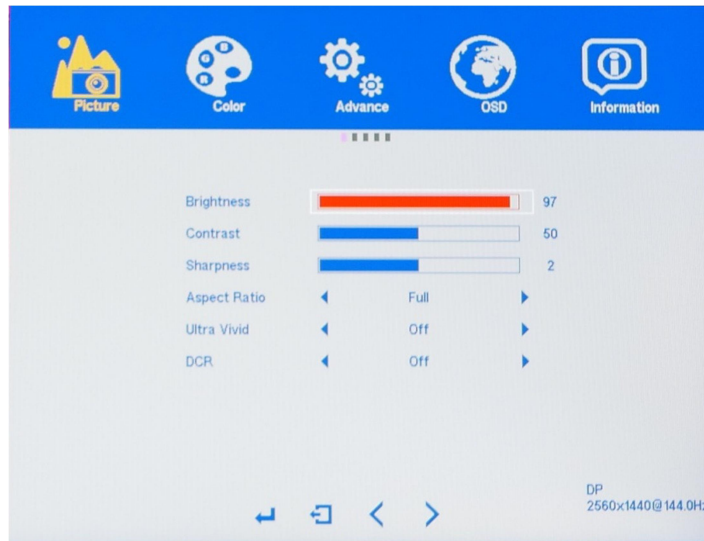
Picture (Sub-Menu) – BRIGHTNESS



a) To bring up the OSD Main Menu, press **[1]**

b) Make sure the PICTURE sub-menu is highlighted (see picture) and press **[1]** to confirm selection.

Highlight BRIGHTNESS and press **[1]** to enter into BRIGHTNESS adjustment.

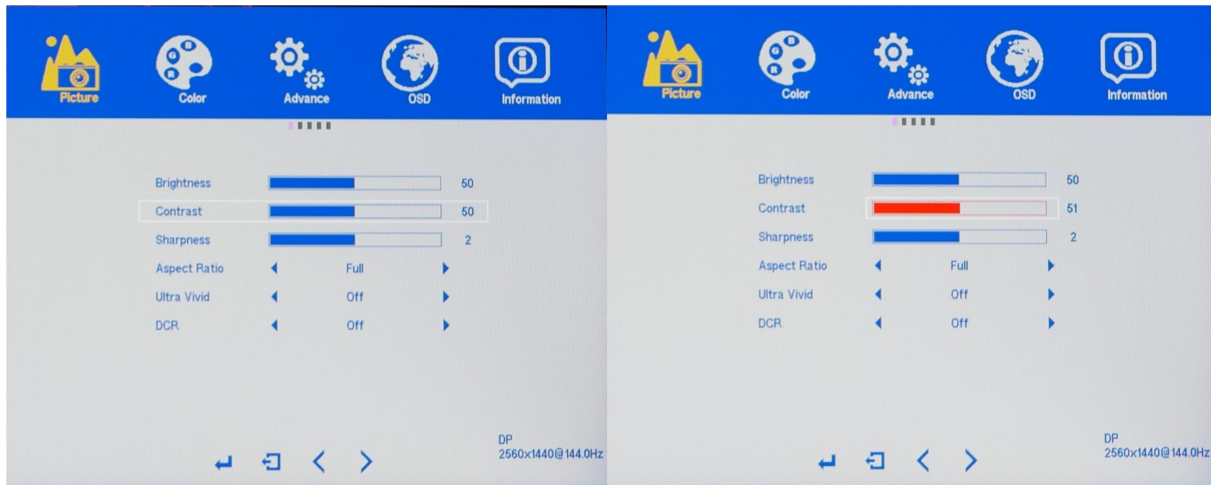


c) Press **[V]** to decrease brightness or press **[Δ]** to increase brightness. Default BRIGHTNESS is at 50.

d) Once you adjust the BRIGHTNESS settings to your desired level, press **[1]** once to confirm and exit to the PICTURE sub-menu.

e) Press **[2]** once to exit out of PICTURE sub-menu and again to close the OSD menu.

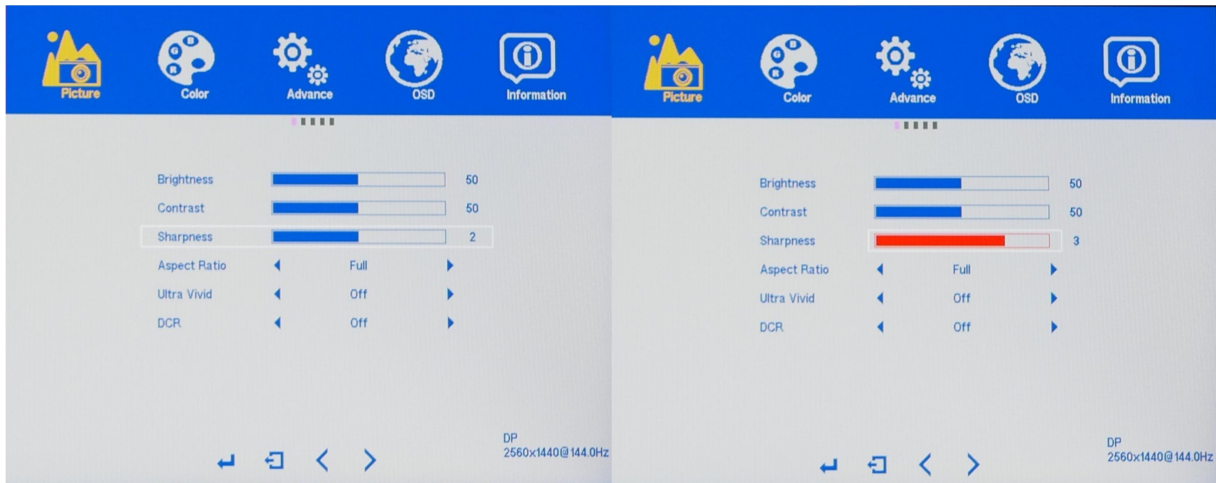
PICTURE (Sub-Menu) – Contrast



The CONTRAST Feature allows you to set your preferred static contrast ratio of the luminance of the brightness color (white) to that of the darkest color (black).

- a) In the PICTURE sub-menu, use the arrow buttons [V] or [Δ] to highlight CONTRAST and press [1] to confirm selection.
- b) Press [V] to decrease the CONTRAST or press [Δ] to increase the CONTRAST. Default CONTRAST is at 50.
- c) Once you adjust the CONTRAST settings to your desired level, press [1] once to confirm and exit to the PICTURE sub-menu.
- d) Press [2] once to exit out of PICTURE sub-menu and again to close the OSD menu.

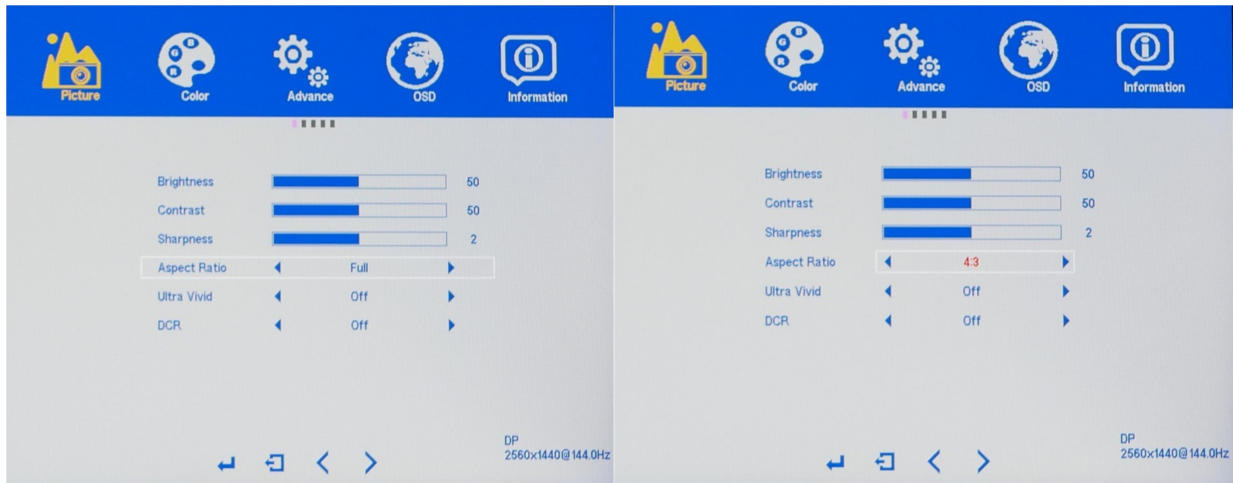
Picture Sub-menu – Sharpness



The SHARPNESS feature allows you to set your preferred sharpness for your text, video, and picture content.

- a) In the PICTURE sub-menu, use the arrow buttons [▼] or [▲] to highlight SHARPNESS and press [1] to confirm selection.
- b) Press [▼] to decrease the SHARPNESS or press [▲] to increase the SHARPNESS. Default SHARPNESS is at 2.
- c) Once you adjust the SHARPNESS settings to your desired level, press [1] once to confirm and exit to the PICTURE sub-menu.
- d) Press [2] once to exit out of PICTURE sub-menu and again to close the OSD menu.

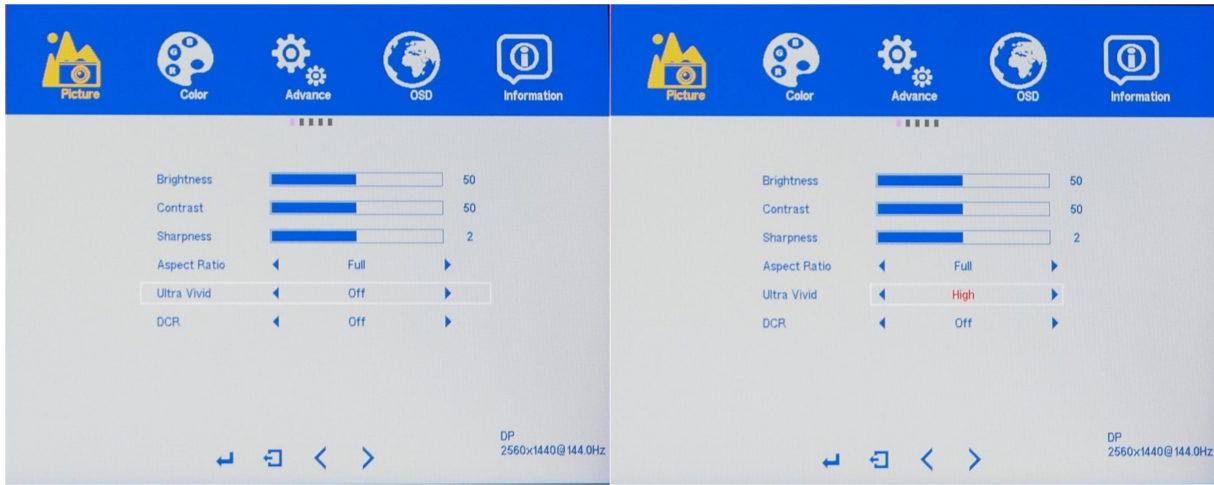
PICTURE (Sub-Menu) - ASPECT RATIO



The ASPECT RATIO feature allows you to set your preferred ASPECT RATIO for your monitor's video, and picture content. Available ASPECT RATIO settings are FULL, 16:9, 4:3, 5:4 and 1:1.

- In the PICTURE sub-menu, use the arrow buttons [V] or [Δ] to highlight ASPECT RATIO and press [1] to confirm selection.
- Press [V] or [Δ] to change the ASPECT RATIO. Default ASPECT RATIO is at FULL and is the recommended setting.
- Once you adjust the ASPECT RATIO settings to your desired level, press [1] once to confirm and exit to the PICTURE sub-menu.
- Press [2] once to exit out of PICTURE sub-menu and again to close the OSD menu.

PICTURE (Sub-Menu) - ULTRA VIVID

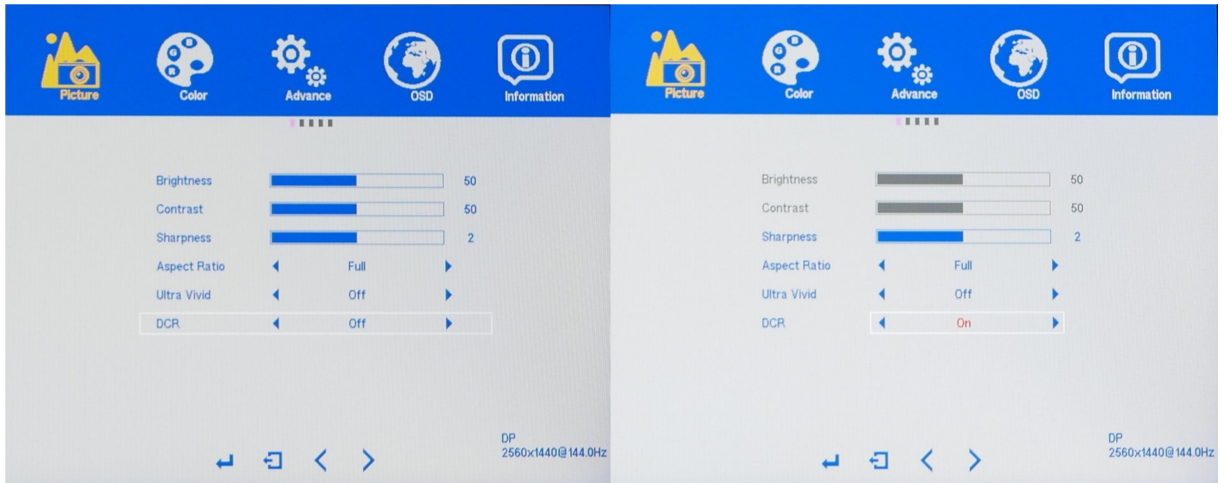


The ULTRA VIVID feature allows you to set your preferred settings for more vivid or vibrant colors for your text, video, and picture content. Available settings is OFF, LOW, MIDDLE, and HIGH. Enabling this feature may affect the accuracy of picture color, affect picture/video quality, or add input lag in PC games (we recommend leaving this feature off for PC Gaming).

- a) In the PICTURE sub-menu, use the arrow buttons [V] or [Δ] to highlight ULTRA VIVID and press [1] to confirm selection.
- b) Press [V] or [Δ] to adjust the ULTRA VIVID settings. Default ULTRA VIVID is OFF.
- c) Once you adjust the ULTRA VIVID settings to your desired level, press [1] once to confirm and exit to the PICTURE sub-menu.
- d) Press [2] once to exit out of the PICTURE sub-menu and again to close the OSD menu.

NOTE: Only Custom Calibrate the Monitor's GAMMA and COLOR TEMPERATURE if you have a Colorimeter.

PICTURE (Sub-Menu) - DYNAMIC CONTRAST RATIO (DCR)

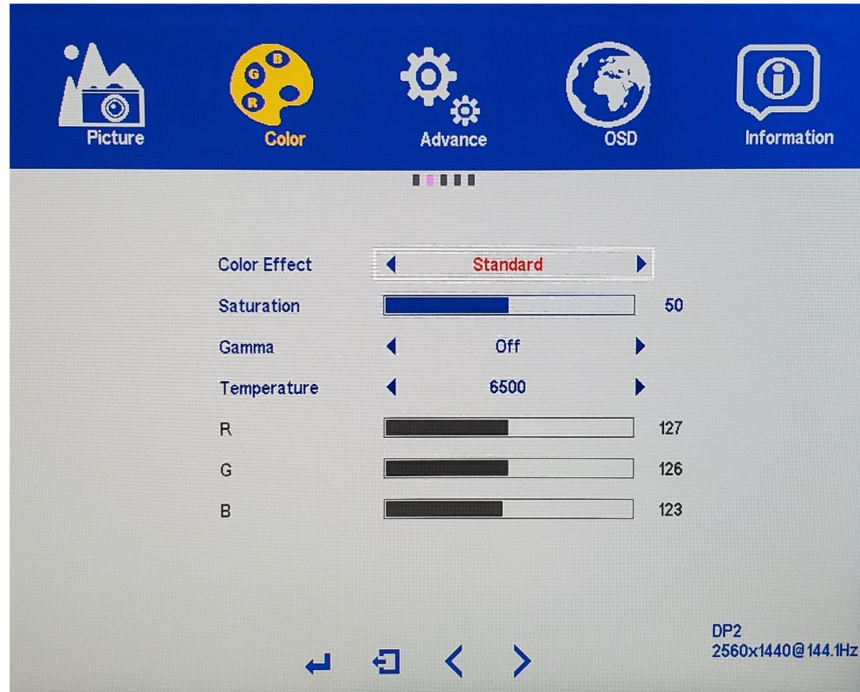


The DCR (DYNAMIC CONTRAST RATIO) feature allows you to see more of a dark image or dark scene by increasing the contrast ratio dynamically. Enabling this feature may affect the accuracy of picture color, affect picture/video quality or add input lag in PC games (**we recommend leaving this feature off for PC Gaming**).

- a) In the PICTURE sub-menu, use the arrow buttons [V] or [Δ] to highlight DCR and press [1] to confirm selection.
- b) Press [V] or [Δ] to change the DCR ON or OFF. Default DCR is at OFF.
- c) Once you adjust the DCR to your desired settings, press [1] once to confirm and exit to the PICTURE sub-menu.
- d) Press [2] once to exit out of PICTURE sub-menu and again to close the OSD menu.

Color Sub-menu

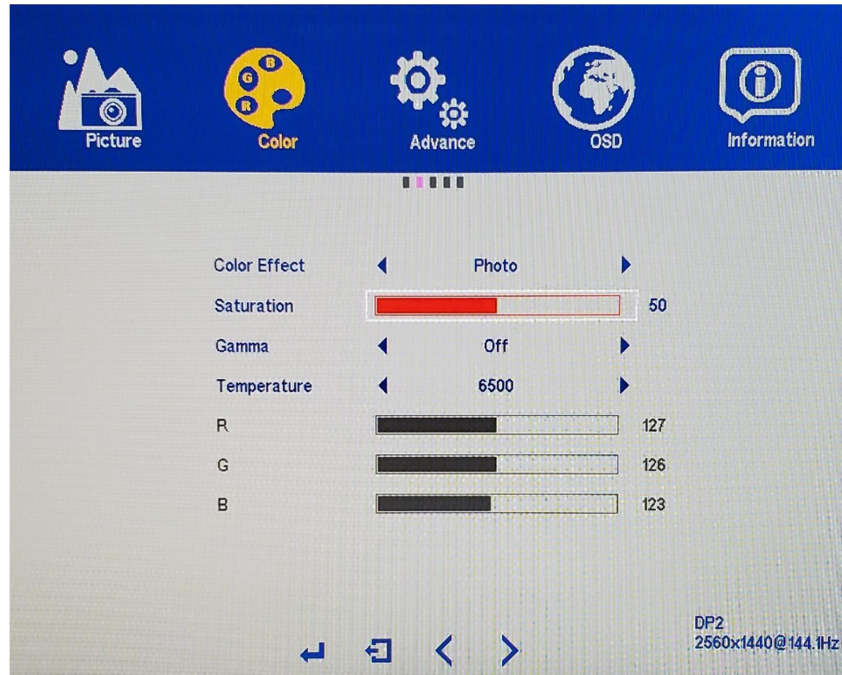
COLOR SUB-MENU – Color Effect



The NX-VUE27C has five preset COLOR EFFECTS for your professional use, general use and gaming needs - STANDARD, GAME, MOVIE, PHOTO, and VIVID.

- In the COLOR sub-menu, use the arrow buttons [∇] or [Δ] to highlight COLOR EFFECT and press [1] to confirm selection.
- Press [∇] or [Δ] to change the COLOR EFFECT. Default COLOR EFFECTS is at STANDARD.
- Once you adjust the COLOR EFFECTS settings to your desired level, press [1] once to confirm and exit to the COLOR sub-menu.
- Press [2] once to exit out of COLOR sub-menu and again to close the OSD menu.

COLOR (Sub-Menu) – SATURATION



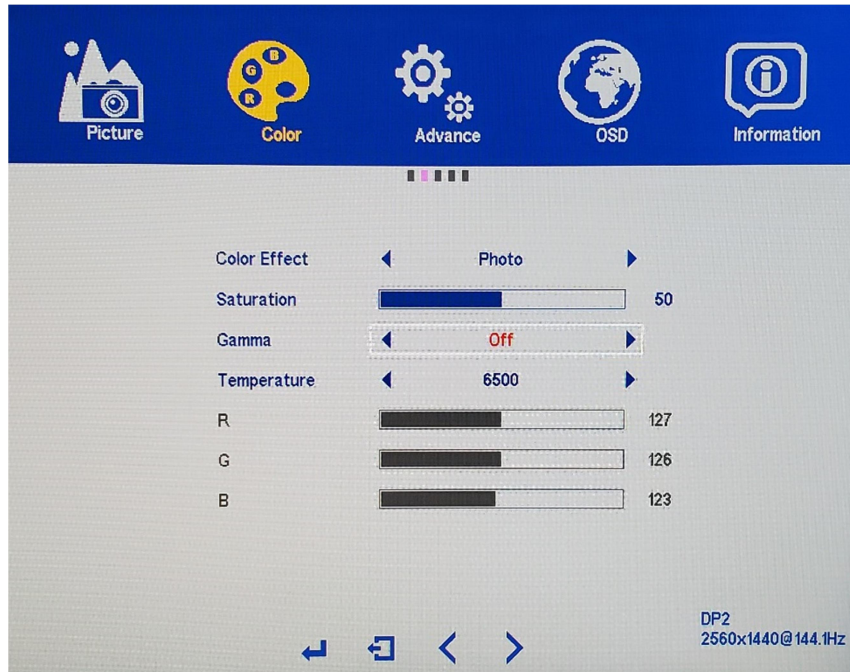
The NX-VUE27C has SATURATION settings to allow you to adjust color saturations for your professional use, general use and gaming needs.

- In the COLOR sub-menu, use the arrow buttons [V] or [Δ] to highlight SATURATION and press [1] to confirm selection.
- Press [V] to decrease the SATURATION or press [Δ] to increase the SATURATION. Default SATURATION is at 50.
- Once you adjust the SATURATION settings to your desired level, press [1] once to confirm and exit to the COLOR sub-menu.
- Press [2] once to exit out of COLOR sub-menu and again to close the OSD menu.

NOTE: Only Custom Calibrate the Monitor's SATURATION SETTINGS if you have a Colorimeter.

COLOR TEMPERATURE (Sub-Menu) – GAMMA

NOTE: Only Custom Calibrate the Monitor's GAMMA and COLOR TEMPERATURE if you have a Colorimeter.

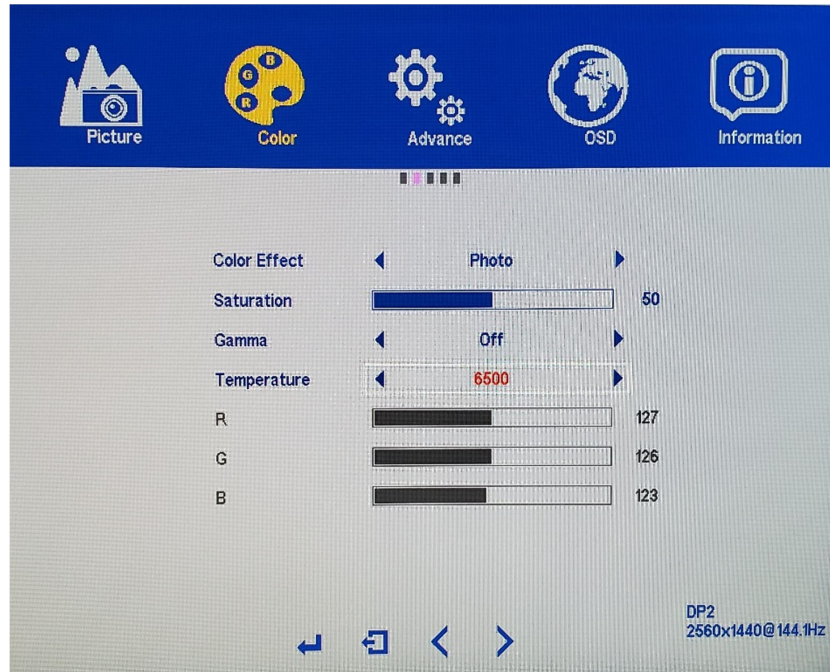


The NX-VUE27C has five presets for GAMMA for your professional use, general use and gaming needs - OFF, 1.8, 2.0, 2.2 and 2.4.

- In the COLOR sub-menu, use the arrow buttons [V] or [Δ] to highlight GAMMA and press [1] to confirm selection.
- Press [V] or [Δ] to change the GAMMA. Default GAMMA setting is OFF.
- Once you adjust the GAMMA setting to your desired level, press [1] once to confirm and exit to the COLOR sub-menu.

NOTE: Only Custom Calibrate the Monitor's GAMMA and COLOR TEMPERATURE if you have a Colorimeter.

COLOR (Sub-Menu) – TEMPERATURE



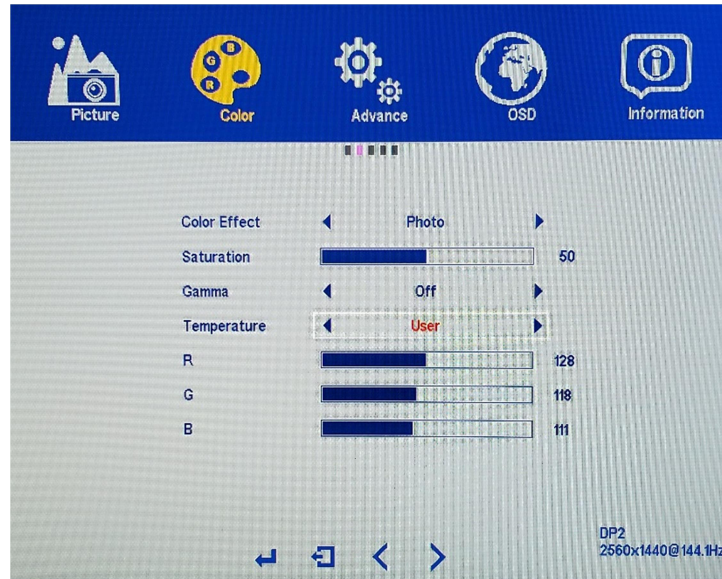
The NX-VUE27C has a premium feature to allow you to custom calibrate the color temperature and color settings for RED, GREEN, and BLUE without the assistance or need of your computer's operating system or graphics card color temperature calibration features. This feature allows you to create more accurate colors for content creation, print work, photography and graphic design. We recommend only using this feature with colorimeter hardware. To enable this feature and make it active for the video/picture of the monitor, you must enable and activate USER in the TEMPERATURE category of the COLOR Sub-Menu.

- In the COLOR sub-menu, use the arrow buttons [∇] or [Δ] to navigate to TEMPERATURE and press [1] to enable TEMPERATURE selection.
- Use [∇] or [Δ] to cycle through the settings and to highlight USER.
- Press [1] once to confirm the USER selection and exit to the COLOR sub-menu. The RED, GREEN, and BLUE are now selectable for custom configuration.

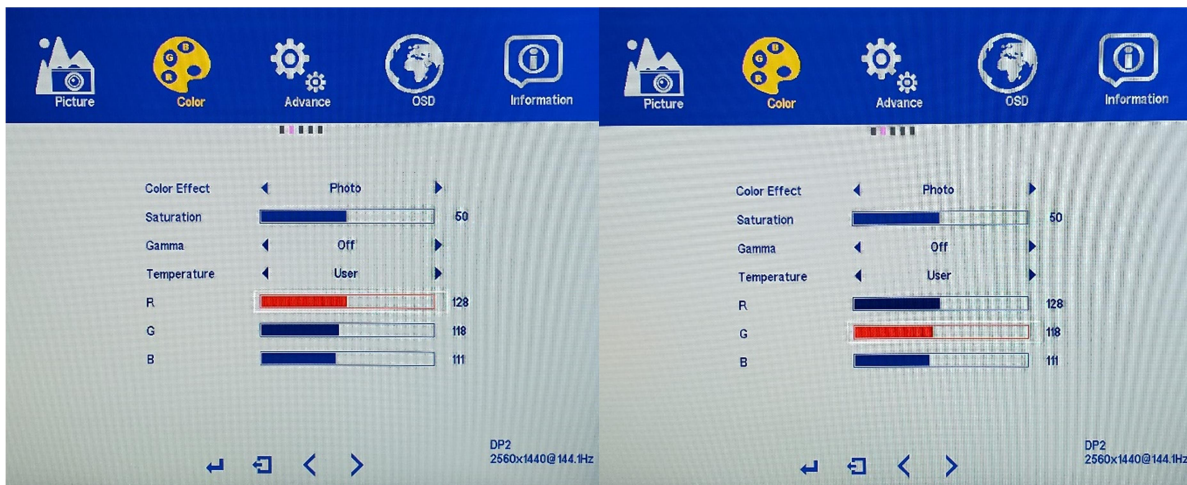
NOTE: TEMPERATURE default settings is 6500K. Other TEMPERATURE settings of 5400K, USER, and 9300K. The TEMPERATURE setting must be set to USER. USER needs to always be highlighted and selected in TEMPERATURE settings if you need to custom calibrate colors for professional work. If USER is not selected - the RED, GREEN, and BLUE will be grayed out and not selectable for configuration. Also, if USER is not selected or active - the custom settings will not be represented on the monitor and picture/video.

NOTE: Only Custom Calibrate the Monitor's GAMMA and COLOR TEMPERATURE if you have a Colorimeter.

TEMPERATURE - USER (Custom Color Temperature Adjustments)



- To adjust the RED settings, use the arrow buttons [V] or [Δ] to highlight R and press [1].
- Use the arrow buttons [V] or [Δ] to adjust between 0 to 255 for the RED temperature settings.
- Once you set your desired RED temperature settings, press [1] to confirm selection and exit to COLOR sub-menu to adjust the next color settings.



- To adjust the GREEN setting, Use the arrow buttons [V] or [Δ] to navigate and highlight G and press [1].
- Use the arrow buttons [V] or [Δ] to adjust between 0 to 255 for the GREEN temperature settings.
- Once you set your desired GREEN temperature settings, press [1] to confirm selection and exit to COLOR sub-menu to adjust the next color settings.



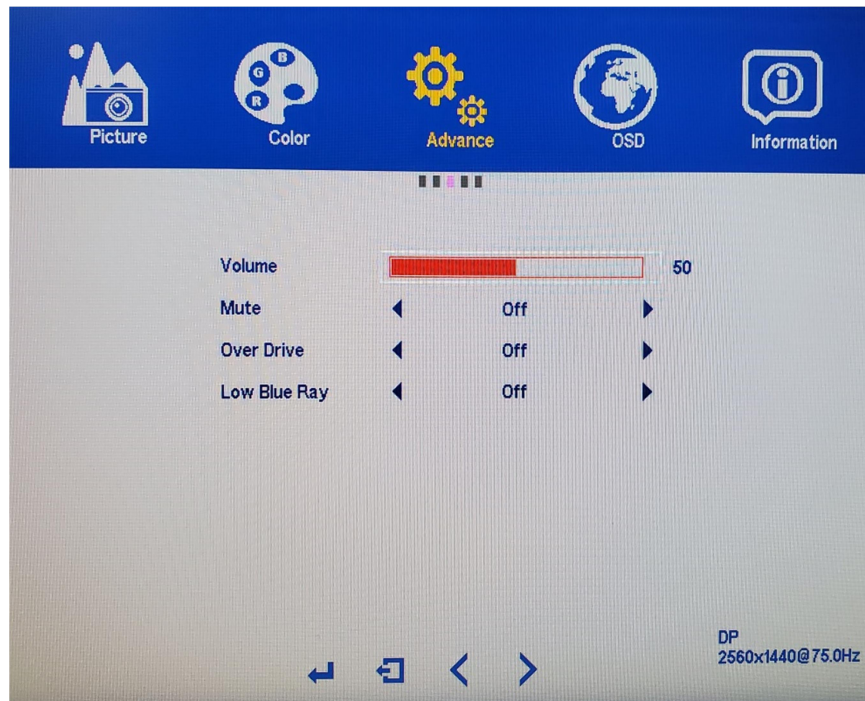
- a) To adjust the BLUE settings, Use the arrow buttons [V] or [Δ] to navigate and highlight B and press [1].
- b) Use the arrow buttons [V] or [Δ] to adjust between 0 to 255 for the BLUE temperature settings.
- c) Once you set your desired BLUE temperature settings, press [1] to confirm selection and exit to COLOR sub-menu to adjust the next color settings.
- d) Once you are finished adjusting and calibrating all the R, G, B color settings - Press [2] once to exit out of the COLOR sub-menu. To completely exit out of the On-Screen Display press [2] again.

NOTE: When using a colorimeter to calibrate the monitor, you may need to exit and enter each RGB (Red, Green, Blue) color multiple times to adjust the color temperature settings to reach the desired results. Your computer's color output may have slight variations of color reproduction and image quality depends on graphics card used and video output port used. **We recommend using a DisplayPort connection for the best and most consistent color performance.**

NOTE: Only Custom Calibrate the Monitor's GAMMA and COLOR TEMPERATURE if you have a Colorimeter.

ADVANCE (OSD) – Advance Sub-Menu

VOLUME



a) In the ADVANCE sub-menu, use the arrow buttons [▽] or [Δ] to highlight VOLUME and press [2] to confirm selection.

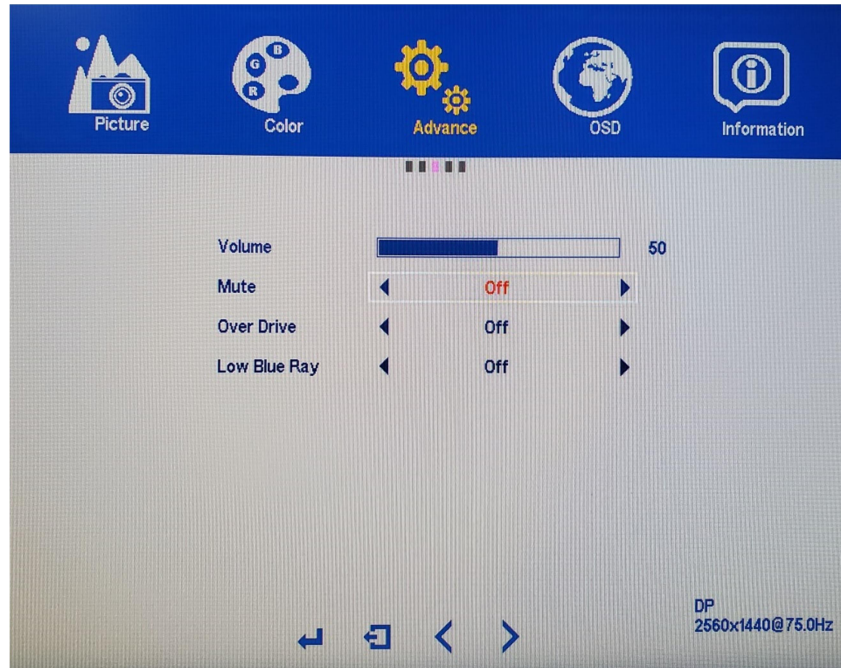
b) Press [▽] to decrease the VOLUME or press [Δ] to increase the VOLUME.

(Default VOLUME is at 50).

c) Once you adjust the VOLUME settings to your desired level, press [2] once to confirm and exit to the ADVANCE sub-menu.

d) Press [1] once to exit out of ADVANCE sub-menu and again to close the OSD menu.

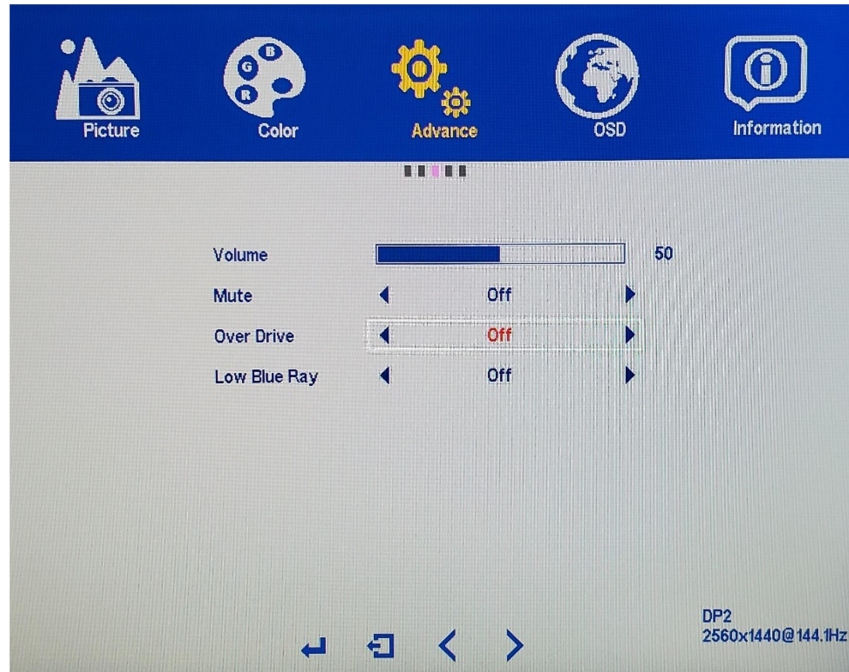
ADVANCE (OSD), MUTE



The NX-VUE27C includes the feature to mute all audio that outputs from its speakers.

- a) In the ADVANCE sub-menu, use the arrow buttons [▼] or [▲] to highlight MUTE and press [2] to confirm selection.
- b) Press [▼] or [▲] to change the MUTE setting to OFF or ON.
- c) Once you finish adjusting the MUTE settings to your desired setting, press [2] once to confirm and exit to the ADVANCE sub-menu.
- d) Press [1] once to exit out of ADVANCE sub-menu and again to close the OSD menu.

Over Drive – Anti-Ghosting

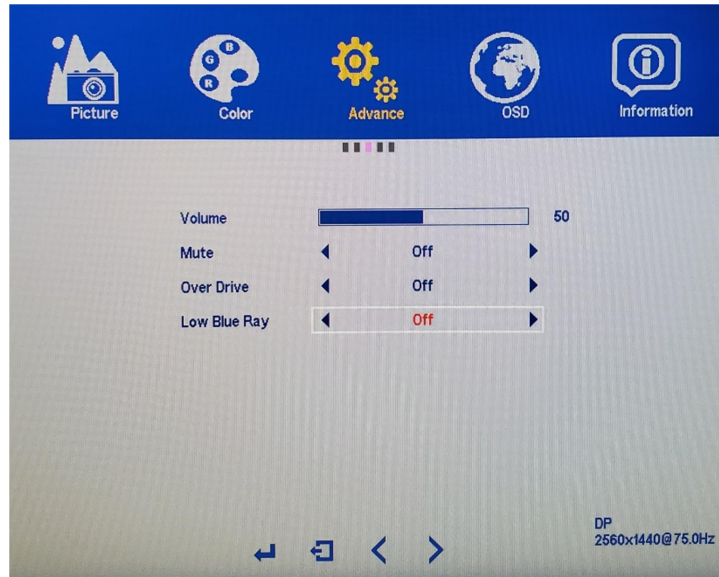


The NX-VUE27C has an OVER DRIVE settings to help minimize ghosting in PC Games.

- a) In the ADVANCE sub-menu, use the arrow buttons [∇] or [Δ] to highlight OVER DRIVE and press [2] to confirm selection.
- b) Press [∇] or [Δ] to cycle through the OVER DRIVE settings. Default OVER DRIVE settings is OFF.
- c) Once you finish adjusting the OVER DRIVE settings to your desired level, press [2] once to confirm and exit to the ADVANCE sub-menu.
- d) Press [1] once to exit out of ADVANCE sub-menu and again to close the OSD menu.

NOTE: OVER DRIVE performance and results may vary depending on the computer game or application.

Low BLUE RAY – LOW BLUE LIGHT DISPLAY FEATURE

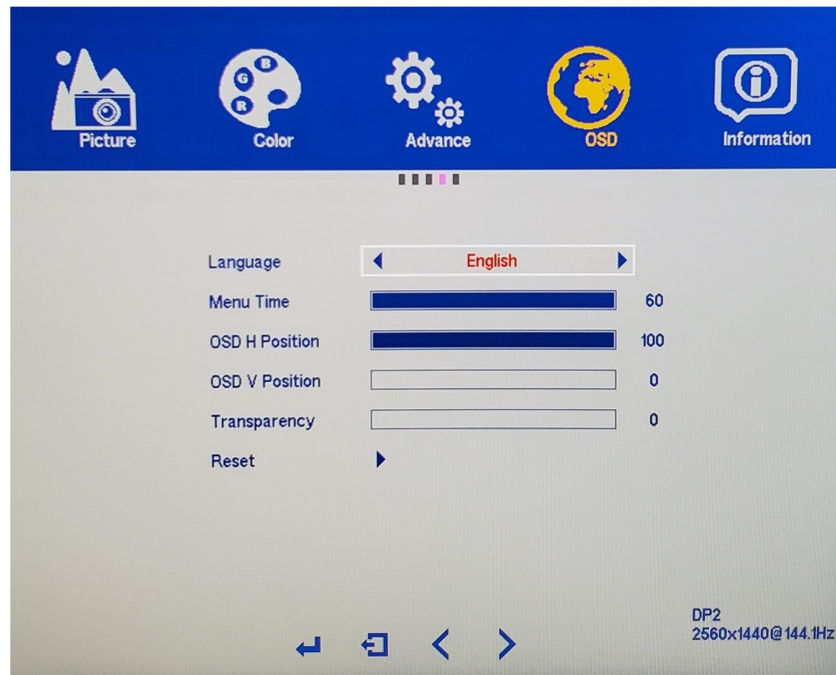


The NX-VUE27C has three LOW BLUE RAY settings of LOW, MIDDLE, and HIGH to help minimize blue light transmission from the monitor to help prevent eye strain or eye damage due to prolong use. Lowering the blue light transmission will affect the accuracy of color for professional or gaming use of the display.

- a) In the PICTURE sub-menu, use the arrow buttons [∇] or [Δ] to highlight LOW BLUE RAY and press [1] to confirm selection.
- b) Press [∇] or [Δ] to adjust the LOW BLUE RAY setting. The default LOW BLUE RAY setting is OFF.
- c) Once you finish adjusting the LOW BLUE RAY settings to your desired level, press [1] once to confirm and exit to the PICTURE sub-menu.
- d) Press [2] once to exit out of ADVANCE sub-menu and again to close the OSD menu.

ON SCREEN DISPLAY (OSD) SUB-MENU

OSD SETTINGS (Sub-Menu) – LANGUAGE



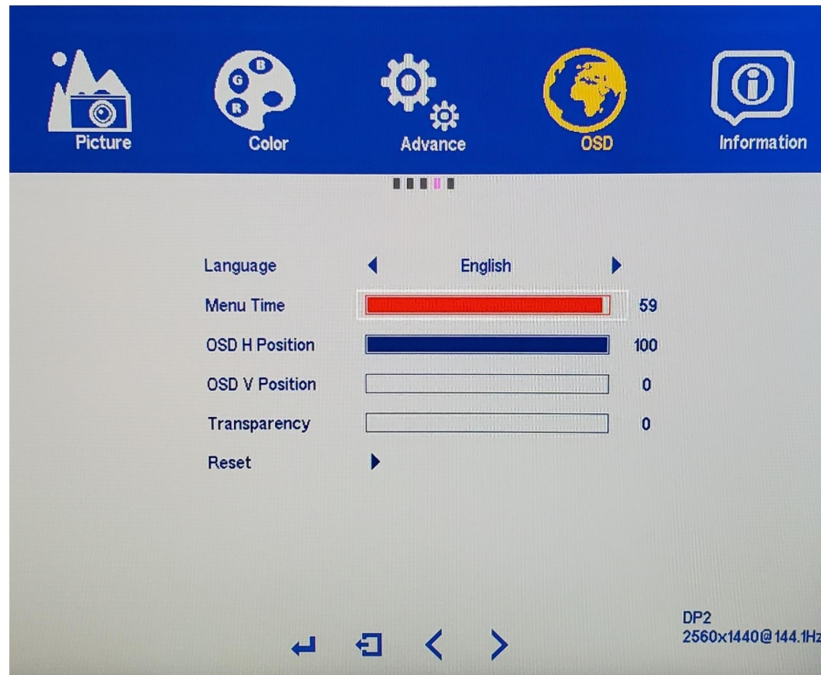
The NX-VUE27C supports multiple languages for its On Screen Display (OSD) Menu.

a) To bring up the OSD Main Menu, press **[1]**. Next use the arrow buttons **[V]** or **[Δ]** to navigate to the OSD sub-menu and press **[1]** to confirm selection.

a) Use the arrow buttons **[V]** or **[Δ]** to navigate to LANGUAGE. Make sure LANGUAGE is highlighted (see picture) and press **[1]** to confirm selection.

b) Use the arrow buttons **[V]** or **[Δ]** to navigate to the preferred "LANGUAGE." Make sure the selected language is highlighted (see picture) and press **[1]** to confirm selection and exit to the OSD sub-menu to begin the next adjustment. To completely exit out of the On Screen Display, press **[2]** twice. ENGLISH is the default LANGUAGE. Available LANGUAGES include French, Italian, Spanish, Dutch, and Portuguese.

OSD (Sub-Menu) – MENU TIME



The MENU TIME feature allows you to set how long or how short the OSD Menu remains on screen. If you want the OSD Menu to immediately go away you can always press [1].

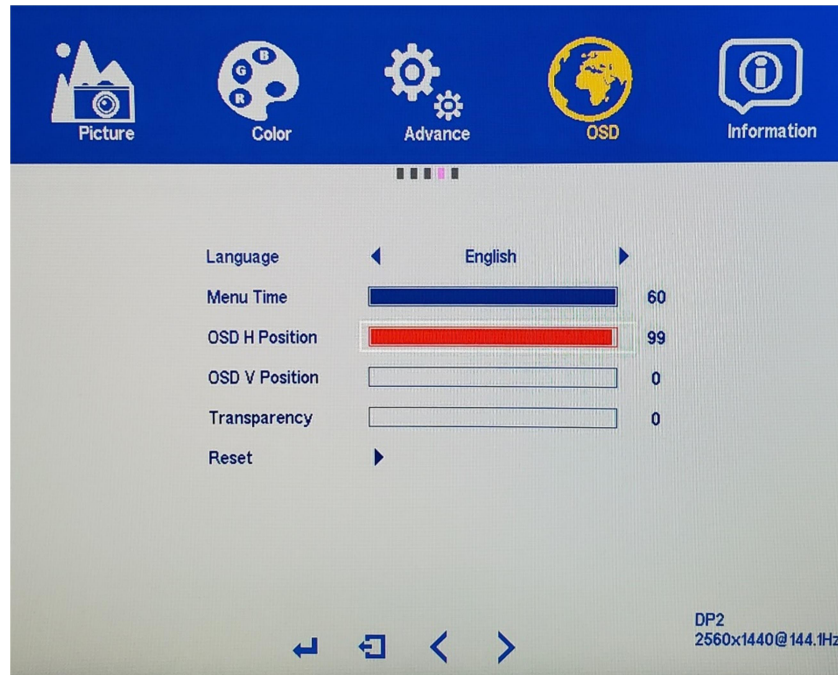
a) To bring up the OSD Main Menu, press [1]. Next use the arrow buttons [V] or [Δ] to navigate to the OSD sub-menu and press [1] to confirm selection.

b) Use the arrow buttons [V] or [Δ] to navigate to MENU TIME. Make sure MENU TIME is highlighted (see picture) and press [1] to confirm selection.

c) The default OSD MENU TIME is 10 seconds. Use the arrow buttons [V] or [Δ] to adjust between 10 seconds and 60 seconds for the MENU TIME or Duration of the OSD MENU. Press [1] once to confirm preferred settings and exit to the OSD sub-menu to begin the next adjustment or to completely exit out of the On Screen Display press [2] twice.

NOTE: Pressing [2] can always be used to exit out of the OSD MENU without having to wait for the whole duration of the MENU TIME.

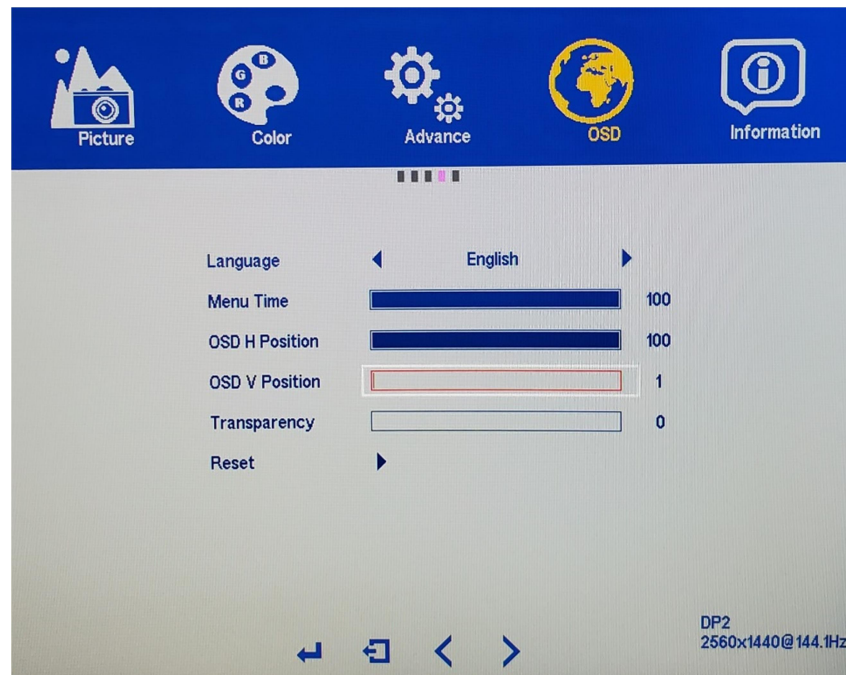
OSD SETTINGS (Sub-Menu) – OSD H POSITION (Horizontal)



The OSD H POSITION and features allows you to set the OSD MENU (On Screen Display Menu) to either towards the left or right of your monitor's screen.

- a) Using the arrow buttons [V] or [Δ], navigate to OSD H POSITION, make sure OSD H POSITION is highlighted (see picture) and press [1] to confirm selection.
- b) Use the arrow buttons [V] or [Δ] to adjust between 0 to 100 for the OSD H POSITION placement of the OSD MENU towards the LEFT or RIGHT of the display.
- c) Press [1] once to confirm selection and exit to the OSD sub-menu to begin the next adjustment or to completely exit out of the On Screen Display press [2] twice.

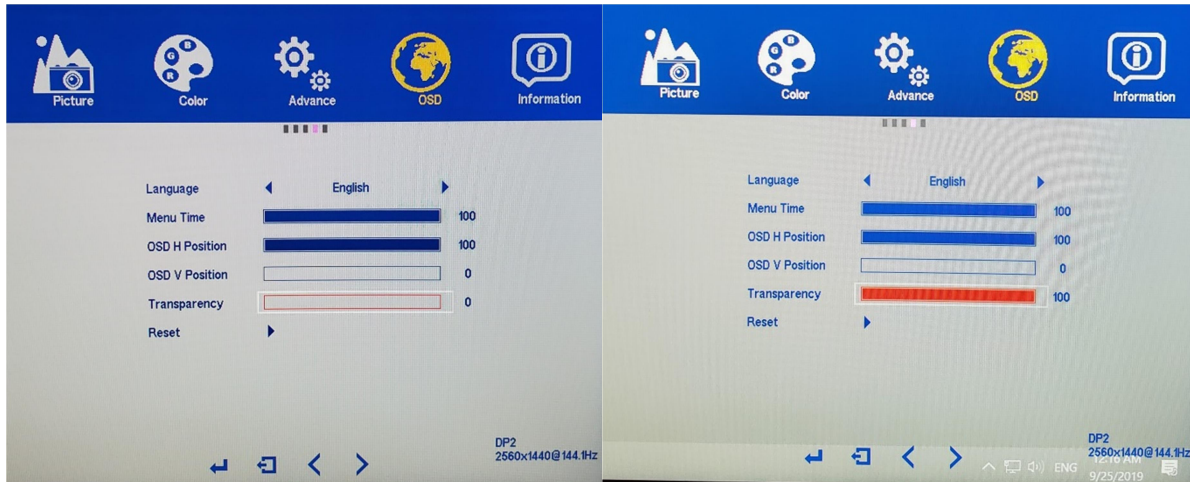
OSD SETTINGS (Sub-Menu) – OSD V Position (Vertical)



The OSD V POSITION and features allows you to set the OSD MENU (On Screen Display Menu) to either towards the top or bottom of your monitor.

- Using the arrow buttons [V] or [Δ], navigate to OSD V POSITION, make sure OSD V POSITION is highlighted (see picture) and press [1] to confirm selection.
- Use the arrow buttons [V] or [Δ] to adjust between 0 to 100 for the OSD V POSITION placement of the OSD MENU towards the TOP or BOTTOM of the display.
- Press [2] once to confirm selection and exit to the OSD sub-menu to begin the next adjustment or to completely exit out of the On Screen Display press [2] twice.

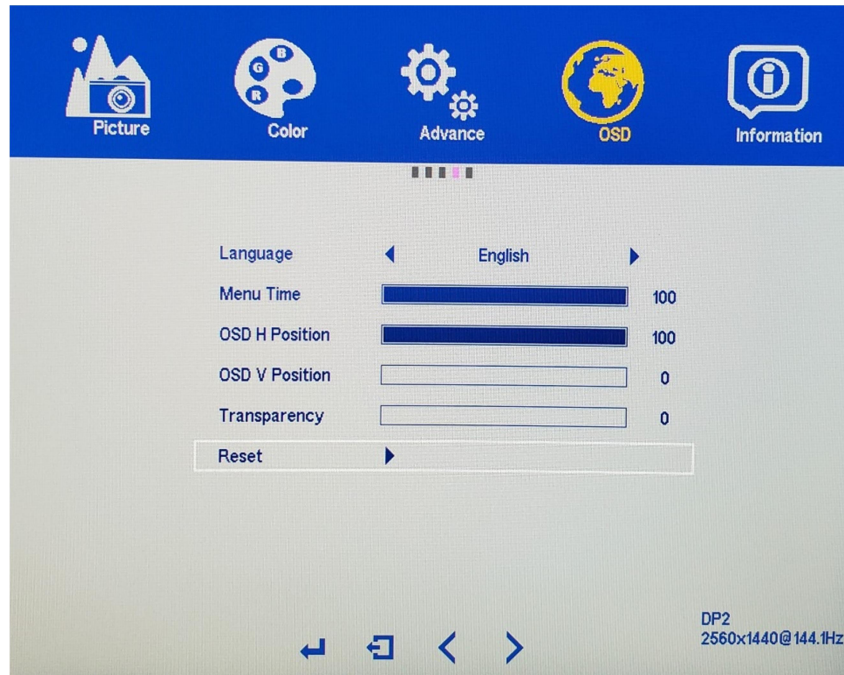
OSD SETTINGS (Sub-Menu) – TRANSPARENCY



The TRANSPARENCY feature allows you to make the OSD Menu more solid or transparent.

- a) To bring up the OSD Main Menu, press **[1]**. Next use the arrow buttons **[V]** or **[Δ]** to navigate to the OSD sub-menu and press **[1]** to confirm selection.
- b) Use the arrow buttons **[V]** or **[Δ]** to navigate to TRANSPARENCY. Make sure TRANSPARENCY is highlighted (see picture) and press **[1]** to confirm selection.
- c) Use the arrow buttons **[V]** or **[Δ]** to adjust between 0 to 100 for the TRANSPARENCY of the OSD MENU. Press **[1]** once to confirm preferred settings and exit to the OSD sub menu to begin the next adjustment or to completely exit out of the On Screen Display press **[2]** twice.

OSD SETTINGS (Sub-Menu) – RESET



The RESET feature in the OSD SETTINGS sub-menu will allow you to reset all On Screen Display (OSD) configurations or changes you have made - back to the monitor's default settings.

a) In the OSD sub-menu, use the arrow buttons [V] or [Δ] to navigate to RESET. Make sure RESET is highlighted (see picture) and press [2] to RESET all changes made in the On Screen Display Menu (OSD).

If you need additional assistance, please contact Nixeus toll free at 888-983-4128 or e-mail techsupport@nixeus.com

Nixeus Technology, Inc. (“Nixeus”) provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from Nixeus or its authorized reseller or distributor, and
- Only for products purchased and delivered within the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO, and Canada.

Two Year Limited Warranty for NX-VUE27C:

Nixeus warrants this product will be free from material defects in workmanship and materials under normal use from the original date of purchase.

- Product (excluding power supplies): Two (2) years
- Power supplies: Two (2) years
- Spare parts and spare kits: Ninety (90) days
- Larger monitor panels may have some glow around the edges or corners. This is known as back light bleed and panel Glow - this is normal due to the LED technology that allows more light and higher brightness to produce more vibrant colors and brighter pictures.
- Having up to 3 Bright, 3 Colored (Stuck), or 5 Dark Pixel anomalies is considered normal and the monitor is not defective.

Warranty serviced monitors and RMA replacement parts may still consist of these allowed pixel anomalies. Monitor is considered defective if it contains MORE than the above stated allowed pixel anomalies.

Under this Limited Warranty will be, at Nixeus’s option, to either repair or replace the defective Product during The Warranty Period at no charge to the original owner excluding shipping and handling fees. The replacement product needs not to be new nor have identical make, model or part. Nixeus may replace the defective Product or any part thereof with any factory reconditioned product that Nixeus determines is equivalent in all material respects to the defective Product. Replacement or repaired Product will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer.

Non-Applicability of Limited Warranty:

Limited Warranty of Nixeus’s products will not be applied to and does not cover any refurbished/reconditioned product and any product purchased through clearance or liquidation sale or other sales in which Nixeus, the sellers, or the liquidators expressly disclaim their warranty obligation, whereas the product is being sold “As-Is” without any warranty.

RMA (Return Merchandise Authorization) Request:

The customer shall return the product with proof of purchase to Nixeus for RMA processing. In case the return policy period has expired from the retailer or distributors and the product is within warranty, the customer shall submit a RMA to Nixeus as described below:

- Customer (End User) must submit a RMA request with the product as part of the claim with a written detail description of the Product issue allowing Nixeus to confirm the same, along with proof of purchase of the product (dated receipt).
- The customer must first contact technical support from Nixeus Technical Support at techsupport@nixeus.com, who will attempt to assist and remedy the customer in resolving their issues and concern with the product. If the product is considered defective or malfunctioning, the Customer (End User) must obtain a Return Material Authorization (“RMA”) number by completing the RMA form and entering the assigned RMA Number assigned by techsupport@nixeus.com.

- After an RMA number is assigned, the defective/malfunctioning product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit to Nixeus Technology, Inc. The RMA number must be visibly and clearly marked on the outside of the package. Do not include any manuals or accessories in the shipping package, Nixeus will only replace/repair the defective/malfunctioning product and will not ship back any accessories.

- The Customer (End User) is responsible for all incoming shipping charges to Nixeus. RMA replacements need be fully insured by the customer expense and shipped to Nixeus Technology, Inc., 4801 Little John Street, Suite E, Baldwin Park, CA 91706. Nixeus will not be held responsible for lost packages shipped during transit to Nixeus's Office. Nixeus will ship back the repaired or replacement package any common carrier selected by Nixeus. Return shipping fees shall be paid by Nixeus, if a United States address is used, otherwise the product will be shipped to you using freight collect. Expedited shipment methods are available at Customers (End Users) expense upon request. We "Nixeus" reserve the right to deny and reject any returned products if guidelines/instructions and request are not met, return shipment will be charged to the Customers "End Users" at their expense.

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The Limited Warranty provided by Nixeus does not cover the following:

Improper or incorrectly performed service maintenance or repairs voids this Limited Warranty. Products that Nixeus' judge to have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed, product failures due to power outages, and cosmetic damage, and does not limit damage that are caused by shipment, due to act of God. Any hardware, firmware or other products or services provided by anyone other than Nixeus.

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Nixeus Technology, Inc is committed to a greener environment by encouraging all our Nixeus customers to recycle our covered electronic devices (CEDs) and accessories. It is illegal to throw away your electronic devices in regular garbage and landfills. Electronic devices need to be recycled or properly disposed of to avoid unnecessary harm to our community and environment. By donating, properly disposing and recycling your unwanted electronic products, we can work together to conserve our natural resources, reduce greenhouse gas emissions, and avoid air/water pollution.

For more information regarding electronics recycling and proper disposal of electronics, please visit: <http://www.nixeus.com/recycle/>

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