



# VIZIO

## INSTALLATION GUIDE

D24h-E1

Please read this guide before using the product.

# Safety Information

## IMPORTANT SAFETY INSTRUCTIONS

Your TV is designed and manufactured to operate within defined design limits. Misuse may result in electric shock or fire. To prevent your TV from being damaged, the following instructions should be observed for the installation, use, and maintenance of your TV. Read the following safety instructions before operating your TV. Keep these instructions in a safe place for future reference.



- To reduce the risk of electric shock or component damage, switch off the power before connecting other components to your TV.
- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply



cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

- When moving your TV from an area of low temperature to an area of high temperature, condensation may form in the housing. Wait before turning on your TV to avoid causing fire, electric shock, or component damage.
- A distance of at least three feet should be maintained between your TV and any heat source, such as a radiator, heater, oven, amplifier etc. Do not install your TV close to smoke. Operating your TV close to smoke or moisture may cause fire or electric shock.
- Slots and openings in the back and bottom of the cabinet are provided for ventilation. To ensure reliable operation of your TV and to protect it from overheating, be sure these openings are not blocked or covered. Do not place your TV in a bookcase or cabinet unless proper ventilation is provided.
- Never push any object into the slots and openings on your TV cabinet. Do not place any objects on the top of your TV. Doing so could short circuit parts causing a fire or electric shock. Never spill liquids on your TV.
- Your TV should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not apply pressure or throw objects at your TV. This may compromise the integrity of the TV. The manufacturer's warranty does not cover user abuse or improper installations.
- The power cord must be replaced when using different voltage than the voltage specified. For more information, contact your dealer.
- When connected to a power outlet, power is always flowing into your TV. To totally disconnect power, unplug the power cord.
- The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of un-isolated, dangerous voltage within the inside of your TV that may be of sufficient magnitude to constitute a risk of electric shock to persons.
- Do not overload power strips and extension cords. Overloading can result in fire or electric shock.
- The wall socket should be installed near your TV and easily accessible. Only power of the marked voltage can be used for your TV. Any other voltage than the specified voltage may cause fire or electric shock.
- Do not touch the power cord during lightning. To avoid electric shock, avoid handling the power cord during electrical storms.
- Unplug your TV during a lightning storm or when it will not be used for long period of time. This will protect your TV from damage due to power surges.



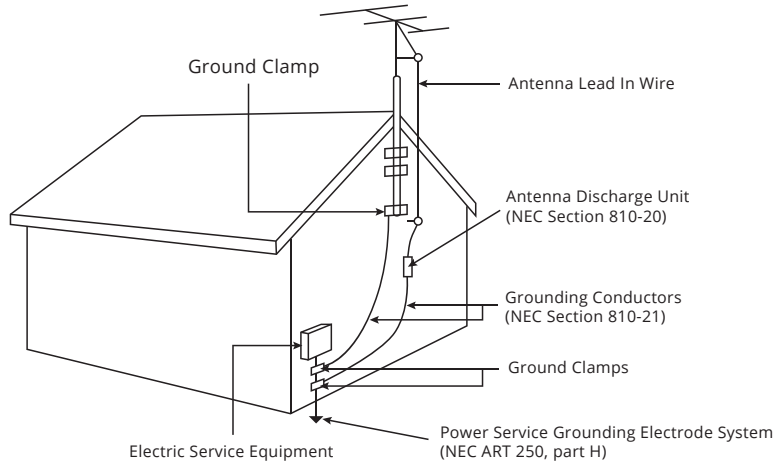
- Do not attempt to repair or service your TV yourself. Opening or removing the back cover may expose you to high voltages, electric shock, and other hazards. If repair is required, contact your dealer and refer all servicing to qualified service personnel.
- **WARNING:** Keep your TV away from moisture. Do not expose your TV to rain or moisture. If water penetrates into your TV, unplug the power cord and contact your dealer. Continuous use in this case may result in fire or electric shock.
- Do not use your TV if any abnormality occurs. If any smoke or odor becomes apparent, unplug the power cord and contact your dealer immediately. Do not try to repair your TV yourself.
- Avoid using dropped or damaged appliances. If your TV is dropped and the housing is damaged, the internal components may function abnormally. Unplug the power cord immediately and contact your dealer for repair. Continued use of your TV may cause fire or electric shock.
- Do not install your TV in an area with heavy dust or high humidity. Operating your TV in environments with heavy dust or high humidity may cause fire or electric shock.
- Follow instructions for moving your TV. Ensure that the power cord and any other cables are unplugged before moving your TV.
- When unplugging your TV, hold the AC/DC power adapter, not the cord. Pulling on the power cord may damage the wires inside the cord and cause fire or electric shock. When your TV will not be used for an extended period of time, unplug the power cord.
- To reduce risk of electric shock, do not touch the connector with wet hands.
- Insert batteries in accordance with instructions. Incorrect polarities may cause the batteries to leak which can damage the remote control or injure the operator. Do not expose batteries to excessive heat such as sunshine, fire or the like.
- If any of the following occurs, contact the dealer:
  - The power cord fails or frays.
  - Liquid sprays or any object drops into your TV.
  - Your TV is exposed to rain or other moisture.
  - Your TV is dropped or damaged in any way.
  - The performance of your TV changes substantially.
- This apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
- The mains plug or appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- **CAUTION:** These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any

servicing other than that contained in the operating instructions unless you are qualified to do so.

- The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated DANGEROUS VOLTAGE within the product's enclosure that may be of sufficient magnitude to constitute a risk of electrical shock to persons.
- Please use caution around the TV: pulling or pushing on the TV may cause the TV to tip or fall over resulting in personal injury and/or property damage.
- **WARNING:** Exposure to loud sounds can damage your hearing causing hearing loss and tinnitus (ringing or buzzing in the ears). With continued exposure to loud noises, ears may become accustomed to the sound level, which may result in permanent damage to hearing without any noticeable discomfort.
- Install the TV where it cannot be pulled, pushed or knocked over.
- Do not allow children to hang onto the product.
- Store the accessories (remote, batteries, etc.) in a location safely out of the reach of children.
- The American Academy of Pediatrics discourages television viewing for children younger than two years of age.
- Use only with a UL-listed wall mount bracket rated for the weight/ load of the machine.
- **WARNING:** Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:
  - Using cabinets or stands recommended by the manufacturer of the television set.
  - Only using furniture that can safely support the television set
  - Ensuring the television set is not overhanging the edge of the supporting furniture.
  - Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
  - Not placing the television set on cloth or other materials that may be located between the television set and the supporting furniture.
  - Educating children about the dangers of climbing on furniture to reach the television set or its controls.
- If your existing television set is being retained and relocated, the same considerations as above should be applied.



# Television Antenna Connection Protection



- If an outside antenna/satellite dish or cable system is to be connected to the TV, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and static charges.
- Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of the grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements of the grounding electrode.
- Lightning Protection: For added protection of the TV during a lightning storm or when it is left unattended or unused for long periods of time, unplug the TV from the wall outlet and disconnect the antenna or cable system.
- Power Lines: Do not locate the antenna near overhead light or power circuits, or where it could fall into such power lines or circuits. Remember, the screen of the coaxial cable is intended to be connected to earth in the building installation.

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Award-Winning Customer Care At Your Convenience.

# NEED HELP?

Go to: [SUPPORT.VIZIO.COM](https://support.vizio.com)

## Find help with:

- New product setup
- Connecting your devices
- Technical problems
- Product updates and more



Live chat  
support available

You can also contact our  
popular support team at:

**Phone:** (844) 254-8088 (toll-free)

## Hours of Operation:

Monday - Friday: 7 AM TO 11 PM (CST)  
Saturday - Sunday: 9 AM TO 6 PM (CST)

Se habla Español • Nous parlons Français



# Package Contents



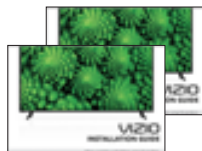
VIZIO TV Display



TV  
Stands



Power  
Cable



Quick Start Guide  
(1 x English, 1 x French/ Spanish)



IR Remote  
w/Batteries

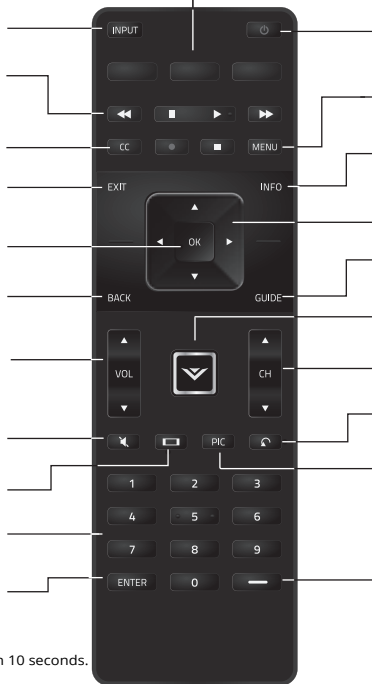


4 x Phillips  
Screws

# Basic Remote

**APP LAUNCHER**  
Quickly launch the pictured App.  
(Also turns the TV on if it is off.)

- INPUT**  
Change the currently-displayed input.
- A/V CONTROLS**  
Control USB media player and some apps.
- CLOSED CAPTIONS**  
Open the closed caption menu.  
For video description hold key for 10 seconds.
- EXIT**  
Close the on-screen menu.
- OK**  
Select the highlighted menu option.
- BACK**  
Go to the previous on-screen menu.
- VOLUME UP/DOWN**  
Increase or decrease loudness of the audio.
- MUTE**  
Turn the audio off or on.
- WIDE**  
Change the display mode.  
For Zoom Mode hold key for 10 seconds.
- NUMBER PAD**  
Manually enter a channel.
- ENTER**  
Confirm channel or passcode  
entered using the number pad.



- POWER**  
Turn TV on or off.
- MENU**  
Display the on-screen menu.
- INFO**  
Display the info window.
- ARROW**  
Navigate the on-screen menu.
- GUIDE**  
Display the info window.
- V BUTTON**  
Open the VIA dock.
- CHANNEL UP/DOWN**  
Change the channel.
- LAST**  
Return to the channel last viewed.
- PIC**  
Opens the picture mode menu.  
For Text to Speech hold key for 10 seconds.
- DASH**  
Use with number pad to manually enter a  
digital sub-channel.  
(For example, 18-4 or 18-5.)

\* Hold key press for accessibility options may be shorter than 10 seconds.



## Inserting and Replacing Batteries.

Two AAA batteries are included for you to use with the basic remote control.

To insert/replace the batteries:

1. Find the notch on the back of the remote. Insert a coin and pry open the back cover.
2. Remove the back cover and insert two AAA batteries (included). Be sure to align the + and - signs on the batteries and remote.



Visit <http://support.vizio.com/> if you have any questions.



**WARNING:** keep the remote control batteries away from children. It may cause choking and/or lead to a fire or chemical burn if mishandled. Do not dispose of batteries in fire. Replace only with batteries of the correct type.



When needed, VIZIO recommends replacing the batteries that came with this remote with two, new Duracell 'AAA' alkaline batteries.

**POWER UP WITH  
DURACELL®**

1



2



# Installing the TV Stands

## 1

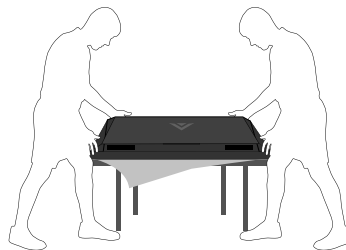
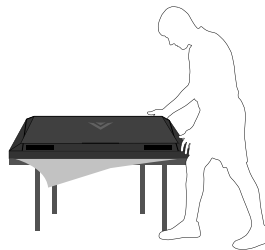


It is recommended that **two** people take part in the stand installation.

Remove any plastic film from the TV and stands.

Place the TV screen-down on a clean, flat surface. To prevent scratches or damage to the screen, place the TV on a soft surface such as a carpet, rug, or blanket, and avoid any sharp edges.

Make sure the top and bottom edges of the screen are being supported by the surface to avoid damage.



## 2

Insert the stands into the base of the TV. (The stands are identical.)

Secure each stand to the TV with two (2) Phillips screws (included).

Insert the screws into the back of the TV and tighten them using a Phillips screwdriver.

When you are finished, place the TV on a stable, level surface.



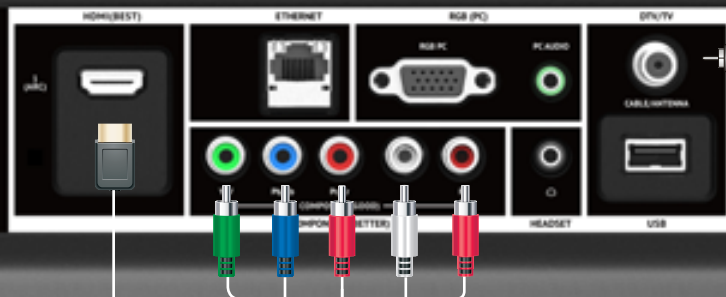
Note: The image shown here is for illustrative purposes only and may be subject to change.  
The actual number of ports and their locations may vary, depending on the model.

# First-Time Setup

1

Connect all of your devices to the TV first.  
TV first.

Choose **ONE** connection type for each device.



Note: The image shown here is for illustrative purposes only and may be subject to change.  
The actual number of ports and their locations may vary, depending on the model.

TV tuner and antenna required for over-the-air TV (Sold separately)

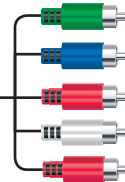
### COAXIAL CABLE

- ANALOG
- HD VIDEO
- STEREO AUDIO



### COMPONENT CABLE

- ANALOG
- HD VIDEO (1080p)
- STEREO AUDIO



### HDMI CABLE (HDMI 1)

- DIGITAL
- HD VIDEO
- HD AUDIO



### Common Devices



Cable or  
Satellite Receiver



Blu-Ray Player



Gaming Console



High Performance  
Gaming PC

\* For the best experience, VIZIO recommends using an Ethernet cable. However, your TV also has built-in Wi-Fi. See connecting to the internet with Wi-Fi section for more information.

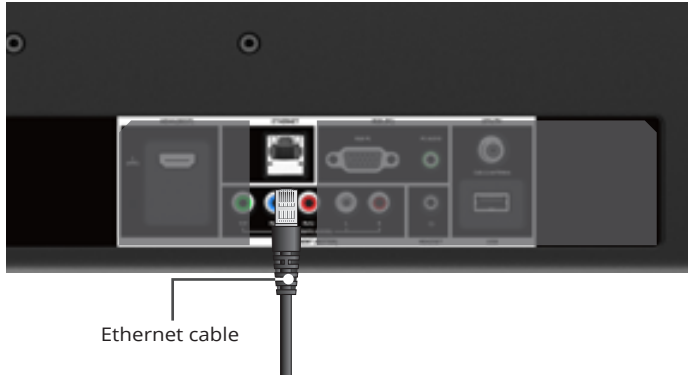
# 2

Connect one end of the power cable to the back of the TV. The flat edge of the connector faces the outer edge of the TV.

Plug the other end of the power cord into an electrical outlet. The TV powers on automatically.



# 3



If you have a high-speed Internet connection, connect an Ethernet cable from your modem or router to the back of your TV as shown.

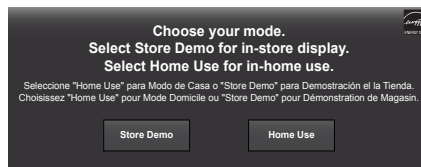
For the best Smart TV experience, VIZIO recommends using an Ethernet cable. However, your TV also has built-in Wi-Fi. See the *Connecting to the Internet with Wi-Fi* section for more information.

# 4

Turn the TV on by pressing the **POWER** button on the remote. The Guided Setup app is displayed.

Use the **Arrow** buttons on the remote to select **Home Use** and press **OK**. Use the **Arrow** buttons on the remote to select your preferred language and press **OK**.

Follow the on-screen instructions to complete the first-time setup.



If you skipped a step or would like to repeat the guided setup, see the *Help Topics* page.



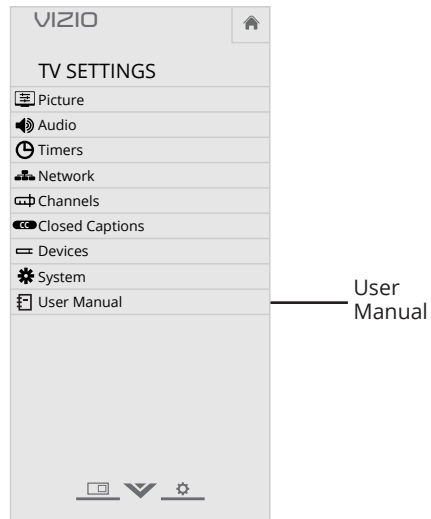
# Viewing the On-Screen User Manual

1



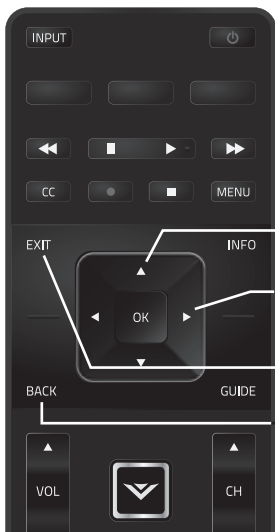
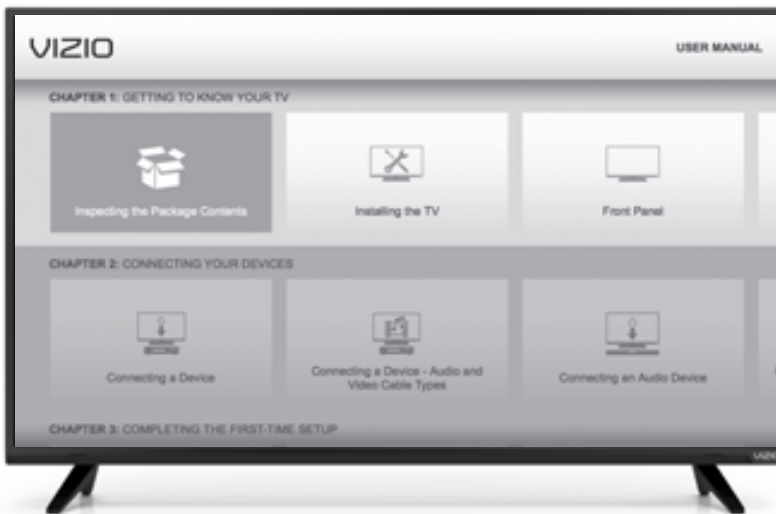
Press the **MENU** button on the Remote Control to display the TV SETTINGS menu.

2



Highlight **User Manual** and press **OK**.

# 3



Use the **Up** and **Down** Arrow buttons to select the chapter you want to view.

Use the **Left** and **Right** Arrow buttons to browse through the pages in each chapter.

Press the **EXIT** button to exit the on-screen User Manual.

Press the **BACK** to return to the Table of Contents Page.

# Accessibility Settings

VIZIO is committed to providing intuitive, user-friendly products. Your new VIZIO TV offers several accessibility features that can help you get the most out of it.

To access the Accessibility menu:

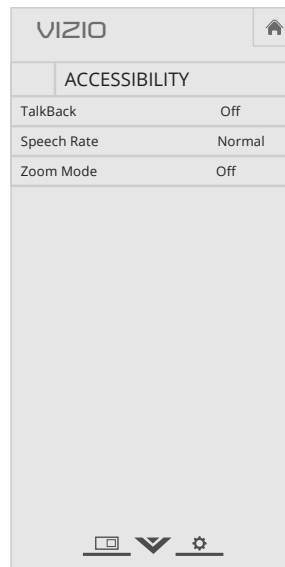
1. Press the **Menu** button on the remote control.
1. Use the **Arrow** and **OK** buttons to navigate and select **System** → **Accessibility**.
  - Talk Back - Turn Text-to-Speech Talk Back **On** or **Off**. Text-to-Speech Talk Back enables your TV to speak all settings changes and adjustments using the remote in English.
  - Speech Rate\* - Adjusts the rate in which Text-to-Speech is spoken. Select **Slow**, **Normal (Default)**, or **Fast**.
  - Zoom Mode - Enlarges a section of the screen by 200%.

To access the Closed Caption\*\* menu:

- Press the **Menu** button on the remote control.
- Use the **Arrow** and **OK** buttons to navigate and select Closed Captions.

\* Only available when Talkback is turned **On**.

\*\* Input must be set to tuner for Closed Caption to appear in settings menu.



# Connecting to the Internet with Wi-Fi

## 1



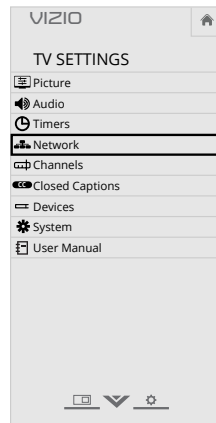
If you have already set up a wireless connection during the first-time setup, you can skip this section.

To connect to a wireless network you will need:

- Wireless Router
- High-speed Internet connection
- SSID (Wireless network name)
- Network Password

For streaming video, your Internet connection speed should be 1.5 Mbps or higher. If you don't know how fast your connection speed is, contact your Internet Service Provider (ISP).

## 2



Highlight **Network** and press **OK**. The Network Setup guide is displayed.

# 3



Highlight the name of your wireless network (this is the network's SSID) and press **OK**.

If you do not see your SSID, you will need to enter it manually by selecting **Hidden Network**. For more information, see the TV's User Manual.

Using the on-screen keyboard, enter your network's password, then highlight **Connect** and press **OK**.



If you are having trouble connecting to your network, check your router placement:

- Walls and large metal objects can block the signal.
- Other devices broadcasting at 2.4 or 5 GHz can interfere with the signal.



- Wall blocks signal
- Furniture blocks signal
- Far from TV

Wireless Router



- No wall blocks signal
- No furniture blocks signal
- Close to TV

# Getting Started with VIZIO Internet Apps Plus®

VIZIO Internet Apps Plus® (V.I.A. Plus) delivers popular online content to your TV. V.I.A. Plus features a selection of apps that allow you to watch movies and TV shows, listen to music, get weather and news information, and more—all on demand.



A high-speed Internet connection is required to receive product updates and to access online content.

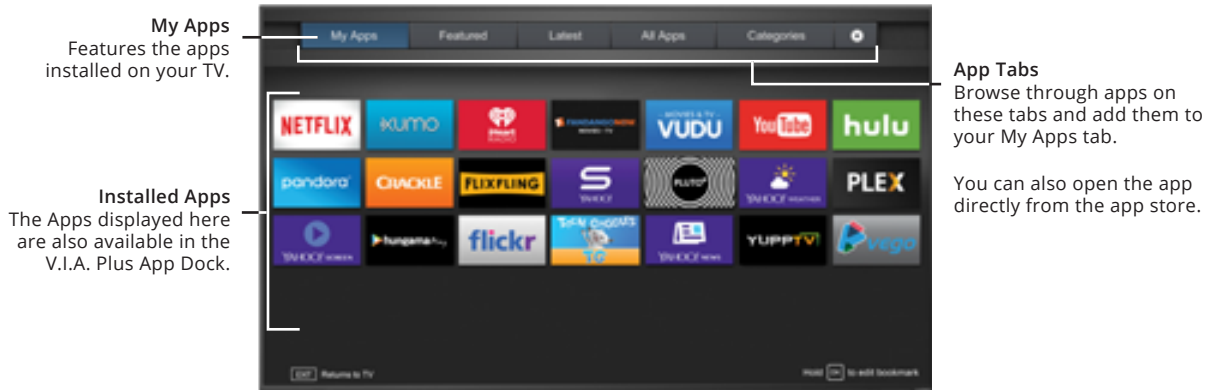


V.I.A. Plus App Dock

1. Press the **OK** button to launch an App.
2. Press the **Left/Right** Arrow buttons to scroll through the Apps on the dock. (The highlighted App is in the center of the dock.)
3. Press the **V Button** to display the V.I.A. Plus App Dock.
4. Press the **V Button** twice to launch the fullscreen V.I.A. Plus Apps window.

The fullscreen V.I.A. Plus Apps window allows you to add and store apps. The apps on the first page are displayed in the Dock and Apps on additional pages can be moved to the Dock.

Press the **V Button** twice to launch the fullscreen V.I.A. Plus Apps window.

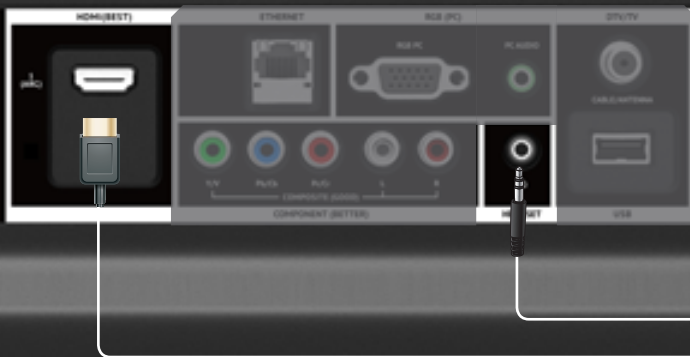


Note: App location, appearance, and availability subject to change without notice.

# Additional connections

Connecting an audio device

Your TV can output sound to an audio device, such as a receiver or sound bar.



Note: The image shown here is for illustrative purposes only and may be subject to change.  
The actual number of ports and their locations may vary, depending on the model.

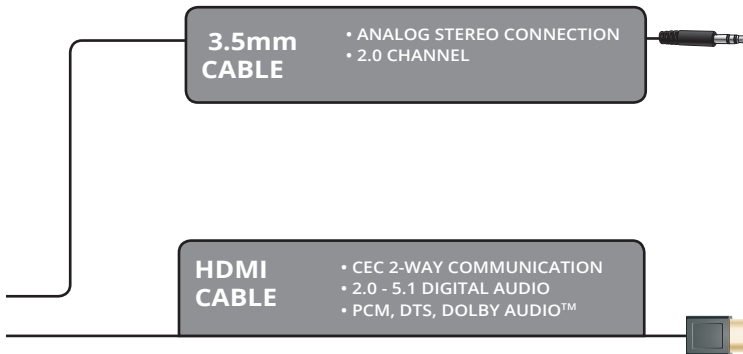


To connect your TV to an audio device:

1. Verify that your device has a video port that matches an available port on the TV (HDMI, 3.5mm, etc.)
2. Turn the TV and your audio device off.
3. Connect the appropriate cable (not included) to the TV and the device.
4. Turn the TV and your device on.



Sound bar system



Audio Receiver

# Top Tips

## **Question: How do I return to the Setup App?**

- To reset the TV to factory defaults, press **MENU > System > Reset & Admin > Reset TV to Factory Defaults**. If you have changed the default Parental Control Passcode, enter it now. Select **Reset**. Remember that all of your settings will be lost.

## **Question: There is a picture, but there is no sound.**

- Press the **VOLUME UP** button on the remote.
- Press the **MUTE** button on the remote to ensure that mute is off.
- Press **MENU > Audio**. Be sure **TV Speakers** is set to **On**.

## **The TV displays "No Signal."**

- Be sure your connected devices are turned on.
- Press the **INPUT** button on the remote and select the input to which your device is connected (HDMI-1, HDMI-2, COMP, etc.).

## **There are black/gray bars on the top/bottom/sides of the screen.**

- Note that some television channels add black bars to the picture.
- Set the TV to **Wide** or **Zoom** mode. Press the **WIDE** button, highlight **Wide** or **Zoom**, and press **OK**.
- Adjust the video settings of your external device

## **There is no power.**

- Be sure the power cord is securely connected to the AC socket on the TV and to a working electrical outlet.
- Press the **POWER** button on the remote or on the side of the TV.
- If the above steps do not work, try plugging the power cord into a different outlet.

## **The V.I.A. App is not working.**

- Be sure your TV is connected to the Internet.
- Restart the App by pressing the **EXIT** button to close the App, then open the App.
- Reboot your TV by pressing the **POWER** button on the remote, then turn it back on.

## **I am having trouble connecting to my network.**

- If you are using an Ethernet cable, ensure it is securely connected to your router/modem and the TV.
- If you are connecting wirelessly, try repositioning your router for the best connection.
- Turn off all devices. Restart your router/modem.
- Try to use another internet-connected device. If it is not working, call your Internet Service Provider (ISP).

## **The remote is not responding.**

- Make sure the batteries are properly inserted, matching the - and + symbols.
- Replace the batteries with fresh ones.

# Regulatory Information



## FCC Class B Radio Interference Statement

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Notice

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modification to this equipment. It is the responsibilities of the user to correct such interference.

## FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance with the FCC Rules could void the user's authority to operate this equipment.

## Canada Notice for License-Exempt Radio Apparatus

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device operates on a no-protection no-interference basis. Should the user seek to obtain protection from other radio services operating in the same TV bands, a radio license is required. Please consult Industry Canada's document CPC-2-1-28, Optional Licensing for Low-Power Radio Apparatus in the TV Bands, for details.

Cet appareil est conforme aux CNR exempts de licence d'Industrie Canada. . Son fonctionnement est sujet aux deux conditions suivantes:

1. le dispositif ne doit pas produire de brouillage préjudiciable, et
2. ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable

Cet appareil fonctionne sur une base sans protection et sans interférence. Dans le cas où l'utilisateur cherche à obtenir de la protection des autres services de radio fonctionnant sur les mêmes bandes TV, aucune licence est requise. Veuillez consulter le document CPC-2-1-28 d'Industrie Canada, License optionnelle pour les appareils radio de faible puissance, pour plus de détails.

Industry Canada Class B emission compliance statement

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Declaración de México:

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

# Limited Warranty

## UNITED STATES AND CANADA

BY USING YOUR VIZIO PRODUCT YOU AGREE TO BE BOUND BY ALL THE TERMS OF THIS WARRANTY. BEFORE USING YOUR VIZIO PRODUCT, PLEASE READ THIS WARRANTY CAREFULLY. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE VIZIO PRODUCT AND, WITHIN THIRTY (30) DAYS OF THE DATE OF PURCHASE, RETURN IT FOR A REFUND TO THE AUTHORIZED RETAILER WHERE YOU PURCHASED IT.

This warranty contains a binding arbitration agreement and a class action waiver for United States residents. If you live in the United States, the binding arbitration agreement and class action waiver affect your rights under this warranty. Please read the text under the section titled "Binding Arbitration Agreement; Class Action Waiver (U.S. Residents Only)" carefully.

## How Long This Warranty Lasts

For non-commercial use, VIZIO warrants the product on the terms set forth below for one (1) year from the date of original purchase. For commercial use, VIZIO warrants this product on the terms set forth below for ninety (90) days from the date of original purchase.

## What This Warranty Covers

VIZIO warrants the product against defects in materials and workmanship when the product is used normally in accordance with VIZIO's user guides and manuals. Except where restricted by law, this warranty applies only to the original purchaser of a new product. The purchase must have been made from an authorized retailer in the United States (including Puerto Rico) or Canada. The product must also be located in the country where it was purchased at the time of warranty service.

## Zero Bright Pixel Defect Guarantee (Displays Only)

Your product may qualify for a warranty against "zero bright pixel" defects for the duration of the warranty on select new product purchases. To determine if this guarantee applies to your product, refer to the model's product information page at [www.vizio.com](http://www.vizio.com), look for the "zero bright pixel" guarantee on the box, or contact VIZIO Technical Support at the email address or telephone number below.

## How to Get Service

Before obtaining warranty service, you may visit [www.vizio.com](http://www.vizio.com) for additional help and troubleshooting. To obtain warranty service, contact VIZIO Technical Support via email at [TechSupport@VIZIO.com](mailto:TechSupport@VIZIO.com) or via phone at 877 MY VIZIO (877-698-4946). The VIZIO Technical Support hours are 6:00AM to 9:00PM Monday through Friday and 7:00AM to 4:00PM Saturday and Sunday, Pacific Time.

## Your Obligations Before Service

You must obtain pre-authorization before sending your product to a VIZIO service center. You may be required to supply a purchase receipt (or copy) to show that the product is within the warranty period.

When you return a product to a VIZIO service center, you must ship the product in its original packaging or in packaging that affords an equal degree of protection. VIZIO Technical Support will provide instructions for packing and shipping the product to the

VIZIO service center.

ALL USER DATA AND DOWNLOADED APPLICATIONS STORED ON A PRODUCT WILL BE DELETED IN THE COURSE OF SOME IN-HOME AND ALL SHIP-IN WARRANTY SERVICE. IF THIS OCCURS, your product will be restored to its original state. You will be responsible for restoring all applicable user data and downloaded applications. Recovery and reinstallation of user data and downloaded applications is not covered under this warranty. In order to protect your personal information, VIZIO recommends that you always clear all personal information from the product before it is serviced, regardless of the service.

## VIZIO's Responsibilities

If VIZIO determines that a product is covered by this warranty, VIZIO will (at its option) repair or replace it, or refund the purchase price to you. There will be no charge for parts or labor during the warranty period. Replacement parts may be new or recertified at VIZIO's option and sole discretion. Replacement parts and VIZIO's labor are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service, whichever is longer.

## Types of Service

TVs that are 32 inches or larger will usually be serviced in-home. In-home service requires complete and easy access to the product and does not include de-installation or re-installation of the product. In-home service is subject to availability. VIZIO will provide other service options when in-home service is not available. All other VIZIO products must be sent to a VIZIO service center to obtain warranty service. VIZIO is not responsible for transportation costs to the service center, but VIZIO will cover return shipping to the customer.

## What This Warranty Does Not Cover

This warranty does not cover: (a) cosmetic damage; (b) normal wear and tear; (c) improper operation; (d) improper voltage supply or power surges; (e) signal issues; (f) damage from shipping; (g) acts of God; (h) customer misuse, modifications or adjustments; (i) installation, set-up, or repairs attempted by anyone other than by a VIZIO authorized service center; (j) products with unreadable or removed serial numbers; (k) products requiring routine maintenance; or (l) products sold "AS IS", "CLEARANCE", "FACTORY RECERTIFIED", or by a non-authorized reseller.

## What to Do If You Are Not Satisfied With Service

If you feel VIZIO has not met its obligations under this warranty, you may attempt to resolve the issue informally with VIZIO. If you are unable to resolve the issue informally and wish to file a formal claim against VIZIO, and if you are a resident of the United States, you must submit your claim to binding arbitration according to the procedures described below, unless an exception applies. Submitting a claim to binding arbitration means that you do not have the right to have your claim heard by a judge or jury. Instead your claim will be heard by a neutral arbitrator.

## Binding Arbitration Agreement; Class Action Waiver (U.S. Residents Only)



UNLESS YOU HAVE BROUGHT AN ELIGIBLE CLAIM IN SMALL CLAIMS COURT OR HAVE OPTED OUT AS DESCRIBED BELOW, ANY CONTROVERSY OR CLAIM RELATING IN ANY WAY TO YOUR VIZIO PRODUCT, INCLUDING ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS WARRANTY, A BREACH OF THIS WARRANTY, OR THE VIZIO PRODUCT'S SALE, CONDITION OR PERFORMANCE, WILL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION AND CONDUCTED BY A SINGLE ARBITRATOR APPOINTED BY THE AMERICAN ARBITRATION ASSOCIATION, IN ACCORDANCE WITH ITS COMMERCIAL ARBITRATION RULES AND ITS SUPPLEMENTARY PROCEDURES FOR CONSUMER-RELATED DISPUTES. You may learn more about the American Arbitration Association and its rules for arbitration by visiting [www.adr.org](http://www.adr.org) or by calling 800-778-7879. Since this warranty concerns a transaction in interstate or international commerce, the Federal Arbitration Act will apply.

The filing fees to begin and carry out arbitration will be shared between you and VIZIO, but in no event will your fees ever exceed the amount allowable by the American Arbitration Association, at which point VIZIO will cover all additional administrative fees and expenses. VIZIO waives its right to recover attorneys' fees in connection with any arbitration under this warranty. If you are the prevailing party in an arbitration to which the Supplementary Procedures for Consumer-Related Disputes applies, then you are entitled to recover attorneys' fees as the arbitrator may determine.

The dispute will be governed by the laws of the state or territory in which you resided at the time of your purchase (if in the United States). The place of arbitration will be Irvine, California, or your county of residence (if in the United States). The arbitrator will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. The arbitrator will not award consequential damages, and any award will be limited to monetary damages and will include no equitable relief, injunction, or direction to any party other than the direction to pay a monetary amount. Judgment on the award rendered by the arbitrator will be binding and final, except for any right of appeal provided by the Federal Arbitration Act, and may be entered in any court having jurisdiction. Except as may be required by law, neither you nor VIZIO nor an arbitrator may disclose the existence, content, or results of any arbitration under this warranty without the prior written consent of you and VIZIO.

ANY DISPUTE, WHETHER IN ARBITRATION, IN COURT, OR OTHERWISE, WILL BE CONDUCTED SOLELY ON AN INDIVIDUAL BASIS. VIZIO AND YOU AGREE THAT NO PARTY WILL HAVE THE RIGHT OR AUTHORITY FOR ANY DISPUTE TO BE ARBITRATED AS A CLASS ACTION, A PRIVATE ATTORNEY GENERAL ACTION, OR IN ANY OTHER PROCEEDING IN WHICH EITHER PARTY ACTS OR PROPOSES TO ACT IN A REPRESENTATIVE CAPACITY. NO ARBITRATION OR PROCEEDING WILL BE JOINED, CONSOLIDATED, OR COMBINED WITH ANOTHER ARBITRATION OR PROCEEDING WITHOUT THE PRIOR WRITTEN CONSENT OF ALL PARTIES TO ANY SUCH ARBITRATION OR PROCEEDING.

Exceptions to Binding Arbitration Agreement and Class Action Waiver  
IF YOU DO NOT WISH TO BE BOUND BY THE BINDING ARBITRATION AGREEMENT AND CLASS ACTION WAIVER, THEN: (1) you must notify VIZIO in writing within sixty (60) days of the date that you purchased the product; (2) your written notification must be mailed to VIZIO at 39 Tesla, Irvine, CA 92618, Attn: Legal Department; and (3) your written notification must include (a) your name, (b) your address, (c) the date you purchased the product, and

(d) a clear statement that you wish to opt out of the binding arbitration agreement and class action waiver.

In addition, you may pursue a claim in small claims court in your county of residence (if in the United States) or in Orange County, California. In such case the provisions of the section titled "Binding Arbitration Agreement; Class Action Waiver (U.S. Residents)" will not apply.

#### **Exclusions and Limitations**

TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WILL BE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. VIZIO WILL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF VIZIO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IN LIEU OF ANY OTHER REMEDY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER (INCLUDING VIZIO'S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, NO MATTER WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT), VIZIO MAY, AT ITS SOLE AND EXCLUSIVE OPTION AND IN ITS DISCRETION, REPAIR OR REPLACE YOUR PRODUCT, OR REFUND ITS PURCHASE PRICE. AS NOTED, SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

#### **How the Law Applies**

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province. This warranty applies to the greatest extent permitted by applicable law.

#### **General**

No employee or agent of VIZIO may modify this warranty. If any term of this warranty, other than the class action waiver, is found to be unenforceable, that term will be severed from this warranty and all other terms will remain in effect. If the class action waiver is found to be unenforceable, then the entire section titled "Binding Arbitration Agreement; Class Action Waiver (U.S. Residents Only)" will not apply. This warranty applies to the maximum extent not prohibited by law.

#### **Changes to Warranty**

This warranty may change without notice, but any change will not affect your original warranty. Check [www.vizio.com](http://www.vizio.com) for the most current version.

# Limited Warranty Mexico

BY USING YOUR VIZIO PRODUCT YOU AGREE TO BE BOUND BY ALL THE TERMS OF THIS WARRANTY. BEFORE USING YOUR VIZIO PRODUCT, PLEASE READ THIS WARRANTY CAREFULLY. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE VIZIO PRODUCT AND, WITHIN THIRTY (30) DAYS OF THE DATE OF PURCHASE, RETURN IT FOR A REFUND TO THE AUTHORIZED RETAILER WHERE YOU PURCHASED IT.

## **Warrantor**

The warrantor under this warranty is VIZIO Sales & Marketing Mexico S. de R.L. de C.V.

## **How Long This Warranty Lasts**

For non-commercial use, VIZIO warrants the product on the terms set forth below for one (1) year from the date of original purchase. For commercial use, VIZIO warrants this product on the terms set forth below for ninety (90) days from the date of original purchase.

## **What This Warranty Covers**

VIZIO warrants the product against defects in materials and workmanship when the product is used normally in accordance with VIZIO's user guides and manuals. Except where restricted by law, this warranty applies only to the original purchaser of a new product. The purchase must have been made from an authorized retailer in Mexico. The product must also be located in Mexico at the time of warranty service.

## **Zero Bright Pixel Defect Guarantee (Displays Only)**

Your product may qualify for a warranty against "zero bright pixel" defects for the duration of the warranty on select new product purchases. To determine if this guarantee applies to your product, refer to the model's product information page at [www.vizio.mx](http://www.vizio.mx), look for the "zero bright pixel" guarantee on the box, or contact VIZIO Technical Support at the email address or telephone number below.

## **How to Get Service**

Before obtaining warranty service, you may visit [www.vizio.mx](http://www.vizio.mx) for additional help and troubleshooting. To obtain warranty service, contact VIZIO Technical Support via email at [serviciovizio@warrantyserviceslatinamerica.com](mailto:serviciovizio@warrantyserviceslatinamerica.com) or via phone at 01-800-801-0096 or 001-855-472-7444. The VIZIO Technical Support hours are 9:00AM to 6:00PM Monday through Friday, Central Standard Time.

## **Your Obligations Before Service**

You must obtain pre-authorization before sending your product to a VIZIO service center. You may be required to supply a purchase receipt (or copy) to show that the product is within the warranty period.

When you return a product to a VIZIO service center, you must ship the product in its original packaging or in packaging that affords an equal degree of protection. VIZIO Technical Support will provide instructions for packing and shipping the product to the VIZIO service center.

ALL USER DATA AND DOWNLOADED APPLICATIONS STORED ON A PRODUCT WILL BE DELETED IN THE COURSE OF SOME IN-HOME AND ALL SHIP-IN WARRANTY SERVICE. IF

this occurs, your product will be restored to its original state. You will be responsible for restoring all applicable user data and downloaded applications. Recovery and reinstallation of user data and downloaded applications is not covered under this warranty. In order to protect your personal information, VIZIO recommends that you always clear all personal information from the product before it is serviced, regardless of the service.

## **VIZIO's Responsibilities**

If VIZIO determines that a product is covered by this warranty, VIZIO will (at its option) repair or replace it, or refund the purchase price to you. There will be no charge for parts or labor during the warranty period. Replacement parts may be new or recertified at VIZIO's option and sole discretion. Replacement parts and VIZIO's labor are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service, whichever is longer.

## **Types of Service**

TVs that are 32 inches or larger will usually be serviced in-home. In-home service requires complete and easy access to the product and does not include de-installation or re-installation of the product. In-home service is subject to availability. VIZIO will provide other service options when in-home service is not available.

All other VIZIO products must be sent to a VIZIO service center to obtain warranty service. VIZIO is not responsible for transportation costs to the service center, but VIZIO will cover return shipping to the customer.

## **What This Warranty Does Not Cover**

This warranty does not cover: (a) cosmetic damage; (b) normal wear and tear; (c) improper operation; (d) improper voltage supply or power surges; (e) signal issues; (f) damage from shipping; (g) acts of God; (h) customer misuse, modifications or adjustments; (i) installation, set-up, or repairs attempted by anyone other than by a VIZIO authorized service center; (j) products with unreadable or removed serial numbers; (k) products requiring routine maintenance; or (l) products sold "AS IS", "CLEARANCE", "FACTORY RECERTIFIED", or by a non-authorized reseller.

## **What to Do if You Are Not Satisfied With Service**

If you feel VIZIO has not met its obligations under this warranty, you may attempt to resolve the issue informally with VIZIO. If you are unable to resolve the issue informally and wish to file a formal claim against VIZIO, you may do so.

## **Exclusions and Limitations**

TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WILL BE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

VIZIO WILL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA,



COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF VIZIO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IN LIEU OF ANY OTHER REMEDY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER (INCLUDING VIZIO'S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, NO MATTER WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT), VIZIO MAY, AT ITS SOLE AND EXCLUSIVE OPTION AND IN ITS DISCRETION, REPAIR OR REPLACE YOUR PRODUCT, OR REFUND ITS PURCHASE PRICE. AS NOTED, SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

#### **How the Law Applies**

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province. This warranty applies to the greatest extent permitted by applicable law.

#### **General**

No employee or agent of VIZIO may modify this warranty. If any term of this warranty is found to be unenforceable, that term will be severed from this warranty and all other terms will remain in effect. This warranty applies to the maximum extent not prohibited by law.

#### **Changes to Warranty**

This warranty may change without notice, but any change will not affect your original warranty. Check [www.vizio.mx](http://www.vizio.mx) for the most current version.

#### **INFORMATION EXCLUSIVELY FOR MEXICO**

To make a warranty claim, or to obtain parts, components, supplies and accessories, you may contact the importer of record, the warranty service provider, or the establishment from whom you purchased the VIZIO product.

##### **Importer of Record**

VIZIO Sales & Marketing Mexico S. de R.L. de C.V.  
PRESIDENTE MASARYK 111, Of 152 - Of 111  
COL. POLANCO V SECCIÓN  
DELEGACION MIGUEL HIDALGO, MEXICO D.F. 11560

##### **Warranty Service Provider**

Warranty Support LATAM SA de C.V.  
Calle Nubes No. 412  
Col. Jardines del Moral  
Leon Gto. Mexico, C.P. 37160  
01-800-801-0096 or 001-855-472-7444  
Date of purchase:

Model:

Brand:

To make a warranty claim, present your product and either this warranty, duly stamped by the establishment from whom you purchased the VIZIO product, or a valid invoice or receipt showing the date of purchase.

Under the terms of this warranty, VIZIO or its representative must exchange parts and components of the product and include labor and shipping expenses of the product on which this warranty is valid, within the service network, at no cost to the consumer.

VIZIO is not obligated to honor the warranty in the following cases.

- (a) When the product has been used under other than normal conditions.
- (b) When the product has not been operated according to the accompanying instructions for use.
- (c) When the product has been altered or repaired by persons not authorized by VIZIO or the respective seller.

# Legal Information

## Software Licenses

All software is provided subject to a software license agreement(s) and you agree that you will be bound by such license agreement(s) in addition to these terms. Your use of this product is subject to VIZIO's privacy policy, which may be updated from time to time, and is available to view at <http://www.vizio.com/privacy>.

## Export Regulations

Customer acknowledges that the VIZIO products, which include technology and software, are subject to customs and export control laws in the United States ("US"). The products may also be subject to the customs and export control laws and regulations of the country in which the products are manufactured and/or received.

## Internet Connectivity

Network conditions, environmental and other factors may negatively affect connectivity and the resulting video quality, if any.

The applications and content of the applications pictured herein or described in accompanying documentation may only be available in certain countries or languages, may require additional fees or subscription charges, and may be subject to future updates, modifications or discontinuation without notice. VIZIO has no control over third party applications or content and assumes no responsibility for the availability or interruption of such applications or content. Additional third party terms, conditions and restrictions apply. Information in this Quick Start Guide is subject to change without notice. To review the most updated version of this Quick Start Guide and the associated User Manual, go to <http://www.vizio.com>.

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Other names of companies, products, and services used in this Quick Start Guide may be trademarks, trade names or service marks of others and VIZIO, Inc. dis-claims any interest in trademarks, trade names or service marks other than its own. Mention of non-VIZIO products is for informational purposes only.



**Caution:** Avoid exposing a drive to magnetic fields. Security devices with magnetic fields may include airport walk-through devices and security wands. Airport-conveyor belts or similar security devices that check carry-on luggage generally use X-rays and should not cause magnetic damage to drives.



If you are traveling internationally, check the customs regulations for device use for each country you will visit, and check the power cord and adapter requirements for each location in which you plan to use the computer as voltage,





frequency and plug configurations may vary.



**Warning:** To reduce risk of electric shock, fire or damage to your device or other property, do not attempt to power the device with a voltage converter kit sold for appliances.

### Battery Disposal

**Caution:** Battery cells may explode. Do not dispose of the battery in a fire or with ordinary household waste. Dispose of batteries promptly. Replace the battery only with the same or equivalent type of battery recommended by VIZIO.



This product qualifies for ENERGY STAR in the “factory default” setting and this is the setting in which power savings will be achieved. Changing the factory default picture setting or enabling other features will increase power consumption that could exceed the limits necessary to qualify for ENERGY STAR rating. For more information on the ENERGY STAR program, refer to [energystar.gov](http://energystar.gov).



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