

Sharp RMA/Service Protocol

In an effort to properly diagnose the issue you are experiencing with your television, please send the below photos and purchase receipt (as attachments) to us at PROSUPPORT@SHARPSEC.COM. Ensure the total email size is no more than 10MB. (If the total size of the email message exceeds 10 MB, divide the photos into multiple smaller-sized emails in order to send them to us.) Please also ensure that active video (a TV show, movie, or similar) in the background.

- * Press the MENU button on the remote control and take a full screen photo with the TV Menu displayed.

- * Press the DISPLAY button, and take one full screen photo showing the on-screen display for one input.

- * On-screen display includes the input number, type of signal, resolution, audio type, etc.

- * Take a full screen photo with an active video

- * Active Video is any image that shows a normal range of colors. Bright, Dark, Black and white images do not count as active video.

- * Take any additional close-up photos that will help us identify the issue.

- * Take a photo of the model number and serial number sticker on either the rear or side of the unit.

- * Please include a copy of the proof of purchase, which must include the following information:

- * Location of purchase/ name of retailer:

- * What item was purchased:

- * When the item was purchased:

All pictures must be clear and legible, not blurry.

Contact at Sharp:

Ryan P

Professional Advantage Advisor

Customer Assistance Center

Ph: 888-467-4277

Fax: 309-229-2585