

Sylvox

Signage TV



USER'S MANUAL

Note: The product and illustrations in this user's manual is only for explanation purposes and may vary depending on model.



Download and install:
LCD player
NetAssist.exe
USR-M0 V2.2.6.0.exe
UartAssist.exe

General Information

To avoid damaging the television set please observe the following safety instructions during setup and use.

Cleaning the television set	Before cleaning, disconnect the television set. Use only a soft damp cloth or a special cleaning product for flat-screens.
LED Display	Too much pressure on the screen can damage the television set.
Heat/damp/humidity	The television set should not be exposed to high temperatures (radiators, open fire). The television set should not be used in areas with high humidity.
Condensation	If moved from a cool area to one with a higher temperature, the television set should be left for at least an hour before plugging it in. A rapid change of temperature can lead to the formation of condensation in the television set itself. This can lead to damage if the television set is in use.
Air Circulation	To prevent overheating of the television set the ventilation slots at the rear should always be clear.
Small Objects	It is important to ensure that no small objects or liquids enter the television set. They can cause damage or even fire.
Liquids/Candles	Do not place anything holding a liquid or any candles on the television set.
Crushing	Take care to avoid crushing fingers or other objects when turning the television set in any direction.
Electric Supply	Use the television set only with the voltage indicated in the specifications. Ensure that there is easy access to the plug and that the television set can always be disconnected from the electricity supply. Do not disconnect the television set by pulling the power cable. Always take hold of the plug. The power cable must not be kinked or placed over sharp edges.
Moving the Television Set	When moving the television set, hold only the casing.
Repairs/Accessories	Repairs and servicing must be undertaken only by authorised and trained personnel.
Retrieve	In accordance with the Batteries Regulation, batteries are to be disposed of only in containers provided for this purpose.



CAUTION

**RISK OF ELECTRIC SHOCK
DO NOT OPEN**



In extreme weather (storms, lightning) and long inactivity periods (going on holiday) disconnect the TV set from the mains. The mains plug is used to disconnect TV set from the mains and therefore it must remain readily operable. If the TV set is not disconnected electrically from the mains, the device will still draw power for all situations even if the TV is in standby mode or switched off.

IMPORTANT - Please read these instructions fully before installing or operating
WARNING: Never let people (including children) with reduced physical, sensory or mental capabilities or lack of experience and / or knowledge use electrical devices unsupervised.

- The TV set is intended for Outdoor and similar general use but may also be used in public places.
- For ventilation purposes, leave at least 5cm of free space around the TV.
- The ventilation should not be impeded by covering or blocking the ventilation openings with items, such as newspapers, table-cloths, curtains, etc.
- The power cord plug should be easily accessible. Do not place the TV, furniture, etc. on the power cord. A damaged power cord/plug can cause fire or give you an electric shock.
- Handle the power cord by the plug, do not unplug the TV by pulling the power cord. Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock. Never make a knot in the power cord or tie it with other cords. When damaged it must be replaced, this should only be done by qualified personnel.
- Do not expose the TV to dripping or splashing of liquids and do not place objects filled with liquids, such as vases, cups, etc. on or over the TV (e.g., on shelves above the unit).
- Do not place open flames such as lit candles on the top of or near the TV.
- Do not place any heat sources such as electric heaters, radiators, etc. near the TV set.
- Do not place the TV on the floor and inclined surfaces.
- To avoid danger of suffocation, keep plastic bags out of the reach of the babies, children and domestic animals.
- Do not dispose of the batteries in fire or with hazardous or flammable materials.
- Warning: Batteries must not be exposed to excessive heat such as sunshine, fire or the like.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

WARNING

Never place a television set in unstable or inclined locations. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such, Educating children about the dangers of climbing on furniture to reach the television set or its controls.

WALL MOUNTING WARNINGS

Read the instructions before mounting your TV on the wall.

The wall mount kit is optional.

Do not install the TV on a ceiling or on an inclined wall.

Use the specified wall mounting screws and other accessories.

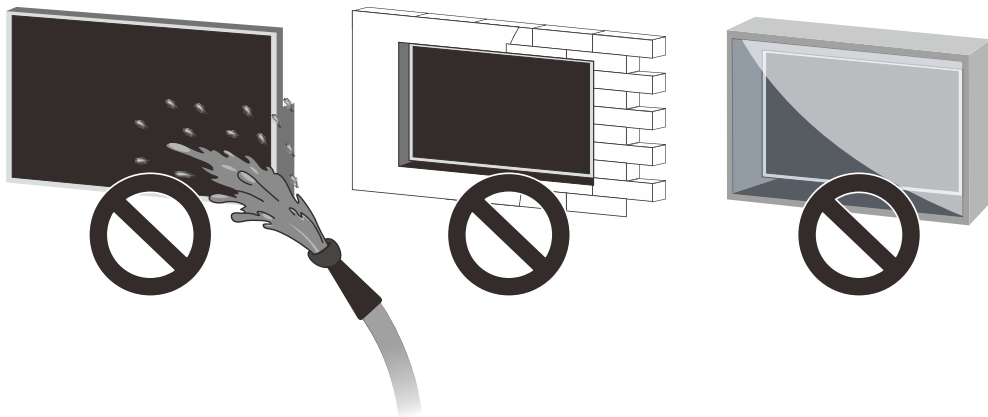
Tighten the wall mounting screws firmly to prevent the TV from fall. Do not over-tighten the screws.

WARNING

Please install the television in a well-ventilated area.

It is prohibited to enclose it in a sealed box or embed it in a wall.

Do not flush the television to avoid damaging its waterproof design.

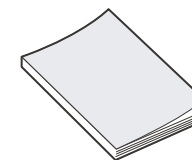


Accessories

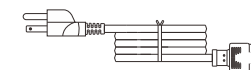
Please make sure the following items are included with your TV.
 If any items are missing, Please contact us.



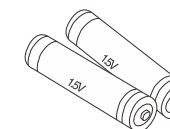
Warranty Card



User's manual



Power Cord



Batteries (AAx 2)



Remote Control



Screws BM8X14MM

(Matched with Sylvox Full Motion Cantilever Mount)



Screws BM8X28MM & Gasket

(Matched with Fixed Wall Mount)

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TV Specification

Screen size	43"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	38.61 x 22.40 x 3.41 inch
Operating Temperature	-22° to 140° F (-30° to 60°C)

Screen size	55"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	49.20 x 28.37 x 3.41 inch
Operating Temperature	-22° to 140° F (-30° to 60°C)

Screen size	65"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	57.80 x 33.19 x 3.41 inch
Operating Temperature	-22° to 140° F (-30° to 60°C)

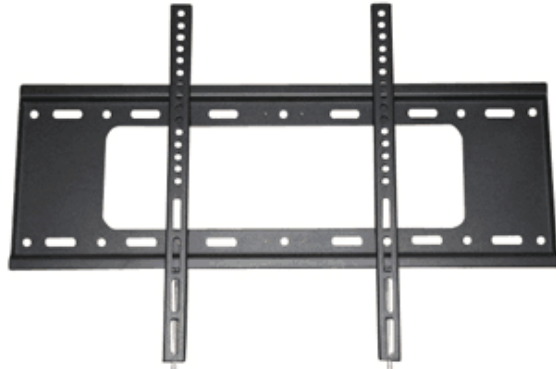
Screen size	75"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	66.51 x 38.09 x 3.41 inch
Operating Temperature	-22° to 140° F (-30° to 60°C)

Note:

Design and specification modification maybe made at any time without prior notice, all data and dimensions are approximations.

Installation

Fixed Wall Mount



Warning - Please read before installation

(Mounting Brackets are not supplied with TV)

Please thoroughly read instructions before attempting installation The only suitable for the 43"-75"Outdoor TVs.

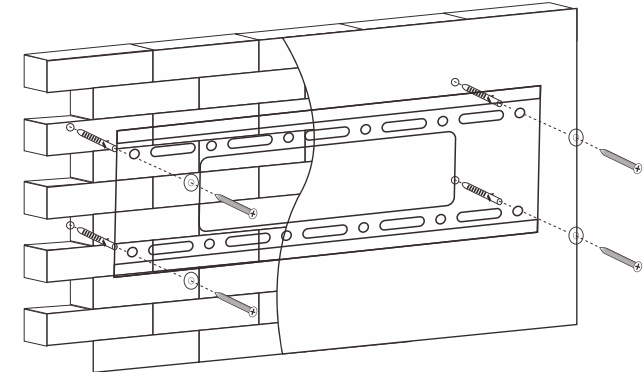
We advise that 2 people install the screen due to the heavy load of the screens.

Please be sure the mounting surface is strong enough to hold the weight of the screen.

Installation

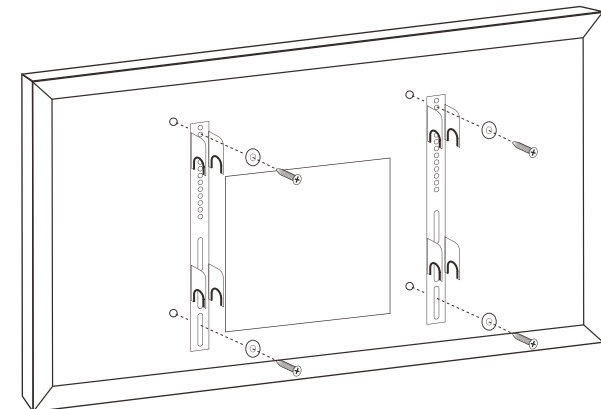
Step1-Mounting Bracket to Wall

Fix the horizontal bracket into wall with screws.



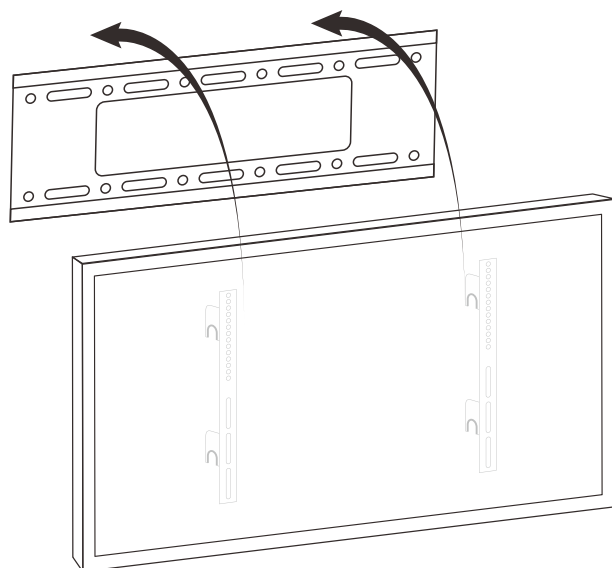
Step2-Mounting bracket to TV

Fix the vertical bracket on the back of TV with screws(M8).

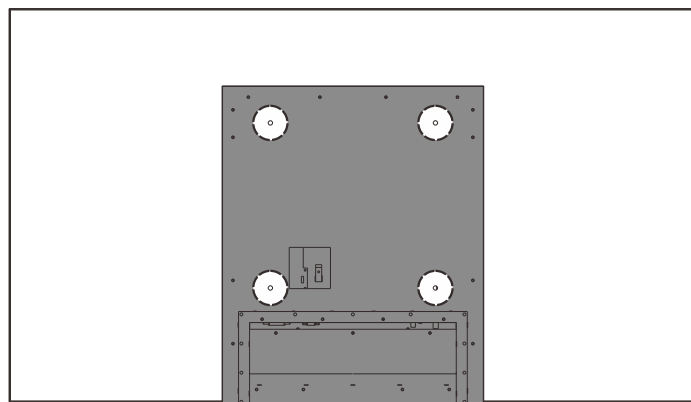


Installation

Step 3—Mounting TV to Bracket
Attach TV with brackets on wall.

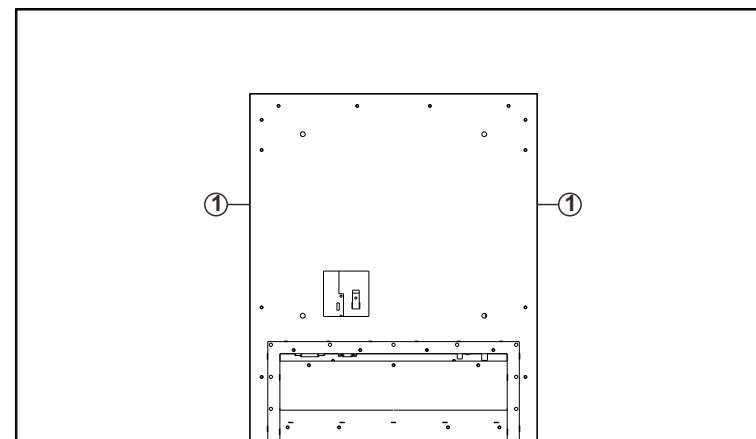


VESA Standard



43": 300 x 300 mm
55": 300 x 300 mm
65": 400 x 400 mm
75": 600 x 400 mm

Overview



① SPEAKER

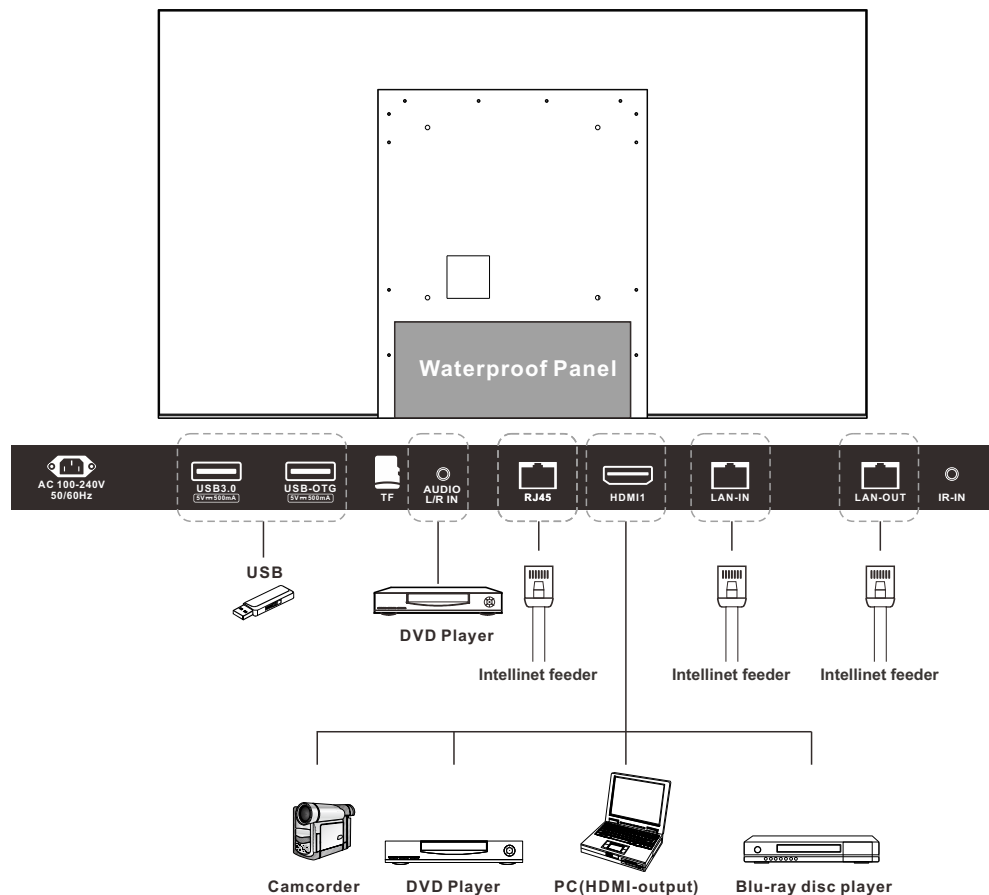
Reminder of dust removal of trumpet waterproof film

Don't use sharp objects to remove dust from the horn mouth, so as not to damage the waterproof membrane. Use a soft brush to remove dust.

Overview

Connection Port

Please remove the waterproof panel on the back of the TV and you will see all the ports.



1. USB

USB input.

2. TF

TF input.

3. AUDIO L/R IN

Connect to the audio output jacks on your amplifier/home theater.

4. RJ45

Ethernet connection.

5. HDMI1

Connecting for HDMI signal.

6. LAN-IN

Ethernet connection.

7. LAN-OUT

Ethernet connection.

8. IR-IN

IR connection.

Supporting Signals

PRESET MODE (HDMI)

	Resolution	V.Freq.(Hz)	H.Freq.(KHz)
1	640x480	59.94	31.469
2	720x480	59.94	31.469
3	720x576p	50	31.25
4	800x600	60	37.9
5	1280x720p	60	45
6	1920x1080i	60	33.75
7	1920x1080p	60	67.5
8	3840x2160	60	135

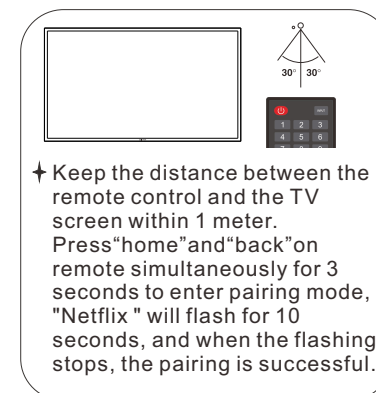
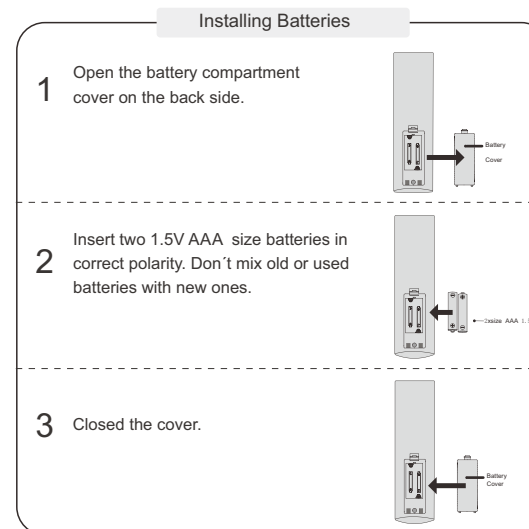
Remote-Control unit



1. **POWER:** Short press to turn off Long press to turn on or restart.
2. **MUTE:** Mute key
3. **HOME:** Come back to Android System page.
4. **SETTINGS:** Enter Android System Setting.
5. **MAGIC PLAYER:** Turn on Magic player.
6. **TOOLBOX:**
7. **LOOP/REPEAT:** Switch single program loop and order of play.
8. **VOD:** List all program lists, could choose which one to display.
9. **HDMI 1:** Switch to HDMI 1.
10. **HDMI 2:** No function.
11. **VOL+:** Volume up.
12. **VOL-:** Volume down.
13. **MENU:** Enter menu page of Magic player.
14. **MOUSE MODE:** Toggle or exit mouse mode.
15. **OK:** When playing program, press to play or pause.
16. **UP:** Up arrow key.
17. **LEFT:** Left arrow key, switch to previous program.
18. **RIGHT:** Right arrow key, switch to last program.
19. **DOWN:** Down arrow key.
20. **TAB:** TAB key.
21. **BACK:** Back key.
22. **Digital Buttons(0-9):** Number 0~9 key
23. **CHAR:** Char. key
24. **DELETE:** Delete key.

General Description

Installing Batteries in the Remote Control

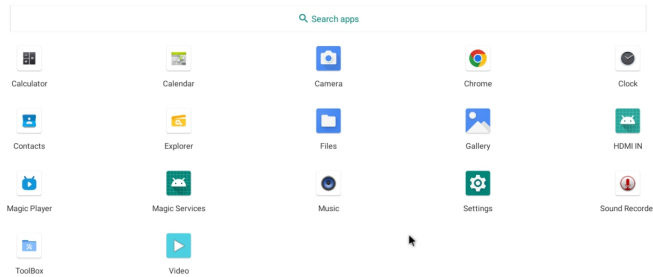


Note:

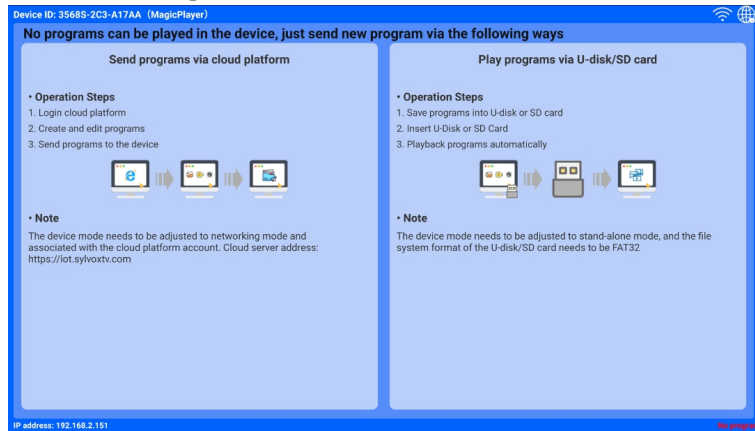
- 1) A loading of batteries should be last one year under normal use.
- 2) If you don't intend to use the remote control for a long period of time, remove batteries to avoid damage due to leakage.
- 3) Do not mix old and new batteries or different types.
- 4) Do not throw batteries into fire or water.
- 5) The batteries (battery pack or batteries installed) should not be exposed to excessive heat such as sunshine, fire or the like.

USB Playback Settings


1. Use the remote control to select the Magic Player APP.

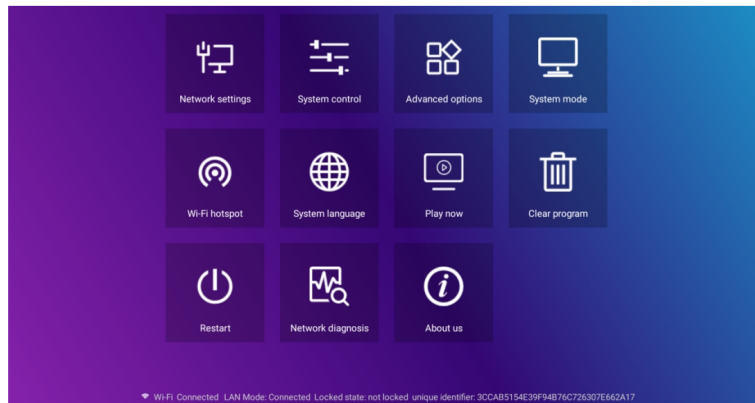


2. Enter the following interface.



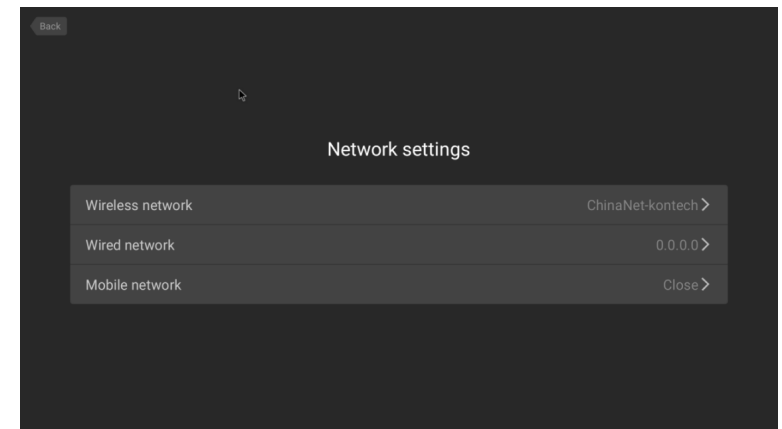
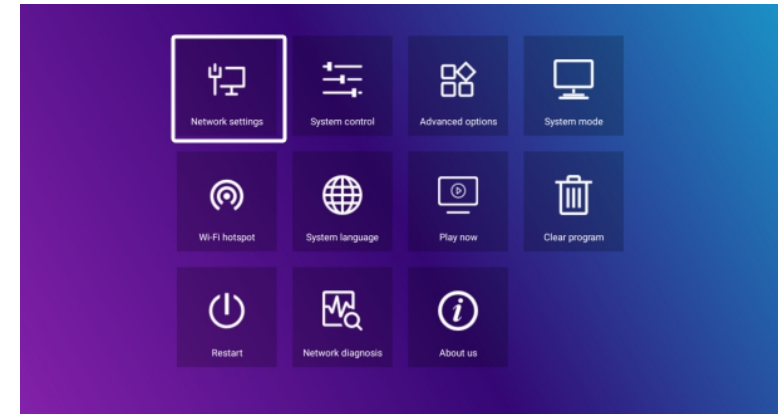
3. Go to the Magic Player System Settings.

Press the key  on the remote control to enter the System Settings. The System Settings interface appears as follows:



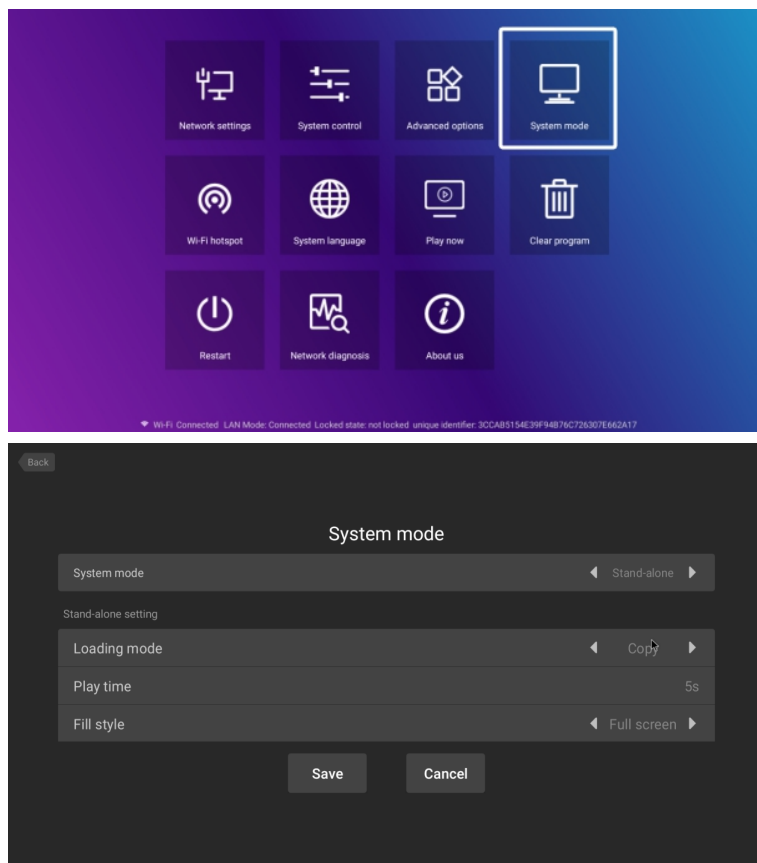
4. Set up the Magic Player Device

Ensure that no networks are connected, as an active network can interfere with USB playback. Enter "Network settings," turn off the network, and then save the settings. (Changes will take effect after saving. If the network is disconnected by default, ignore this step.)



Return to System Settings, enter "System mode." Choose the "Stand-alone" mode, then save the settings.

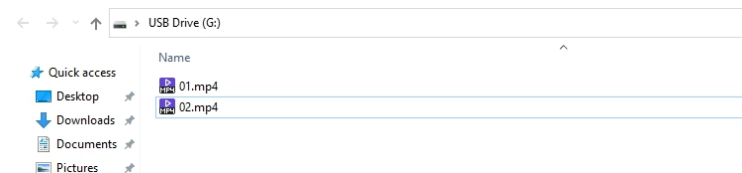
(Settings will take effect after saving.)



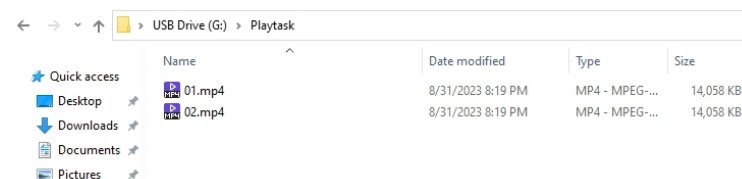
USB Playback Operation

1. Full-screen playback in a single region

Store videos/images in the root directory of the TF/USB drive; videos/images will automatically loop as shown in the picture.



Create a "Playtask" folder in the root directory of the TF/USB drive → Inside the "Playtask" folder, create a "1" folder and place videos/images inside it. Videos/images will automatically loop.



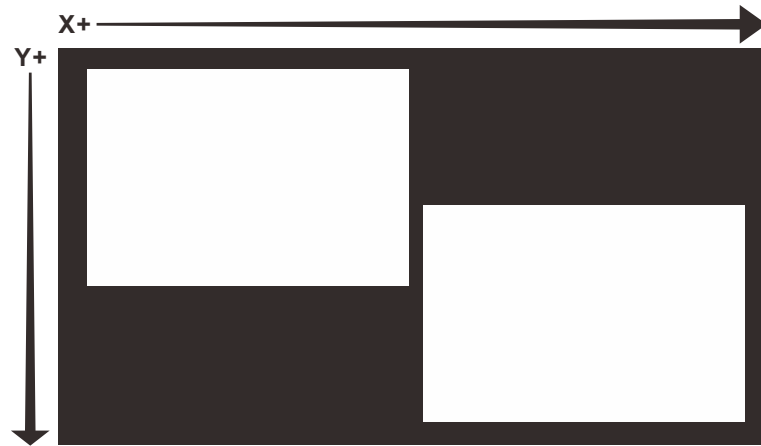
2. Multi-region playback

In the root directory of the TF/USB drive, create a "Playtask" folder → Inside the "Playtask" folder, create a "1" folder. → Create subfolders named "1(X-Y-W-H)" and "2(X-Y-W-H)" for areas 1 and 2, respectively. Here, **X** represents the **X** coordinate, **Y** the **Y** coordinate, **W** the width, and **H** the height of the region. If there are no (X-Y-W-H) specifications, it defaults to full-screen playback.

Place videos or images in the corresponding coordinate folders, and they will play in the designated positions.



***Diagram of naming coordinates**



Note: USB drives and TF cards only support video and image playback.

1. Supported video formats (coding methods): H.264, VP8, MAV, WMV, AVS, H.263, MPEG4, etc.
2. Supported image formats: JPG, BMP, PNG, etc.

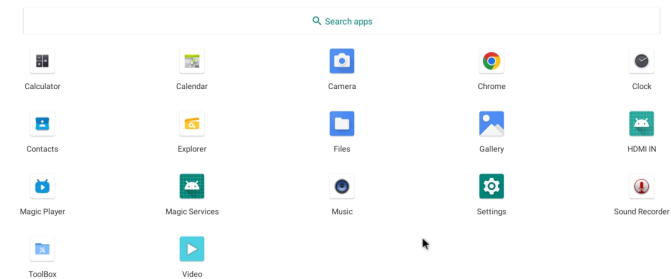
LAN Publishing Settings



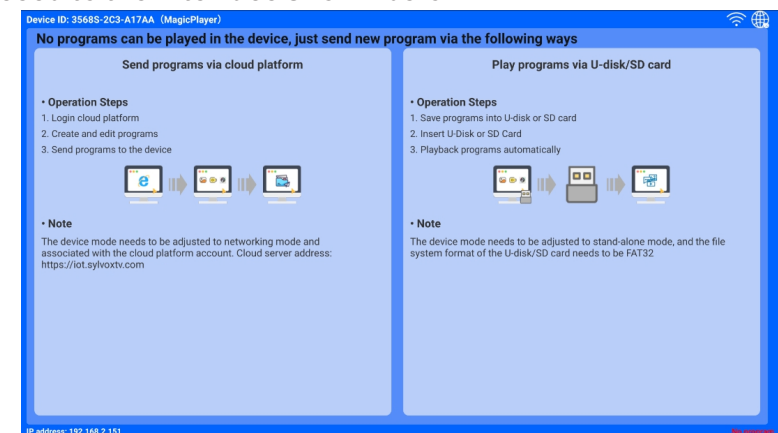
Download and install:
LCD player
NetAssist.exe
USR-M0 V2.2.6.0.exe
UartAssist.exe

1. LAN Publishing Settings


Open the Magic Player software.



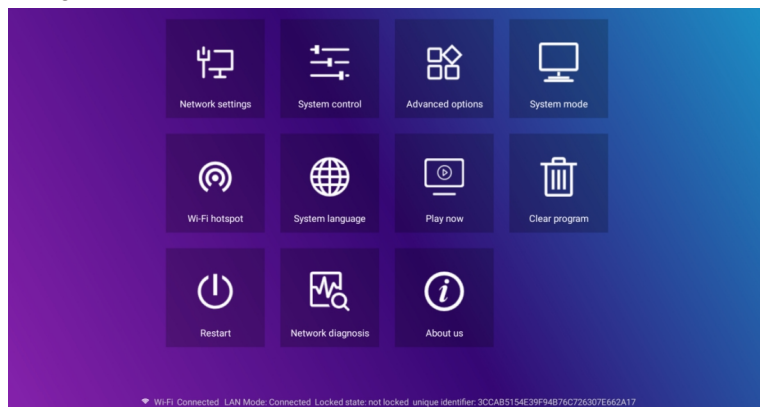
2. Proceed to the interface shown below.



3. Enter the Magic Player System Settings.

Press the key  on the remote control to enter the System Settings; the interface is as follows:

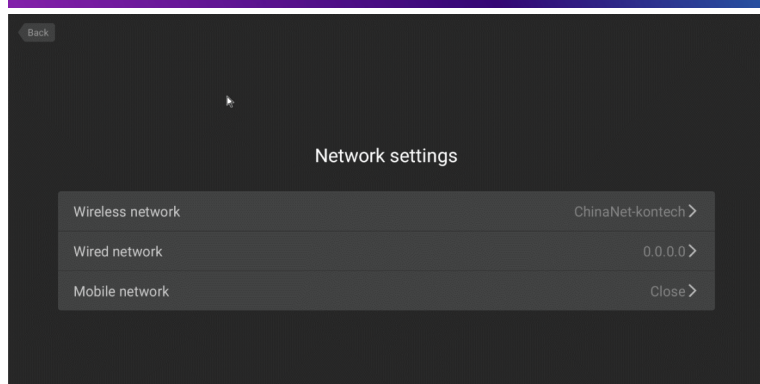
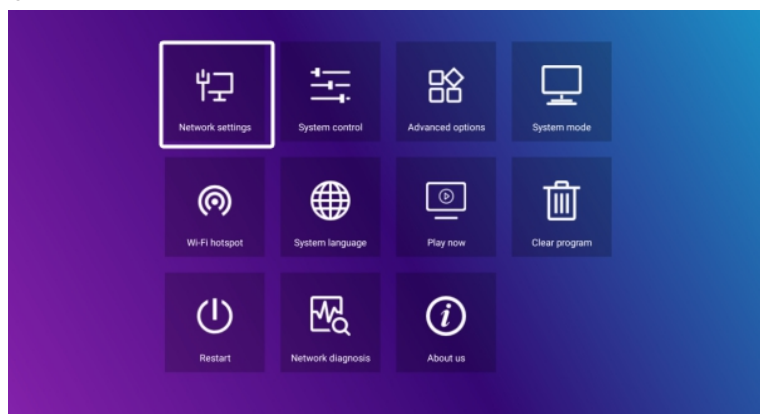
*System Settings interface as shown:



4. LAN mode" Settings

Enter "Network settings," adjust the settings, and save. (Please note that the settings will only take effect after saving.)

Ensure that the Magic Player Device and the computer with the LCD player APP are connected to the same LAN.

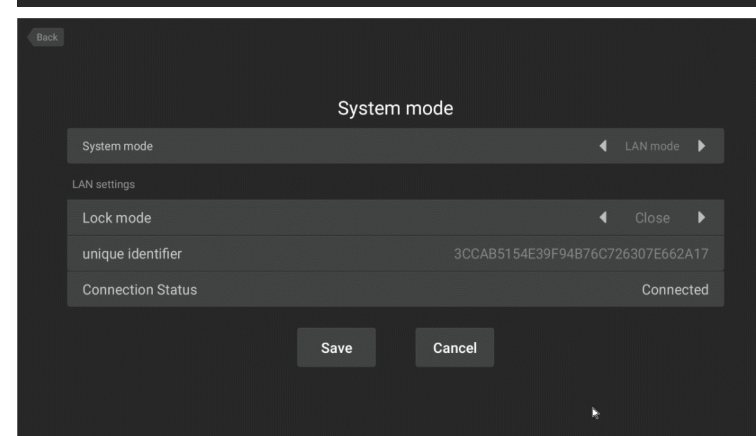
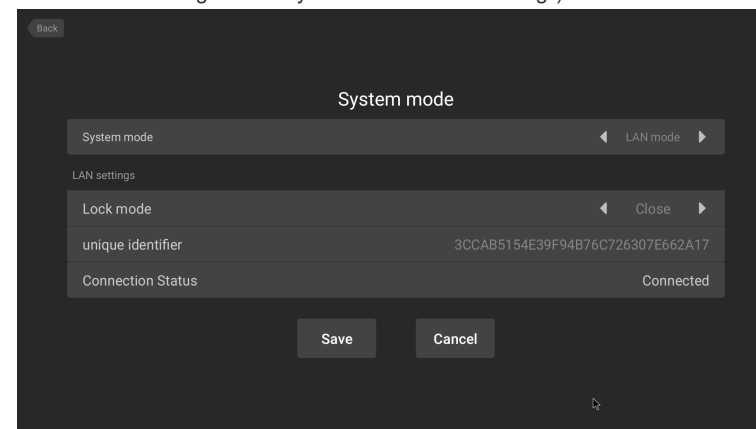


5. Return to System Settings, enter "System Mode."

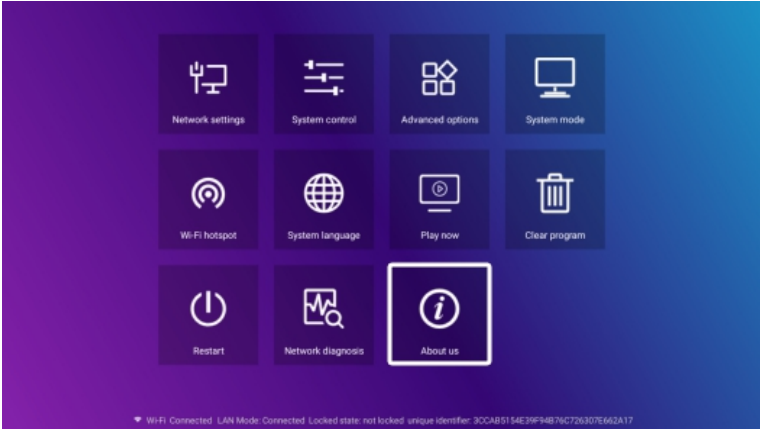


6. Choose "LAN mode" in System Mode, and then save the settings.

(Please note that the settings will only take effect after saving.)



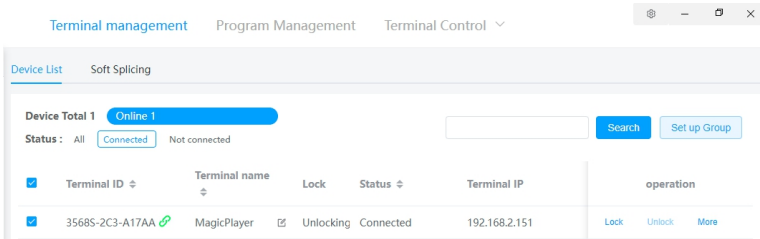
7. Enter "About Us" in the System Settings to find and note down the device name.



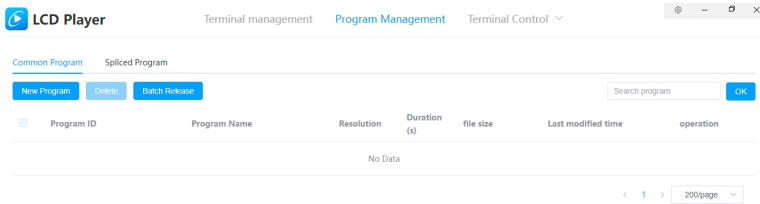
Publishing Content

1. Publishing Content

- 1. Connect LCDplayer with the Magic Player Device.
- 2. Ensure that the computer and Magic Player Device are on the same LAN.
- 3. Open the LCDplayer APP on the computer, go to Terminal Management - Device List, and check the device in the same LAN. When the Terminal ID appears green, you can manage the screen connected to LCDplayer and publish content.



2. Click on Program Management - New Program, set the program name, resolution, select the device, and click Confirm to enter the program editing interface.



Program list create

Program Name

Width

Height

designated terminal

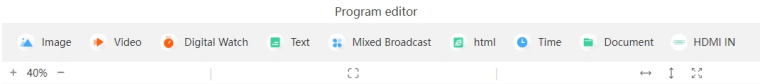
☒ 3568S-2C3-A17AA

Cancel

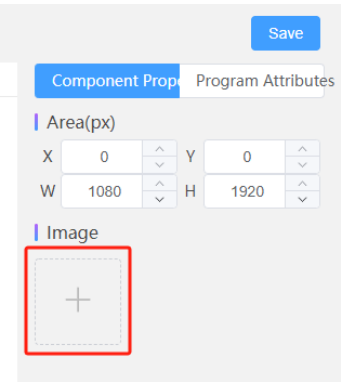
Confirm

3. Program Editor

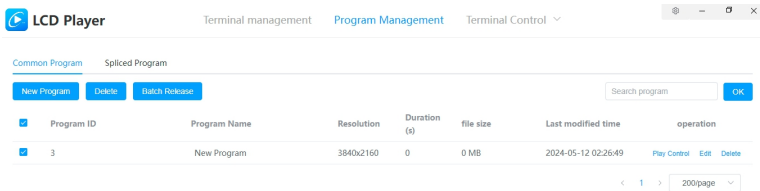
1. Use the top navigation bar to select the desired material type.



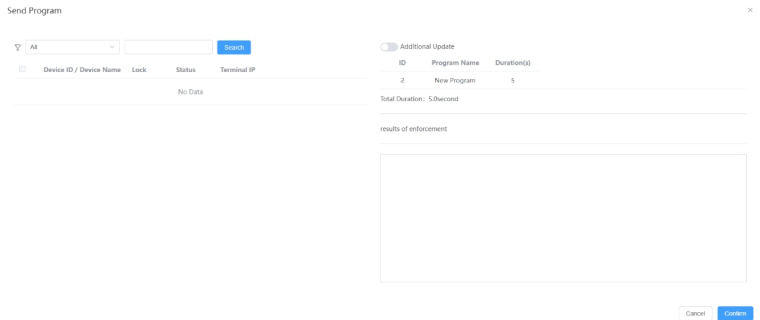
2. Click the "+" in the Component Properties on the right side to upload the required materials and save.



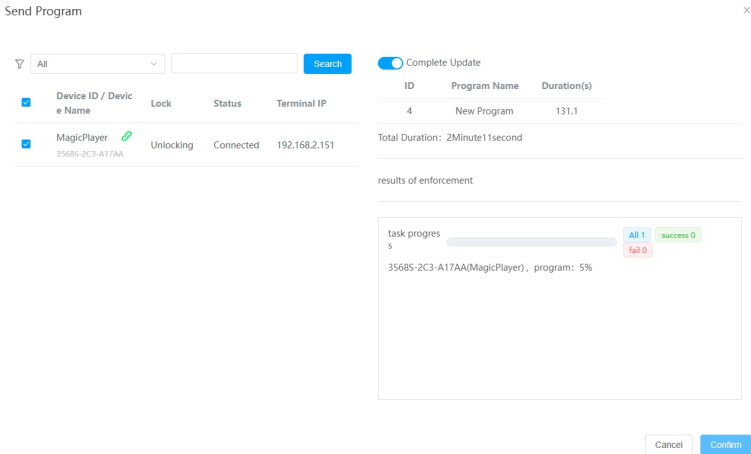
4. Go to Program Management, select the program to be published, click Batch Release, and enter the Send Program window.



5. In the Send Program window, select the device or device group to which the content needs to be published, then click the confirm button. Additional Update is turned off by default. After clicking Save, the content to be added is appended on top of the existing programs. If Additional Update is turned on, after clicking Save, all past programs on the device will be cleared, and then the new program will be added.



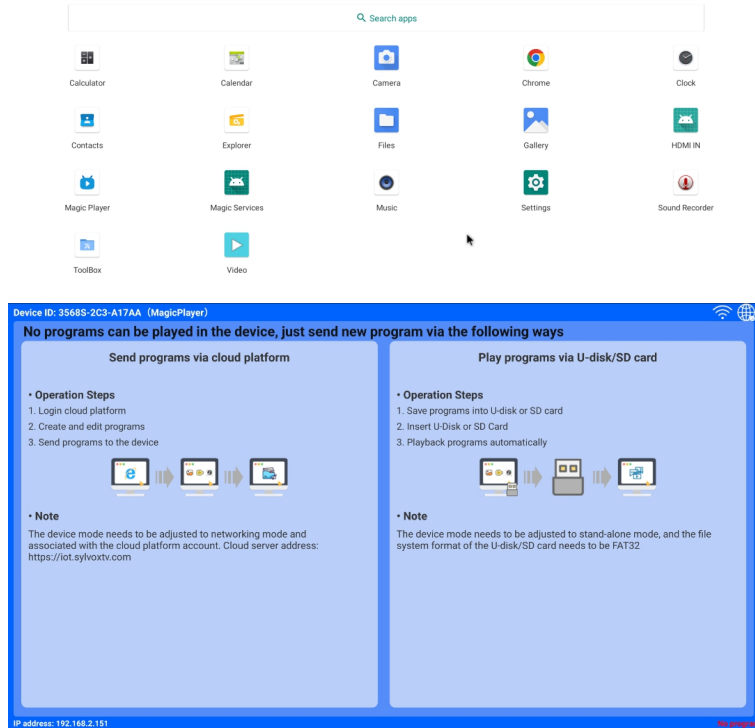
6. Publishing progress can be monitored in the execution results. When execution reaches 100%, the published content will be displayed on the device screen.




Cloud Platform Publishing Settings

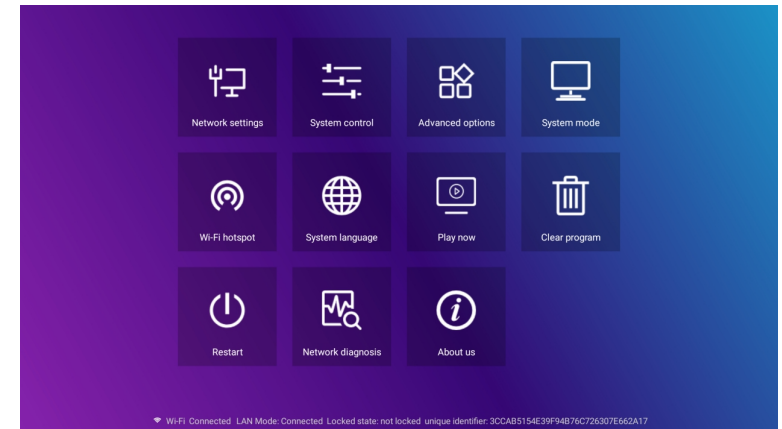
Cloud Server URL: <https://iot.sylvoxtv.com>

1. Open the Magic Player software.

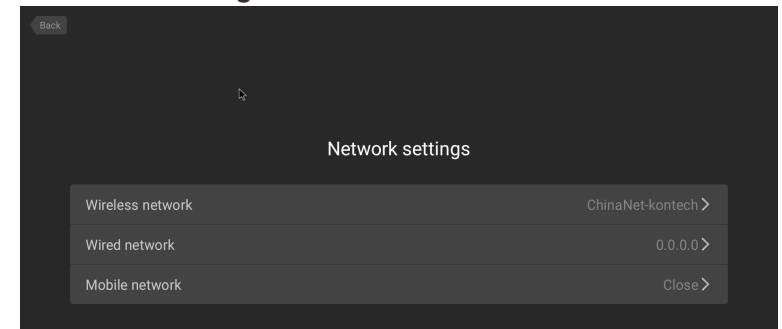


2. Enter the Magic Player Settings

Press the key  on the remote control to enter the System Settings; the interface appears as follows:

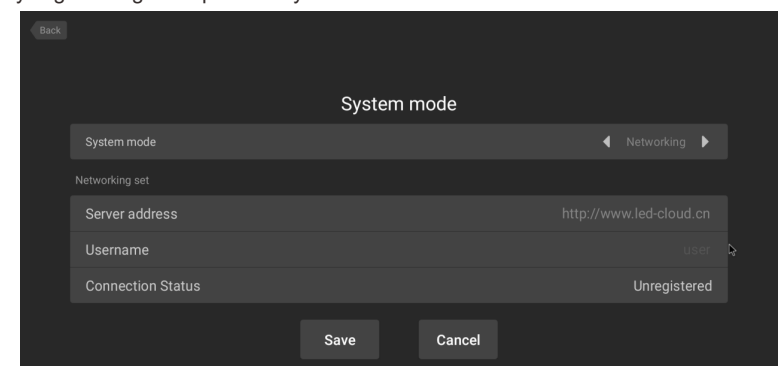


3. Enter "Network settings" to connect to the network.



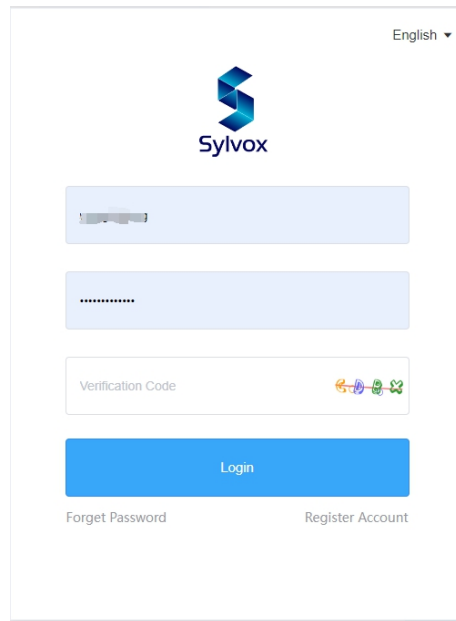
Enter System Mode, set the system mode to "Networking," then input the server address <https://iot.sylvoxtv.com> and username, and click save. (Note: Changes will only take effect after being saved.)

The server address is pre-filled; you only need to enter your username, which can be obtained by registering at <https://iot.sylvoxtv.com>.



Cloud Platform Publishing Content

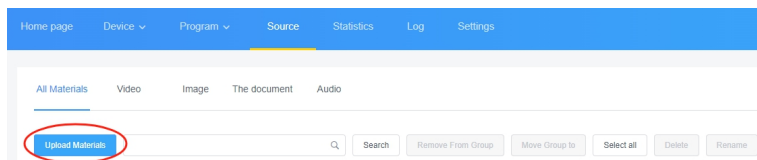
1. You can choose to log in or register to the cloud information publishing system via username/email/phone number:
<https://iot.sylvoxtv.com>



The image shows the Sylvox login and registration interface. At the top, there is a language selector set to "English". Below it is the Sylvox logo. The main area contains a login form with fields for "Username/Email/Phone Number" and "Password", a "Verification Code" field with a captcha, and a "Login" button. Below the login button are links for "Forgot Password" and "Register Account".

2.Upload Materials

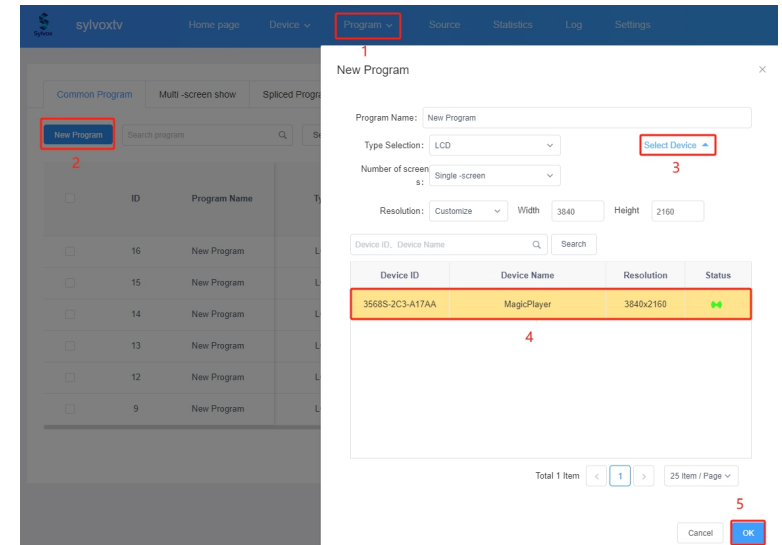
To save time, upload resources (images, videos, documents) to the server beforehand. During program editing, directly call the resources from the server to reduce waiting times and improve efficiency. Go to the source list, click on the "Upload Materials" button in the upper left corner of the material list, and in the dialog that appears, click the "Select" button to choose materials to upload.



The image shows the "Source" tab in the Sylvox interface. It has a sub-tab "All Materials" selected. Below the tabs is a search bar with the text "Upload Materials" highlighted by a red circle. To the right of the search bar are buttons for "Search", "Remove From Group", "Move Group to", "Select all", "Delete", and "Rename".

3. Program Management

1. Click "Program," select LCD, and enter the program list.
2. Click "New program."
3. In the new program dialog, define the program name, manually set the screen width and height.
4. Or select the corresponding device to automatically set the screen width and height.
5. Click "OK."

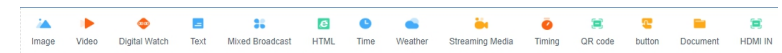


The image shows the "New Program" dialog box. It has a "Program Name" field with "New Program" entered. Below it are "Type Selection" (set to "LCD") and "Number of screens" (set to "Single-screen"). To the right of "Type Selection" is a "Select Device" button highlighted with a red circle. Below these are "Resolution" (set to "Customize"), "Width" (3840), and "Height" (2160) fields. At the bottom is a table with columns "Device ID", "Device Name", "Resolution", and "Status". The first row is highlighted with a red circle and contains the values "3568S-2C3-A17AA", "MagicPlayer", "3840x2160", and a green status icon. Below the table is a "Total 1 Item" label and a pagination control showing "1" of "25 Item / Page". At the bottom right are "Cancel" and "OK" buttons, with the "OK" button highlighted by a red circle.




4. Edit Program

On the program editing page, you can add multiple areas, images, videos, text, etc. Once editing is complete, click "Save."

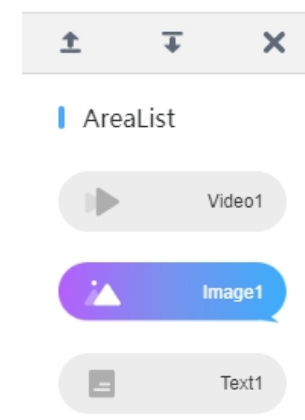
A. Click the image icon above to add an image area. The same operation applies for video, text, and electronic tables.



The image shows a row of icons for adding different types of content: Image, Video, Digital Watch, Text, Mixed Broadcast, HTML, Time, Weather, Streaming Media, Timing, QR code, button, Document, and HDMI IN.

B. After adding image, video, and text areas, you can click    to move up or down or delete areas.

The topmost item appears at the bottom layer; for example, a video at the very bottom, with images overlaid on the video, and text overlaid on the images.

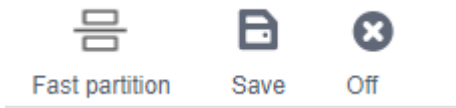


The image shows the "AreaList" interface. It has a title bar with "AreaList" and three icons: a move up icon, a move down icon, and a delete icon. Below the title bar are three items: "Video1", "Image1", and "Text1". Each item has a corresponding icon to its left: a play button for Video1, a triangle for Image1, and a text icon for Text1.

C. You can also display in any arbitrary section as shown in the picture.

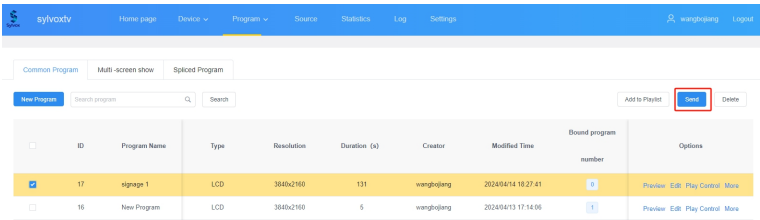


D. After editing the program, click the “Save” button at the top right corner, then close the program editor and return to the program list.



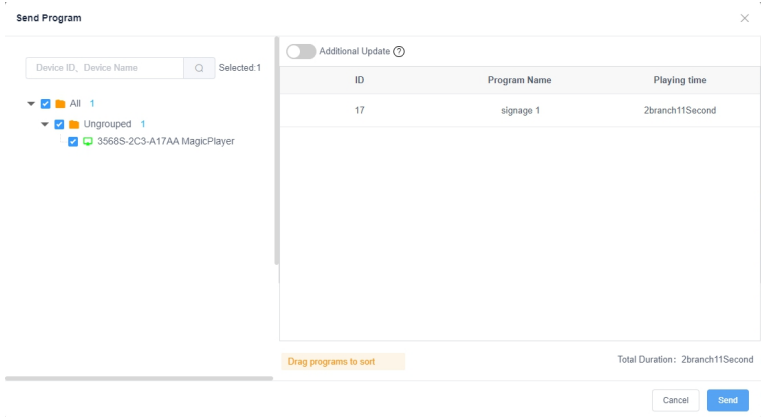
5.Publish Program

6.In Programs, find and select the program to be published (by program name or program ID), and click the “Send” button.

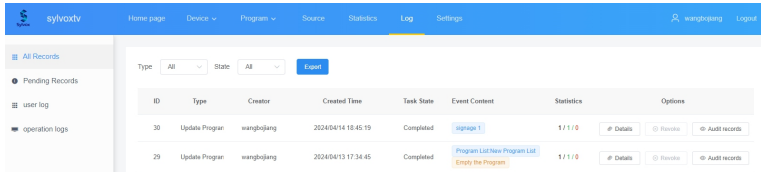


7. In the publishing dialog, choose the device or device group to publish to, and then click the Send button.

Note: 1. If you select Additional Update, it will clear all programs on the device and add latest programs; by default, this option is not turned on and will append updates by default.



8. After publishing, check the sending status in the Log.



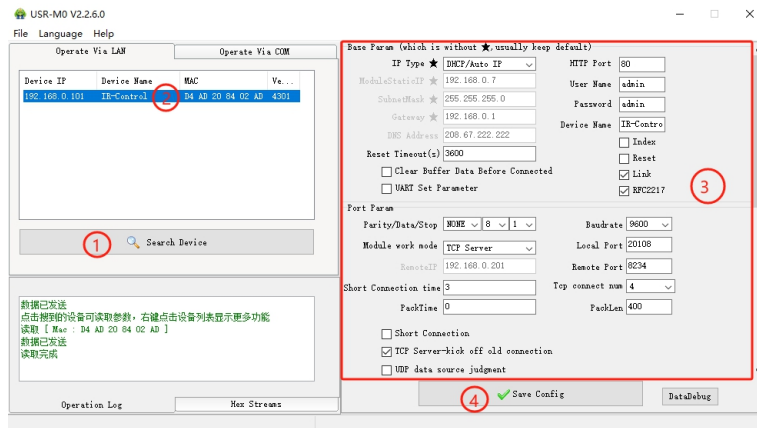
9. After a period, the published program will display; the waiting time depends on the file size of the program being published.

IP CONTROL for Local Area Network Control

1. Connect the network cable and the external remote-control receiver, ensure the LAN IN port is connected to the same local network as the computer, and turn on the TV.

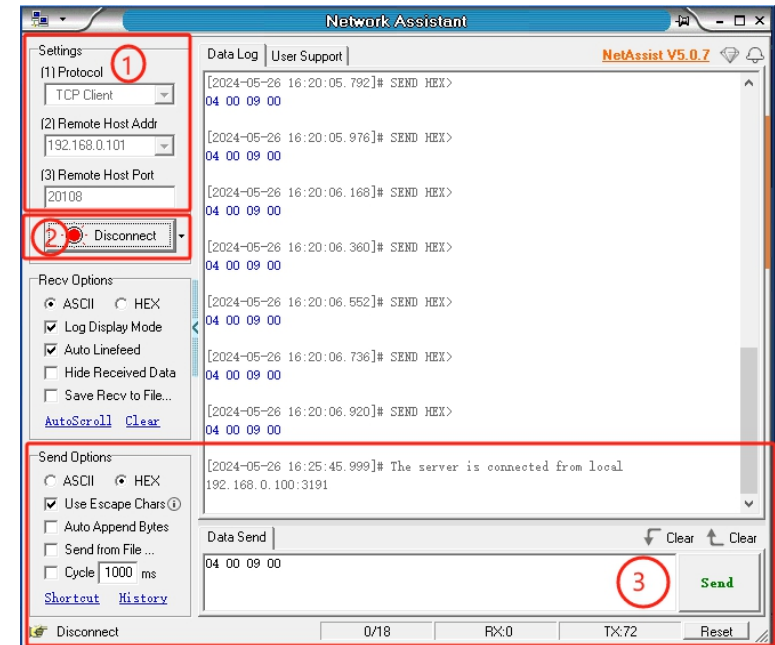
2. Open the network setting tool 'USR-M0 V2.2.6.0.exe' on your computer.

1. Click on "Search Device."
2. Click on the device found.
3. Set the device parameters: IP Type: DHCP/Auto IP, Baudrate: 9600, Local Port: 20108, Module work mode: TCP SERVER.
4. Click on "Save Config."



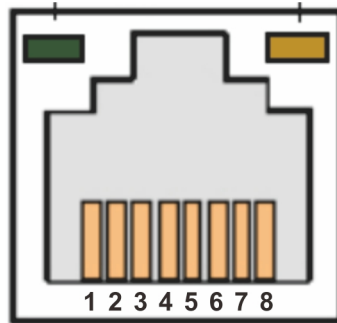
3. Open 'NetAssist.exe'.

1. Protocol: TCP Client, Remote Host Addr: The device IP found in 'USR-M0 V2.2.6.0.exe', Remote Host Port: 20108.
2. Click on "Connect." If the connection is successful, it will display: "The server is connected from local X.X.X.X:X." Send settings as shown in the picture; enter the control command in the data sending box, and the TV will respond.
3. Send settings as shown in the picture, select HEX in the left box, enter the control command in the right data sending box, and click "Send." The TV will respond.



RS232 Control

1. Connect the computer to the LAN IN port using an RS232 CABLE.
The RS232 definition for the LAN IN interface is as follows:



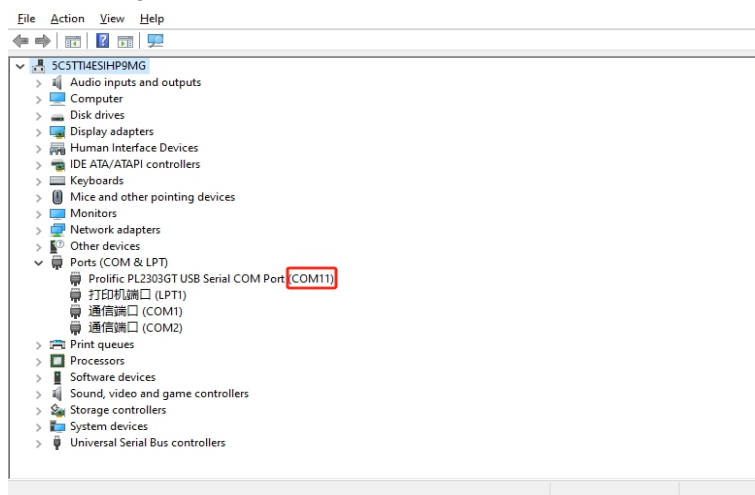
5.GND 2.TX 1.RX

2. Set the TV's serial port Baudrate to 9600, as described in step 2.3 of the IP Control section.

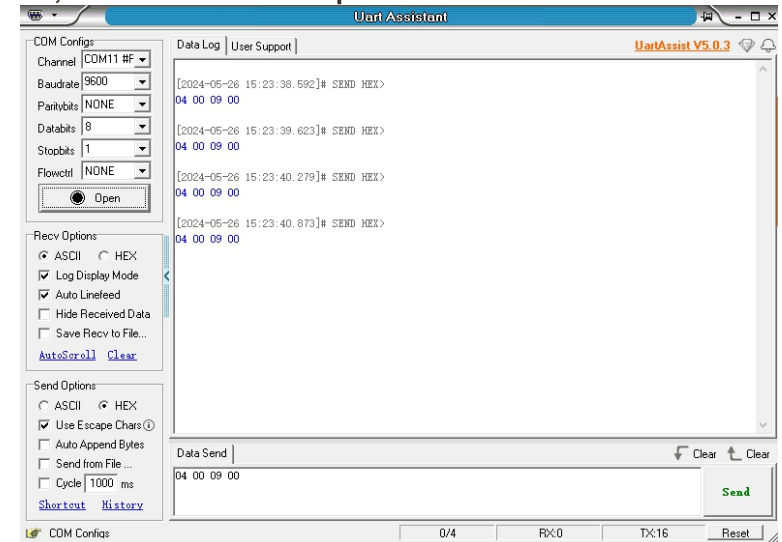
3. Open the serial port tool 'UartAssist.exe' with the following settings:

Check the Channel in Device Manager,
Baudrate: 9600, Databits: 8,
Stopbits: 1,
Flowctrl: None,
and then open.

※ To open Device Manager: First, press "Win + R" to open the Run window, then enter "cmd" in the window and press Enter to open the Command Prompt window.
In the Command Prompt window, type "devmgmt. msc" and press Enter. This will immediately open the Device Manager window.



4. Enter the corresponding commands in the data sending window, click "Send," and the TV will respond.



Control Commands

Command	Function	Command Content	Example
Turn on the panel	04 00 01 00		
Turn off the panel	04 00 02 00		
Play	04 00 03 00		
Pause	04 00 04 00		
Switch to the specified program	05 00 05 00	00-FF	05 00 05 00 01
Previous show	04 00 06 00		
Next show	04 00 07 00		
Volume value	05 00 08 00	00-64	05 00 08 00 32
Mute	04 00 09 00		
Volume up	04 00 0A 00		
Volume down	04 00 0B 00		
Brightness value	05 00 0C 00	00-64	05 00 0C 00 32
Brightness up	04 00 0D 00		
Brightness down	04 00 0E 00		
Play mode	05 00 0F 00	00: List loops 01: single loops	05 00 0F 00 01

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 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.

The plug or appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

FCC Warning

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.

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

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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Warranty

Thank you for purchasing this Sylvox product. We are glad to offer 12 months free warranty for you. If you have any questions, please contact us via our after-sales email or website for assistance.

Customer Service Support:

Pre-sale: support@sylvoxtv.com

After-sale: service@sylvoxtv.com

Marketing: marketing@sylvoxtv.com

Website: www.sylvoxtv.com

Service Hotline: +1(866)979-5869 (Monday-Friday,9:00AM-5:00PM EST)

Warranty Policy

(1) When returning an item, please note the following:

1. Only items purchased directly from www.sylvoxtv.com and authorized resellers can be returned, such as Amazon, Walmart, Newegg, Wayfair, Aliexpress, etc.
2. We will not accept any return requests for products purchased from unauthorized third-party suppliers.
3. Customer must contact the original vendor with your order ID or purchase proof and the detail of the product issue at service@sylvoxtv.com to request a return/refund/repair/replace before returning products. Sylvox will provide you with the shipping label in the mail.
4. For products purchased directly from Sylvox, we cover the return shipping costs for quality-related issues. For products purchased from a retailer/reseller, please contact them for returns.
5. If there is no reason to return the product after installation and use, Sylvox shall have the right to charge restocking fees of 20% of the product value. (Only accept applications for no reason return within 7 days after arrival, and freight costs are the responsibility of the customer)
6. Ensure that the item(s) you are returning is repackaged in the original condition with all the documentation and accessories that came with it.
7. If the returned product is not in original packaging: artificial damage causes to affect the second sale, such as its appearance being damaged, the lack of accessories, etc., we will deduct the corresponding expenses according to the situation.
8. We will handle your request once getting your returning item.

(2) How to return a product for a refund? (30 days money-back guarantee)

To return an item to Sylvox, Please contact the Sylvox team at service@sylvoxtv.com to submit an after-sales application, we will provide you with the shipping label in the mail. Please include your original order number or order proof in the email and ensure that the item is returned within 30 days. No refunds will be issued until the item is received in its original packaging (with its documentation and accessories).

(3) Refunds

Once we receive and verify the condition of your product, a refund is initiated. The way your refund is processed depends on your original payment method. For credit or debit cards, refunds will be back to the card-issuing bank within 7-10 business days of receipt of the returned item. Please contact the card-issuing bank with questions about when the credit will be posted to your account.

(4) What does the warranty not cover?

- (a) The wrong way of use and improper repair by the user caused the failure or damage.
- (b) Failure or damage caused by transportation, moving, and falling after purchase.
- (c) Other unavoidable external factors cause failure and damage.
- (d) Improper use of the equipment caused by water or other solution of damage.
- (e) Failure caused by a lightning strike or other electric system reasons
- (f) Damage caused by using power supply other than specified voltage.

Warranty Period:

- * Sylvox repairs the TV free of charge under the condition of the normal use of the instruction manual within 12 months.
- * Sylvox warrants that this product conforms to the manufacturer's specifications and will be free of defects in material and workmanship should any defect occur.
- * Sylvox will correct the defect subject to the following conditions:
 - (a) Any defects caused or repairs required as a result of the abusive operation, negligence, accident, shipment damages, improper delivery and installation, application, and use for which this product was not intended as set forth in the user's manual or other applicable Product documentation.
 - (b) Any defects caused or repairs required as a result of any product that has been tampered with, modified, adjusted, or repaired by any person other than Sylvox, a Sylvox authorized service provider or a Sylvox authorized service center or dealer.
 - (c) Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the Product, including but not limited to, earphones, remote controls, batteries, etc.
 - (d) Any cosmetic damage to the Product surface or exterior, including but not limited to that which has been defaced or caused through normal wear and tear, improper shipping and handling, or the use of chemical cleaning agents.
 - (e) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, the use of incorrect voltage, fluctuations or surges in transmission line/power line voltage, liquid spillage, or acts of nature or God.
 - (f) Warranty claims for Products returned with the altered, illegible, or missing model, factory serial number, and UL markings.
 - (g) Any Products used for rental, business, or commercial purposes.
 - (h) Any installation, consumer instruction, delivery, setup, adjustment, and/or programming charges.
 - (i) A Product that is not installed following installation instructions is included with the Product.
 - (j) Any signal reception problems (including antenna-related problems), images "burnt" into the screen, signal noise or echo, interference or other signal transmission or delivery problems, availability of third-party provided services or content (including, without limitation, image, audio or video content).

No other entity other than Sylvox is authorized to extend, enlarge or transfer this warranty on behalf of Sylvox.

The express warranties in this limited warranty are, in lieu of and, except to the extent prohibited by applicable law, Sylvox disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing, or usage of trade, including, without limitation, implied warranties or conditions of all claims, whether based in contract, negligence, strict liability or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For any questions, feel free to contact us via service@sylvoxtv.com at any time!