

COVER PAGE GSM: 128  
INNER PAGE GSM: 75

CROMA GOOGLE TV 32 & 43 INCH USER MANUAL SIZE-148.5 X 210MM, 10-5-23

**cromā**  
A **TATA** Product

# USER MANUAL

## Croma LED TV

**Model No.:** Croma 80cm HD Ready LED TV CREL032HGC024601  
Croma 109cm Full HD LED TV CREL043FGD024601



**Thank you for selecting Croma LED TV**

\*Actual product may differ from the picture shown.\*



- Before operating this product, please read & follow the instructions in this manual.
- Actual product may differ from the picture shown.
- All information in this manual is based on the latest product information available at the time of printing of this manual. However, due to improvements or other changes, there may be discrepancies between information in this manual and actual product.
- While all due precautions are taken in printing this manual, Infiniti Retail Limited assumes no responsibility for errors or omissions.
- Please keep this manual safe for future reference.

\*Actual product may differ from the picture shown.\*

## Product Features

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Resolution:  
1366 x 768  
1920 x 1080



A+ Grade Panel



Digital  
Audio Out



Dual Band Wi-Fi  
2.4GHz & 5GHz



Official Android 11



Bluetooth  
Connectivity v5.0



2x HDMI,  
2x USB

## Package Contents

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This package contains the items mentioned below. In case, any of these components are missing, contact **Croma Customer Care at 1800-572-7662** immediately.

Main Unit: 1N

AAA Batteries: 2N

TV Stand Screws: 4N

TV Stand: 2N

Power Cord: 1 N

User Manual: 1N

Wall Mount Kit: 1N

Remote Control: 1N

## Safety Instructions

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Read the instruction manual carefully before operating the product.

1. Use attachments/accessories supplied with the product only.
2. For electrical and safety information, please refer to the rating label at the rear side of the television set.
3. Do not expose the television set to rain, moisture or humid atmosphere to avoid the risk of fire or electrocution.
4. Do not expose the television set to direct sunlight or any other heat radiating sources such as candles, stoves etc.
5. Do not mount the television on any wall that may have seepage issues or below ACs, as this may cause electrical short circuit and permanent damage to the TV due to moisture.
6. Please mount the television set securely to a wall or place it on a stable surface with the base stand attached to the TV set to avoid personal injury or damage to the TV set.
7. Do not obstruct any vents provided on the television for ventilation as this will result in overheating of the product.
8. Do not put any objects such as pins or any other metal objects inside the television set as this may result in permanent damage due to electrical shock.
9. Do not put any kind of water container close to the TV set as this might accidentally result into a water spillage on the TV set.
10. Secure the power cord properly with cable ties or cord binders to avoid tripping over loose wires which may cause displacement or fall of the TV from its original position.

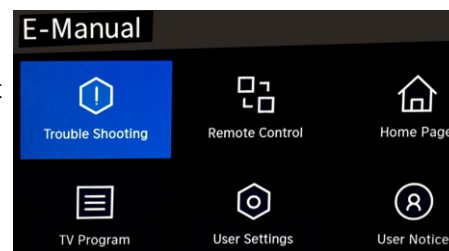
11. Do not mix old & new batteries to avoid explosions.
12. Ensure correct polarity while inserting batteries in the remote control.
13. Old batteries may leak and damage the remote control. Always remove batteries as soon as they become weak or in case the remote is not going to be used for a long time.
14. For best performance, the batteries should be replaced on a yearly basis or when remote operation becomes erratic.
15. For proper functioning of the remote, remove any obstacle between the TV and the remote control unit.
16. Do not keep any source of naked flames such as candles, adjacent to the TV; this may result in a hazardous situation.
17. During thunderstorms and heavy rains, please disconnect power supply and remove the antenna plug.
18. Ensure proper grounding before plugging the TV into an electrical power socket.
19. Ensure that the plug and socket are tightly fitted and do not have any loose contacts as this might result in an electrical spark and permanent damage the product.

## Basic Operation

### E-Manual

E-Manual is built into your TV and can be displayed on the screen. To learn more about your TV features, access the E-Manual by referring to the following operation. E-Manual may not be available depending on the region or model.

1. Press **HOME** button to access the home screen.
2. Press **▲/▼/◀/▶** and **OK** button to select and enter "E-Manual" in the app list.

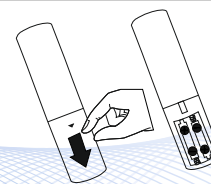


*Note: The picture is only for reference.*

### Install Remote Control Batteries

Place two AAA size batteries in the remote control's battery compartment, making sure to match the polarity markings inside the compartment.

Note: Please use Alkaline Batteries for Remote



*Note: The picture is only for reference.*

### Flicker Free

Onscreen flicker may cause eye strain, fatigue and headaches after an extended viewing. With "Flicker Free" technology featured in this product, you will have a comfortable viewing experience. No visible and invisible flickers exist within the frequency range of 0~3000Hz, which can be certified when the central luminance is set to be the default value, the minimum value or 30cd/m .

*Note: "Flicker Free" technology may not be supported depending on the region or model.*

## License

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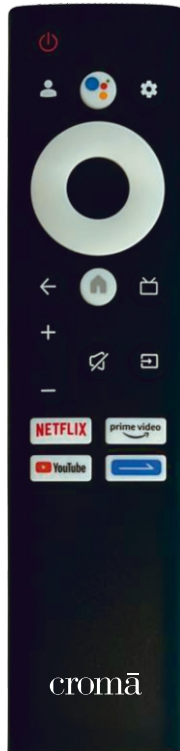













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**Note:**

1. The pictures in this document are only for reference.
2. Appearances and specifications are subject to change without notice.
3. In dry environment due to static electricity, the product may restart and return to the main OSD interface, USB player interface or the previous source mode. It is normal and please continue to operate the TV as you will.

## Remote Control



| No. | Buttons  | Function  |
|-----|--|---|
| 1   | <b>Power</b>        | Turn ON / OFF TV  |
| 2   | <b>Profile</b>      | Access the profile Selector   |
| 3   | <b>Voice</b>        | Activates voice command function  |
| 4   | <b>Setting</b>      | Displays system setting menu  |
| 5   | <b>Navigation / Ok</b>   | Press the direction buttons to select menu options or settings. Press OK to select or confirm a menu item |
| 6   | <b>Back</b>         | Returns to previous menu or setting   |
| 7   | <b>Home</b>         | Opens the Android TV homepage   |
| 8   | <b>TV Keys</b>      | Opens the TV source   |
| 9   | <b>Volume</b>       | Adjusts the volume  |
| 10  | <b>Mute</b>         | Mutes or unmutes sound  |
| 11  | <b>Source</b>       | Selects a signal source   |
| 12  | <b>NETFLIX</b>   | Opens the Netflix app   |
| 13  | <b>prime video</b>   | Opens the Prime Video app   |
| 14  | <b>YouTube</b>   | Opens the YouTube app   |
| 15  | <b>Daily Key</b>  | Open the App or function selected by you.   |

\* You can pair remote while setup your device, if you did not pair it while setup, then follow the instruction written in remote & accessories to pair your remote .

### 1. Pair Bluetooth remote control with your TV

For the remote control supplied with your TV, the pairing could be done at the first step of "Initial Setup", or in "Settings".

In settings, please refer to the following steps to pair the remote control:

1. Press and Hold "Google Assistance Button" to start pairing.
2. If remote control is not pairing then "In home page select Settings > Remotes & Accessories > Pair accessory.
3. You will be shown "TV BLE Remote" in the list, select this and paired remote. (If remote is not showing in list please reset the remote using long press the HOME and LEFT button until green light blinking on top side of remote)
4. It will show "Success" after Bluetooth remote control is paired with the TV successfully.

## Key Control (Power Key)

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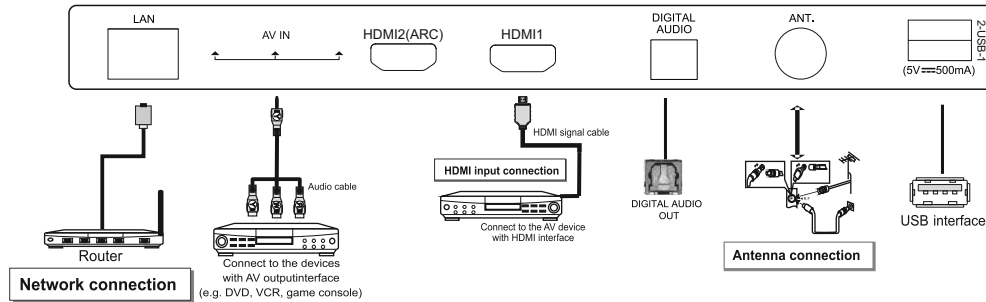
1. Press the button to turn the unit ON from STANDBY mode.
2. Press it again to the turn the setback the STANDBY.



## Understanding Your TV

On the rear side of the TV set following connectivity options are available

32" HD & 43" FHD



**RJ 45 LAN:** Plug in network RJ 45 plug to connect to an external modem or network access equipment.

**AV Input:** The AV IN sockets can be used to connect a range of equipment, including AV IN AUDIO video recorders, camcorders, decoders, satellite receivers, DVD players, or gaming consoles. The VIDEO IN socket provides composite video connection.

**HDMI 2/HDMI 1 Socket (Input):** The HDMI (High-Definition Multimedia Interface) socket can be used to connect with a HDMI-PC with a compatible video card, certain DVD players or an HD compatible digital satellite decoder. This socket provides an uncompressed digital connection that carries both video and audio data by way of an integrated mini-plug cable. ARC (Audio Return Channel) function is only supported on HDMI 2 (ARC) port HD & FHD.

**Digital Audio Out:** Use a digital optical cable to connect your TV to a compatible audio receiver

**RF/ANTENNA IN Socket (Input):** Lets you connect a coaxial cable to receive the signal from your antenna, cable or cable box.

**USB Interface:** Insert a compatible thumb drive for image, audio & video playback.



## **Connecting to External Devices:**

### **HDMI CEC / ARC:**

If you would like to use the Audio Return Channel (ARC) feature to send sound from the TV by a HDMI cable to a digital sound system, you can connect it to the HDMI (ARC) port of your TV.

By using this feature, you can also control the sound system with your TV remote instead of using the remotes for each device.

#### **Note**

- HDMI cables must be used to connect HDMI & CEC compatible devices to your TV.
- Use a certified cable with the HDMI logo attached.
- The HDMI & CEC feature of the connected device must be turned on.
- If you connect an HDMI device that is not HDMI & CEC compatible, all the HDMI & CEC control features like ARC do not work.
- Depending on the connected HDMI device, the HDMI & CEC control feature may not work.
- If your external audio device does not support Dolby or DTS, PCM is suggested.

### **Bluetooth Device:**

You can connect to devices using Bluetooth technology. Press Setting button to select Remotes & Accessories > Bluetooth to On.

#### **Note**

- One Bluetooth speaker or Bluetooth headphone can be connected to the TV all the time.
- Some compatibility issues may occur depending on the Bluetooth device support.
- The TV and Bluetooth devices may become disconnected if the distance between them is too long.
- Keyboard, mouse, or gamepad connected via USB or Bluetooth technology may not be usable with some Apps.

### **USB:**

Connect the USB devices such as hard drives, USB sticks and digital cameras for browsing photos, listening to music.

#### **Note**

- Support the USB disk 4GB, 8GB, 16GB, 32GB, 64GB, 128GB and other common market size, hard drive is currently supported.
- Support format: FAT32.
- Certain digital cameras may not be compatible with the TV
- Keyboard, mouse, or gamepad connected via USB or Bluetooth technology may not be usable with some Apps.

### **Optical Audio Out:**

Connect the optical cable to your TV optical port for enjoy the listening to music through soundbar or optical supported devices.

#### **Note**

- Your external audio device should be support optical out.
- Use standard optical cable for connection.

### **Sharing your Smart Phone/Computer Screen on the TV:**

Mirror content from your mobile device to the TV. View videos, photos and more from your device on your TV screen.

1. Connect your mobile device and TV with same network connection.
2. Turn on the casting function of your Android/Windows10 device. The function name and location will be different according to your device. The feature may be called "Wireless display", "Smart view", "Wireless projection", Cast etc.
3. Find the TV name in the searching list of your device and select it to connect to your TV. Your mobile
4. Device's screen will be mirrored once you select your TV. If you are using Wi-Fi, the connecting may fail and the screen won't switch. You can close Screen sharing application with BACK or EXIT button.

### **Note**

- Some mobile devices may not support casting feature.

### **WARNING:**

Configure the network settings before using Smart TV applications.

Slow responses and/or interruptions may occur, depending on your network conditions.

If you experience a problem using an application, please contact the content provider. According to circumstances of the content provider, an application's updates or the application itself may be discontinued.

Depending on your country's regulations, some applications may have limited service or not be supported.

Changes in application content may be made without prior notice by the service provider.

Press on the remote control to display the TV homepage.

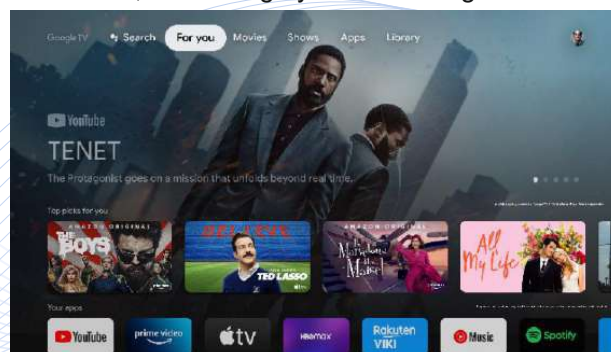
Press Up/Down/Right/Left button and OK to enter the desired Apps, functions or settings.

Press to return to the homepage.

Note: Since the connection to the Internet takes time, it's recommended that you wait a few minutes to use the Smart TV feature after you activate the TV from standby mode.

### **Accessing TV homepage:**

The Google TV homepage allows you to enjoy Internet Applications, specially adapted Internet websites, and change your TV settings.



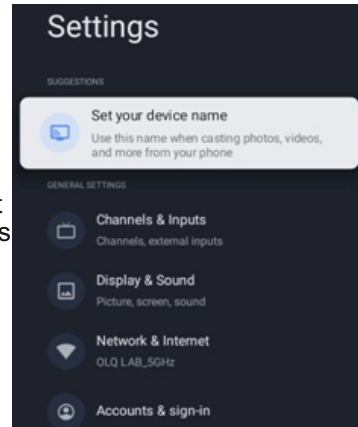
## Suggestions

Finish setting up your TV: Add a Google account or sync the registered Google account to make the most of your TV.

## Using TV Settings Menu:

Allow you to configure settings of TV features, such as channels, display and sound, network, accounts, privacy, apps, system, remotes and accessories, etc.

1. Press HOME Button on the remote control to display the TV homepage.
2. Press ▲/▼/◀/▶ to move the cursor to on the right top of the screen and press OK to enter the settings menu.
3. In submenus, press ▲/▼ to select menu options, then press OK to enter the option list or the corresponding submenu.
4. Press to return to the previous menu.
5. Press to close the settings menu and return to the homepage.



## General Settings:

**Channels & Inputs:** Adjust the channel settings, scan for channels and adjust input settings.

**Display & Sound:** Adjust the picture settings and adjust to experience the different sound effects.

**Network & Internet:** Configure the Wi-Fi and internet settings. The network status is also displayed.

**Accounts & Sign In:** Sign in your Google account to make the most of your TV. And there are two methods you can choose to sign in. The first one means that you should visit [androidtv.com / setup](http://androidtv.com/setup) with your phone or computer and then login the Google Account. We recommend to select the second one that use your remote to sign in on the TV directly.

**Privacy:** You can improve your browsing experience with privacy settings.

**Apps:** View the TV guard and the list of recently opened apps, all installed apps and the system apps. You can also add permissions for different apps, and configure special app access to optimized energy and set usage access, notification access, picture-in-picture mode, and more.

**System:** Set the preferences of the Android TV.

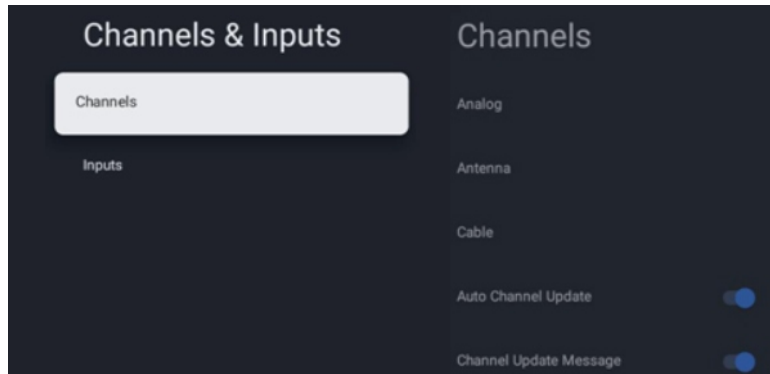
**Remotes & Accessories:** Search for Bluetooth accessories and pair them with your TV. You can set up your TV to make it visible to all nearby Bluetooth devices.

**Help & Feedback:** Visit Google TV Help at [go.com/tv](http://go.com/tv).

## Channels & Inputs:

The channels and inputs menus are used to scan and maintain your channels, and access the Electronic Program Guide. Adjust the input settings. The menus are only available in TV mode.

1. In TV mode, press on the remote control, select Settings and go to Channels & Inputs.
2. Press Up/Down button to select the item you want to set, and then press OK.
3. Set the channel and input items to your preferences one by one.



### Channels:

Channel Scan: Search channels automatically or manually.

**Scan Automatically:** Press Up/Down button to select Scan Automatically and press OK to enter. Select the tuner mode and channel type you wanted, then press Down button to select Search and press OK to start scanning channels.

**Manually Scan:** Scan channels manually by entering parameters such as channel number or frequency.

### Inputs:

You can see the connected input, standby inputs and set the name these inputs and select whether to display them in the input list.

Control Other Devices (CEC): Control the devices connected by HDMI.

### Display & Sound :

The menus are used to obtain the best picture and audio settings according to your preference and the type of program you are watching. The menus can be set up at every broadcasting type and every input source.

1. Press on the remote control, select Settings and go to Display & Sound.
2. Press Up/Down button to select the item you want to set, and then press OK.
3. Set the picture and audio items to your preferences one by one.

Note: The options available may vary depending on the picture mode you set.

### Picture :

**Picture Mode:** Select a picture mode optimized for different viewing conditions. Press Up/Down button to select an option and then press OK.

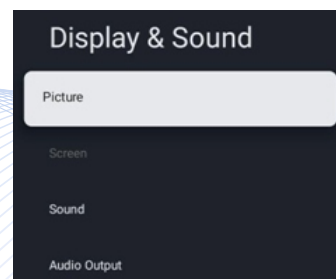
**Advanced Settings:** Adjust more picture options.

**Reset to default:** Reset picture setting to default condition.

### Sound:

**Sound Mode:** Select a sound mode that best suits your audio needs. Enter the Sound mode menu and press Up/Down button to select an option and then press OK.

**Balance:** Adjust the volume of the left and right speakers



**Sound Mode:** Select a sound mode that best suits your audio needs. Enter the Sound mode menu and press Up/Down button to select an option and then press OK.

**Balance:** Adjust the volume of the left and right speakers

**Sound Surround:** Enjoy the sound Surround effect.

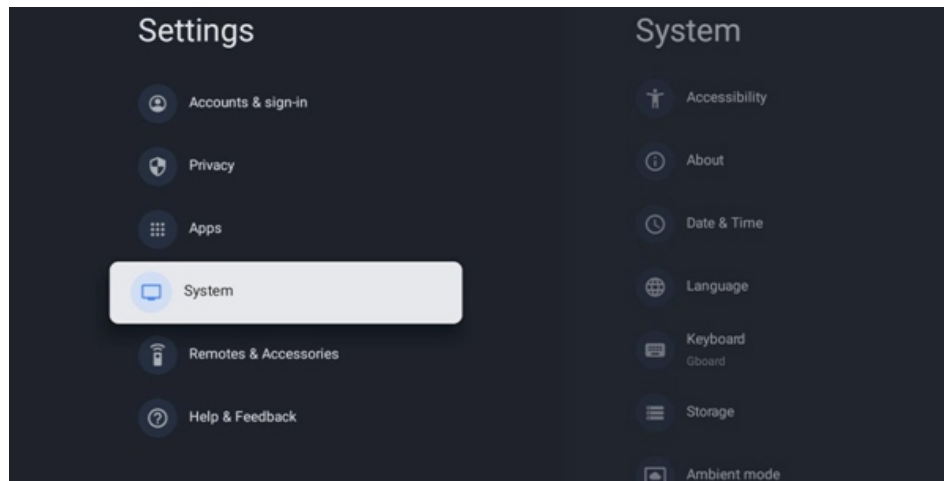
**Auto Volume Control:** Equalize audio for a more relaxed experience.

**Reset to default:** Reset sound setting to default condition.

### **System Settings:**

Follow these instructions to configure various system settings.

1. Press on the remote control to display the TV homepage.
2. Press Up/Down/Right/Left button to move the cursor to on screen and press OK to enter the Settings menu.
3. Press Up/Down to select System and then press OK.
4. Press Up/Down to select the items you want to set, and then press OK.



**Accessibility:** Configure captions, high contrast text, text to speech. Set the talk back and switch access.

**About:** Check the detail information of the TV, such as, system update, device name, status, model and version, product information, etc. You can also view legal information, turn on the auto update and reset the TV.

**Date & time:** This function needs network connection and then you can set the date and time. You can choose whether to auto synchronize or to manually set the date and time. You can also set the time zone and choose to use 24-hour format.

**Language:** Select a menu language. The selected menu language will also be set as the voice recognition language.

**Keyboard:** Configure the settings of the on-screen keyboard. You can set language and check the version and user agreements of the current keyboard. You can also add new virtual keyboards or active virtual remote keyboard.

**Storage:** View the memory usage status, clear data, cache and defaults, and to open, force stop or disable an app. Besides, you can add or remove an app's permissions to access your contacts, location, and microphone, etc.

**Ambient mode:** You should set up Google TV to enable the function which can show the weather, time, the owner's name, etc. with Ambient.

**Power & Energy:** Configure the screen saver settings, including power on behaviour, the inactivity time after which to turn off display, the sleep timer. Configure quick start on function and screenless service.

**Cast:** You can give permissions to media casting.

**System Sounds:** You can set the system sounds to off or on.

**Shop Mode:** You can set the shop mode to off or on.

**Restart:** Restart the TV

**Remote &Accessories:**

Connect remote controls or other accessories, such as keyboard, mouse and gamepad, BT Speaker and Soundbars to interact with your Smart Tv easily.

## Technical Specifications

|                               |  |  |
|-------------------------------|--|--|
| <b>Screen Size</b>            | 32" HD / 80cm (DIAGONALLY)                               | 43" FHD / 109cm (DIAGONALLY)                             |
| <b>Resolution</b>             | 1366x768p  | 1920x1080p   |
| <b>PP Modes</b>               | USER, STANDARD, VIVID, SPORT, MOVIE, GAME, ENERGY SAVING | USER, STANDARD, VIVID, SPORT, MOVIE, GAME, ENERGY SAVING |
| <b>Audio Output</b>           | 10W+10W  | 10W+10W  |
| <b>Sound Modes</b>            | USER, STANDARD, VIVID, SPORT, MOVIE, MUSIC, NEWS         | STANDARD, SPORT, MOVIE, MUSIC                            |
| <b>ANT.</b>                   | x1   | x1   |
| <b>AV IN</b>                  | x1   | x1   |
| <b>HDMI</b>                   | x2   | x2   |
| <b>USB</b>                    | x2   | x2   |
| <b>DIGITAL AUDIO</b>          | x1   | x1   |
| <b>LAN</b>                    | Yes  | Yes  |
| <b>Video format</b>           | .flv, .mp4, .mpeg, .h.265, .m2ts                         | .flv, .mp4, .mpeg, .h.265, .m2ts                         |
| <b>Audio format</b>           | .mp3, .aac   | .mp3, .aac   |
| <b>Picture format</b>         | .jpg, .jpeg, .bmp, .png                                  | .jpg, .jpeg, .bmp, .png                                  |
| <b>USB Codec attached</b>     | USB 2.0  | USB 2.0  |
| <b>Power Supply</b>           | 100V - 240V, 50/60Hz                                     | 100V - 240V, 50/60Hz                                     |
| <b>Power Consumption</b>      | 60W  | 75W  |
| <b>Remote Control unit</b>    | x1   | x1   |
| <b>Table top stand pair</b>   | x1   | x1   |
| <b>Wall mounting brackets</b> | Yes  | Yes  |
| <b>Batteries</b>              | x 2 AAA size   | x 2 AAA size   |
| <b>Instruction Manual</b>     | Yes  | Yes  |

## E-Waste MANAGEMENT (Disposal Policy)

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This symbol on a product and/or accompanying documents means that the used electrical and electronic products should not be mixed with general household waste. For proper treatment, recoveries, recycling, etc., this product needs to be taken to the designated collection points, where they will be accepted on a free of charge basis.

Alternatively, user may be able to return the product to Croma Stores on the purchase of a new product. Disposing off this product correctly will help save valuable resources and prevent any potential negative effect on human health and the environment, which could otherwise arise from inappropriate waste handling.

Please contact **Croma Customer Care at 1800-572-7662** for further details on your nearest designated collection point. Penalties may be applicable for incorrect disposal of waste, in accordance with the Indian legislation.

## BEE ATTENTION:

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This product is qualified for the BEE Star rating in the 'Energy Saving' Mode. The Objectives of Star Labeling Program is designed to promote energy efficient products and practices.

When the television is initially set up, it is designed to meet the BEE Star Labeling requirements while maintaining optimum picture quality.

- . Changes to certain functionalities of this television (TV Guide, Picture/sound etc) may change the power consumption.
- . Depending on such changed setting (eg., Retail mode, the power consumption may vary which possibly could exceed the stated energy consumption.

To reset the television to Star rating, qualified settings, select 'Energy Saving' mode from the initial set-up procedure in 'factory setting' under the 'Set-up' menu.

## Product Packaging

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Product packaging has the purpose of protecting an appliance from damage that might occur during transportation. The materials used for packaging are recyclable and are selected on the basis of respect for the environment and ease of disposal, with an aim of material reintegration to the production cycles. This mechanism not only allows reduction of the volume of waste but also makes a more rational usage of non-renewable resources possible.



# WARRANTY CARD

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**Name Of The Product Name**  
**Croma LED TV**

**Model No.:** Croma 80cm HD Ready LED TV CREL032HGC024601  
Croma 109cm Full HD LED TV CREL043FGD024601

## **Warranty on your Croma LED TV**

- This warranty is applicable for a period of Twelve months (12) from the date of purchase of the product.
- In case of commercial usage of this product, warranty period would be limited to Three months (3) only.
- This warranty will be terminated automatically after the period of Twelve months (12) from the date of purchase, even if the product was not in use during the warranty period for any reason.

**Infiniti Retail Limited, ("IRL") guarantees** the product purchased to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture, subject to terms of the limited warranty ("**Warranty**")

**If you experience any difficulty in operating this product or require any service assistance, please contact:**

Croma Customer Care Manager  
Infiniti Retail Ltd.  
Unit No 701 & 702, 7th Floor,  
Kaledonia, Sahar Road, Andheri (East),  
Mumbai - 400069, India.

**Customer Care Number:** 1800-572-7662

**Email:** [customersupport@croma.com](mailto:customersupport@croma.com)

## Instruction for Customers

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1. You should retain the warranty card / Invoice for records and shall compulsorily produce the same in the event of any repairs during the Warranty Period.
2. In the event of any defect in the product, you are requested to register a complaint by visiting the Customer Service Desk at a nearby Croma Store or by connecting to the **Customer Care no. at 1800-572-7662**

### **Terms & Condition:**

1. All the repairs during the warranty period shall be carried out only through service centers authorized by Croma.
2. On acceptance of claim for repairs made by the customer during the warranty period, Croma may arrange for an employee, agent or contractor of Croma ("Authorized Repairer") to visit the customer premises where in the product is in use or is installed ("Product Location") to assess the Warranty Claim and if necessary, carry out any requisite repairs or replacements as the case may be.
3. Croma shall provide the service in accordance of warranty terms only to the products installed within the municipal limits of the store from where it was purchased. If the product is installed outside the municipal limits then the customer shall be responsible for arranging to bring the product to the store at his own risk and cost.
4. In case where the product needs to be re-installed & where the unmounting from the wall is more than a height of 1.2m, than Croma reserves the right to unmount the same on chargeable basis. The detailed condition and the applicable charges are annexed at the end of this document earmarked as "Annexure A".
5. For the purpose of this warranty, "Warranty Period" shall mean as following:-
  - a. For Television used for non-commercial purpose: a period of Twelve months (12) from the date of purchase as may be mentioned on the invoice.
  - b. For Television used for commercial purpose: a period of Three months (3) from the date of purchase as may be mentioned on the invoice.
  - c. For accessories received along with the television: a period of Six months (6) from the date of purchase as may be mentioned on the invoice.
6. While Croma shall take all possible steps to repair or resolve the issue at the earliest, however it is expressly stated herein that Croma shall not be under any obligation to provide the resolution within any specified number of days.
7. Warranty provided herein shall exclude the following and there by any claim made in respect of defect, damage or loss attributed to the following reasons shall not entertained or accepted under the terms of warranty. The claim shall not be accepted as rightful case for warranty under following conditions:-

- a.** Improper setting up, installation or positioning of the product, improper adjustment of settings and controls as may be associated with the product. For the purpose of this warranty, the term "Improper" shall mean and include using the product in any manner other than as mentioned in the user manual.
- b.** Dismantling, repairing, servicing or other work carried out on or in relation to the product by any person other than an authorized service provider of Croma. Such an action shall render this warranty void from the date of such action.
- c.** Use of defective or incompatible parts or accessories with or in relation to the product.
- d.** Exposure of the product to excessive heat or moisture or other hostile environmental conditions, including damage caused due to dust, rodents, insects, rust, corrosion, salt build-up or inadequate ventilation.
- e.** Viewing of an image or images on the display screen of the product for an extended period of time, it is hereby stated that permanent damage can be caused to a television if still or repetitive images are left unchanged or used on the screen for an extended period of time. For the purpose of this clause "extended period of time" shall mean a period of 15 to 20 days.
- f.** Electrical issues, including power surges, spikes or dips, or incorrect or fluctuations in voltage or current;
- g.** Externally or other interference resulting From or caused by or to other products and/or sources;
- h.** Use of any other equipment, systems, utilities, services, applications, parts or other items not supplied or authorized by Croma;
- i.** Cosmetic, structural or mounting items associated with the Television, including brackets, wall mounts, shelves or doors;
- j.** Consumable (for example, bulbs, globes, batteries and cables) or lost parts or accessories associated with the Television.
- k.** Normal wear and tear of the Television.
- l.** Accident, theft, vandalism, misuse, abuse, negligence, collision with another object, operation of a computer virus, fire, flood, liquid spillage or ingress, earthquake, thunderstorm activity, acts of God or any other event or circumstance occurring in relation to the Television which is beyond the reasonable control of Croma;
- m.** Any incompatibility arising during usage with inverter due to power sharing capabilities of the inverter.
- n.** Issues arising from incompatibility with mobile devices during screen mirroring or screen casting.

8. Without limiting any other provisions of this Warranty and to the maximum extent permitted by law, this Warranty shall not apply, and Croma will not be liable for any Claim made here, in relation to the product on occurrence of any one or more of the following conditions :
- a.** The product was not purchased by the customer in India, or was not purchased as a brand-new product, or such purchase was made through an outlet which at the time of such purchase was not authorized to sell the product.
  - b.** The serial number on the Television has been damaged, modified or removed.
  - c.** Wherein customer owes any outstanding amount to Croma payable against any services availed previously or with against any purchase made through Croma.
  - d.** Any hardware or software associated with the product has been accessed or tampered or compromised due to any action undertaken by the customer or any third party
  - e.** On account of breach of any terms and conditions as stated under this warranty.
9. Once the claim as raised under this warranty is accepted by Croma, Customer hereby undertakes to adhere and comply with the following conditions:-
- a.** That customer shall comply with necessary directions as may be given by Croma or it's authorized service centers for due fulfilment of terms of warranty.
  - b.** That the customer acknowledges that Standby unit may or may not be provided while the product is being transported, examined, repaired or replaced under this warranty.
  - c.** That the customer acknowledges that any parts used in the repair of the product (if applicable) may be new or refurbished and may be different to or cost less than the original parts.
  - d.** That the customer acknowledges that if any request is made to Croma for arranging the visit to the product location, or to any Authorized Service Provider to carry out any repair, or to provide any products or parts, outside the scope of a Warranty Claim Croma shall have the liberty to charge the customer for all such visits, services and assistance.
  - e.** That the customer acknowledges that the terms of warranty and its corresponding benefits are restricted to the original buyer and therefore are non- transferable in nature.

10. If the product in question can access any software application, content and / or services provided by any third party whether through the Internet or otherwise, then the disclaimer which appears when you first set up the Television and which is also contained as a separate document in the packaging provided with the Television shall apply. Below mentioned are the application clauses;
- a. Various OTT Platforms & applications available in the The App Store may undergo license revision to the associated launching platforms. Therefore, it might cause a particular App to stop working and in such cases their workability will not be warranted.
  - b. Any unlicensed applications used in the TV by the customer is the sole responsibility of the customer and Croma cannot be responsible or any unlicensed application.
  - c. Application available in GTV portal are licensed for particular version, this can only be upgraded to a newer version at sole discretion of GTV OS.
11. Defective on Arrival (DOA): Any defect/failure related to hardware (Panel, Motherboard/ Electronic and Electrical parts) within **14 days** from the date of purchase, the product will be replaced with a new one on customer request. Any issues with regards to software/ apps/ picture-hang will be rectified by a software update and DOA replacement will not be provided. All defects reported after 14 days from the date of purchase, the TV will be fixed with required repairs, **the product will not be replaced.**

**Zero Dot Warranty Terms and Conditions:**

1. This product comes with Twelve months (12) of Zero Dot Panel Replacement Warranty.
2. Defective pixels in the Television where the visible number of those defective pixels are less than or equal to the acceptable number of defective pixels mentioned in the manufacturer's specifications (or where there are no such specifications relating to defective pixels for the Television, then if there are less than 12 defective pixels), it is hereby acknowledged that a normal limitation of the technology for LCD (and the associated manufacturing processes) is for the screen to exhibit some bright, dark or partially lit pixels.

### **ANNEXURE A**

If the product which is the subject of the Warranty Claim is positioned higher than 1.2 mm from floor level, is ceiling or wall mounted, was installed using aftermarket mounts and/or stands or was not installed by Cromia Service Center, then Cromia may also charge you additional amount relating to the removal and/or reinstallation of the product. The charges may be applicable as follows:

| TV RATE CARD-ACCESSORIES AND ACTIVITY   |                  |            |                                    |
|---|------------------|------------|------------------------------------|
| Product   | Charges borne by | Charges    | Remarks                            |
| TV Wall Mount installation-within the TV box  | NA               | FOC        |                                    |
| TV Wall Mount installation-purchased by customer labour charges   | Customer         | 500        |                                    |
| Customer Request-TV Uninstallation (in Warranty Customer) and during installation of Cromia TV if old customer TV needs to be uninstalled | Customer         | 200        |                                    |
| Repairs of PCB-COW Customer   | Customer         | On actuals | In addition to the service charges |
| Repairs of Panel-COW Customer   | Customer         | On actuals | In addition to the service charges |



**cromā**  
A **TATA** Product

**Croma Customer Care**

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