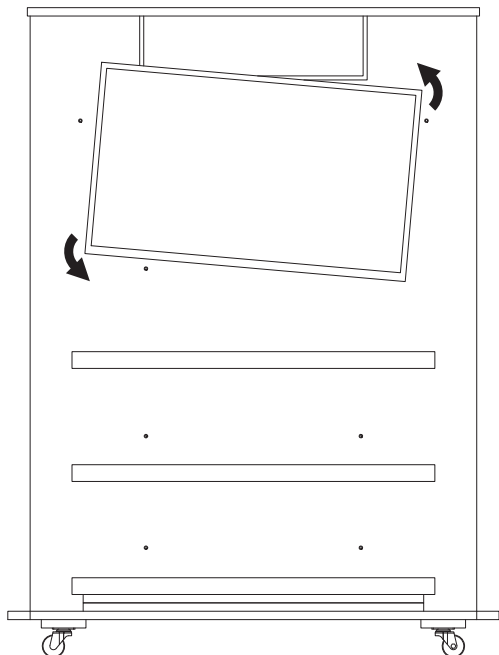


TOOLS NEEDED

- Phillips Screwdriver
- 1-Person Needed

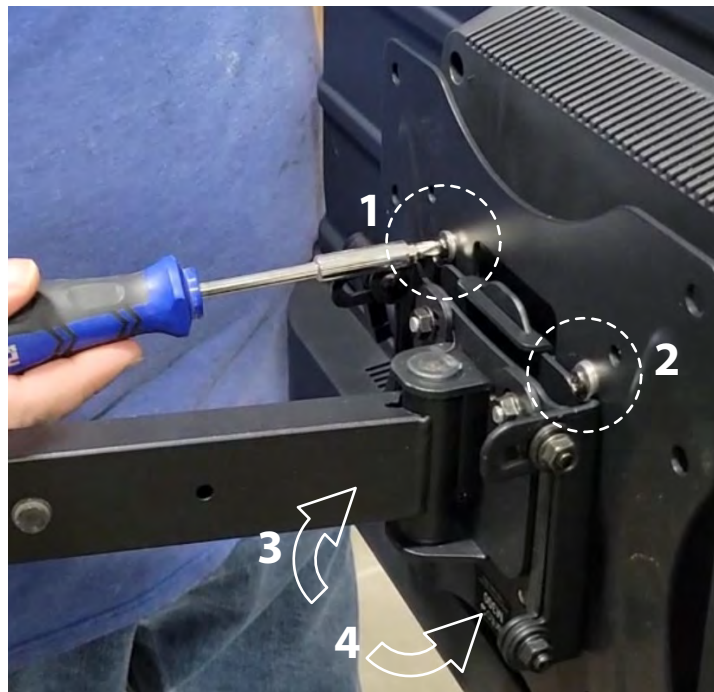
ADJUSTING THE MONITOR

If the monitor is not level, follow these steps to adjust it.



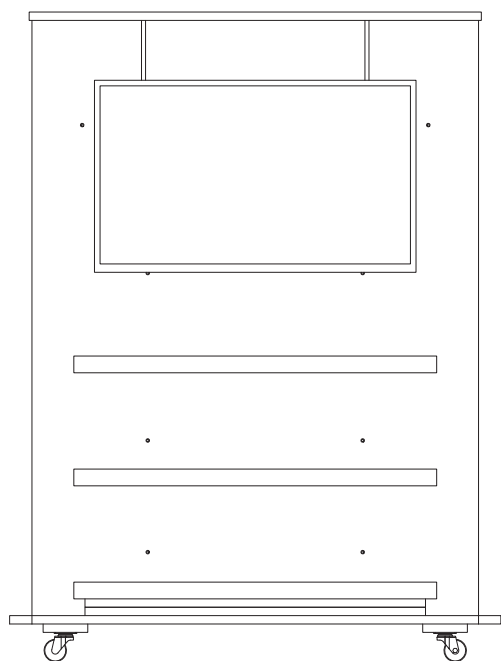
STEP 1

Pull the monitor forward to access the back side. **Loosen** the (4) screws shown on the back.



STEP 2

Push the monitor back into the display. **Pivot** the monitor until it is level.



STEP 3

Pull the monitor out again. **Tighten** the same (4) screws.



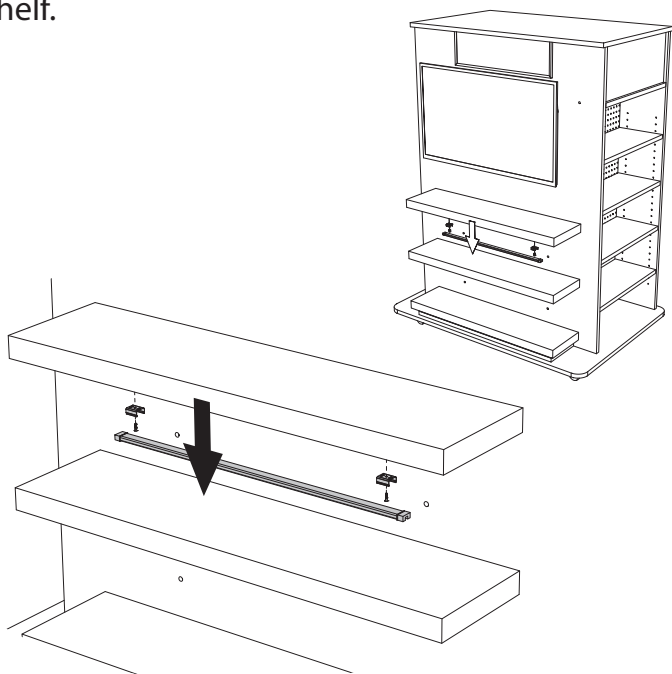
TOOLS NEEDED

- Impact Driver w/ #2 Phillips Drive
- Replacement Shelf
- 1-Person Needed

REPLACING SHELVES

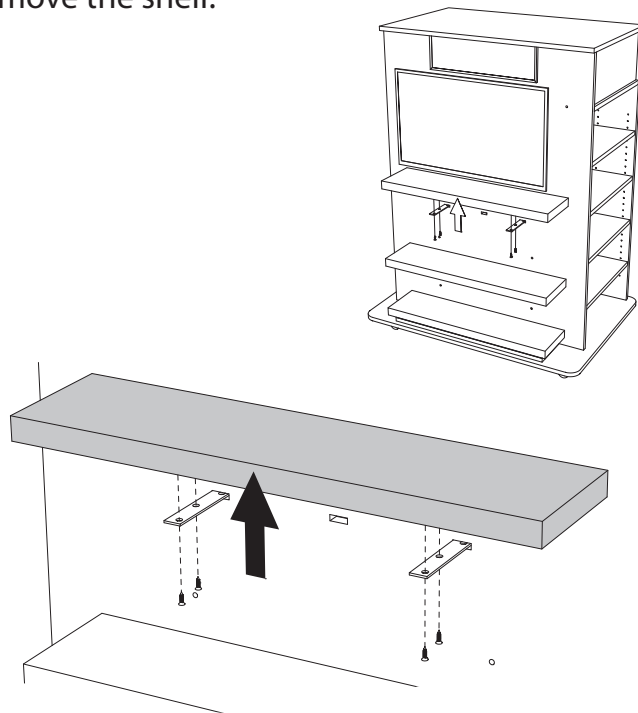
STEP 1

To change out a damaged shelf, first remove the light and light clips from below the damaged shelf.



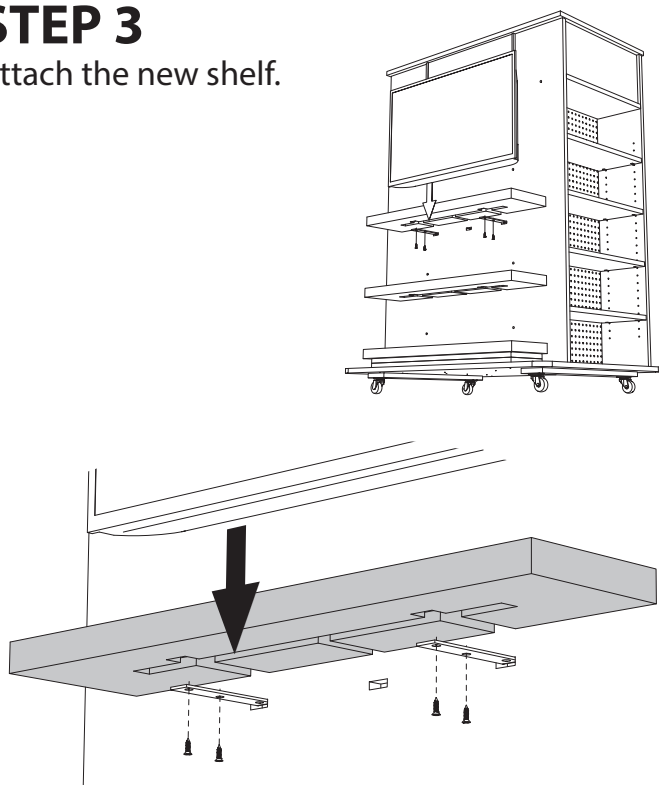
STEP 2

Next, remove the screws securing the shelf, and remove the shelf.



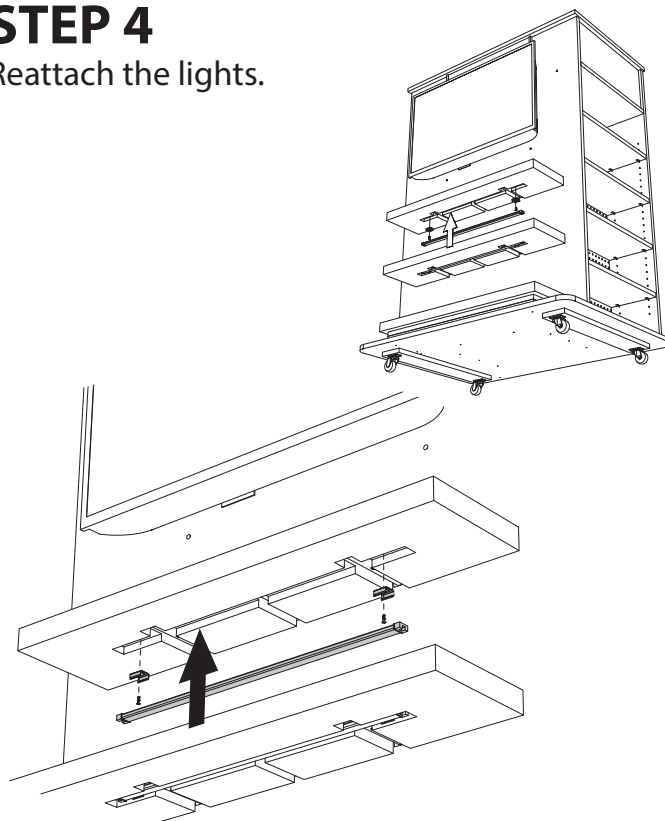
STEP 3

Attach the new shelf.



STEP 4

Reattach the lights.



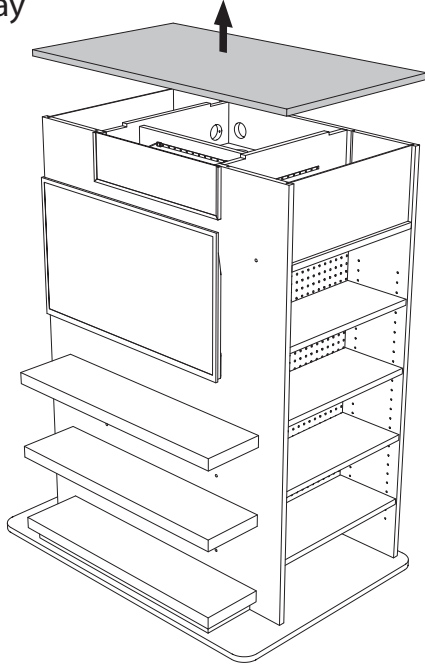
TOOLS NEEDED

- #1 Phillips Screwdriver
- Solid Copper Wire
- New Tape Lights

TROUBLESHOOTING LIGHTING

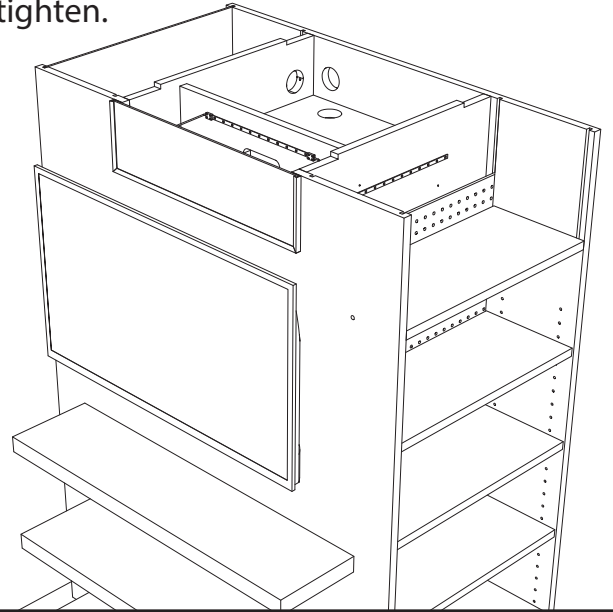
STEP 1

Remove the display's top panel and identify which lights are not working. If all lights are not on, the first one may be bad or disconnected



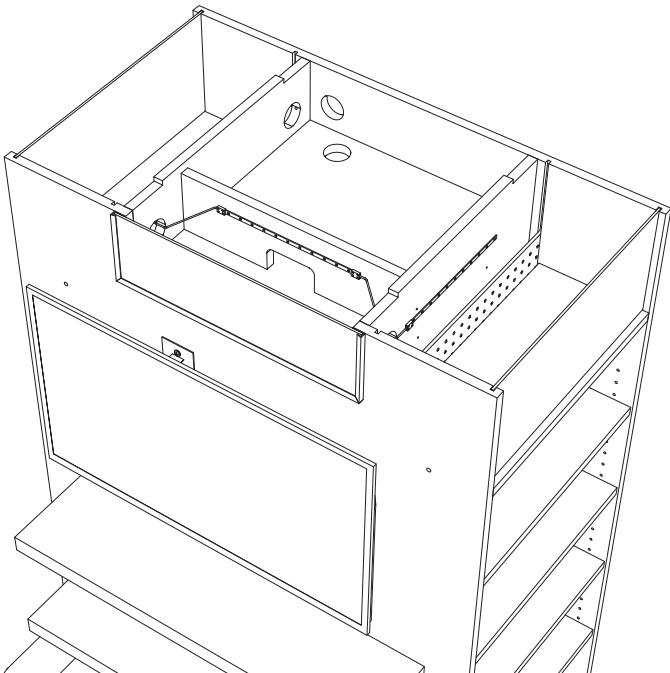
STEP 2

Check all wire connections and reconnect any which are loose. Do this by gently pulling the wires to see if any come loose. If they do, loosen them with the screwdriver listed, push them in, and retighten.



STEP 3

Once all connections are tested and there is still an operational issue, the wire must be replaced.



STEP 4

If wire is still faulty after replacement, contact Performance Display to replace the faulty light.

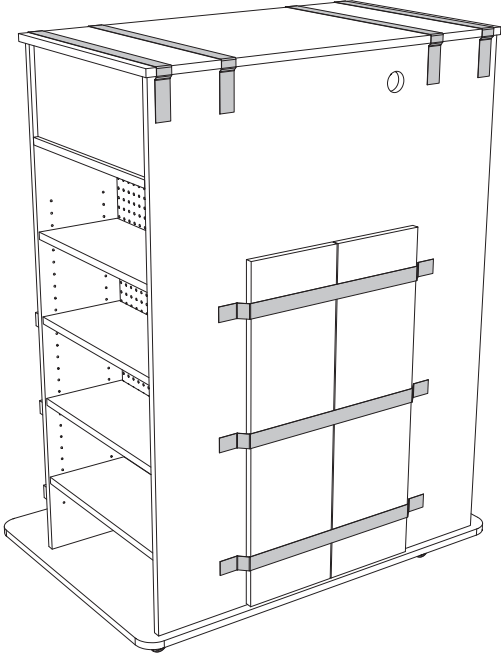
TOOLS NEEDED

- Spackling Compound
- Putty Knife
- Sandpaper
- Paint
- Tape

MINOR REPAIR

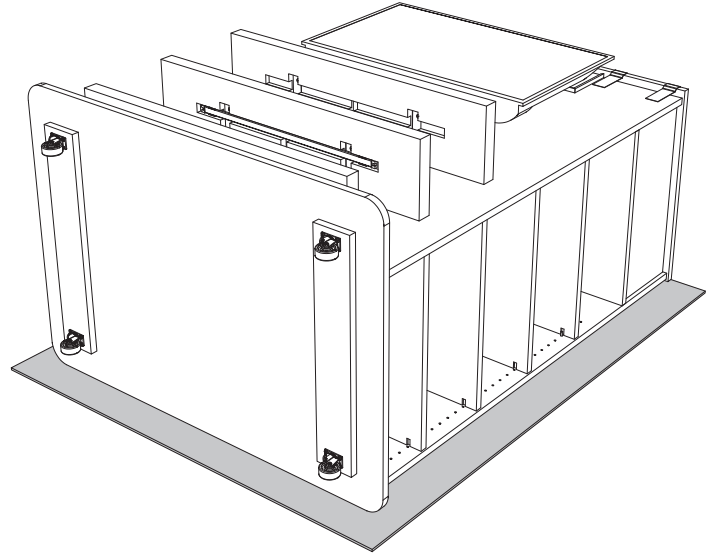
STEP 1

Clean off the area to be repaired. Put small amounts of spackle in repair area and allow to dry.



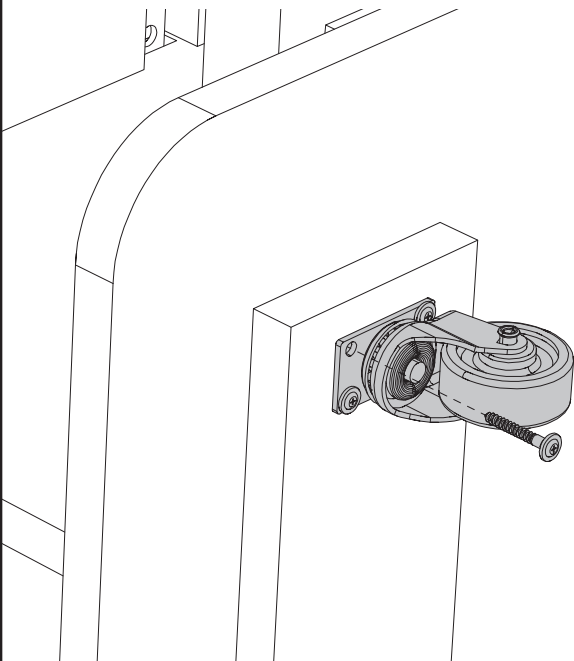
STEP 2

Fill area so it sticks up slightly above undamaged areas.



STEP 3

Sand smooth.



STEP 4

Tape off area and paint.



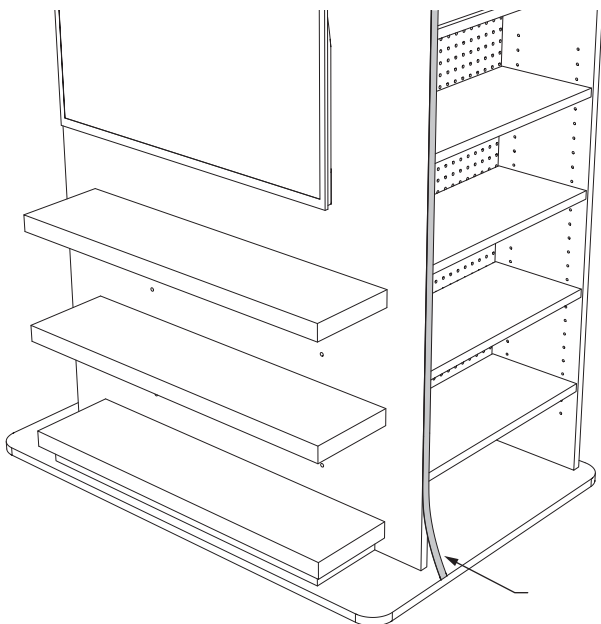
TOOLS NEEDED

- Spray Adhesive (use 3M 90 Spray Adhesive)
- Replacement Edge Band • 5-in-1 to Trim Edge Band

REPAIR EDGE BAND

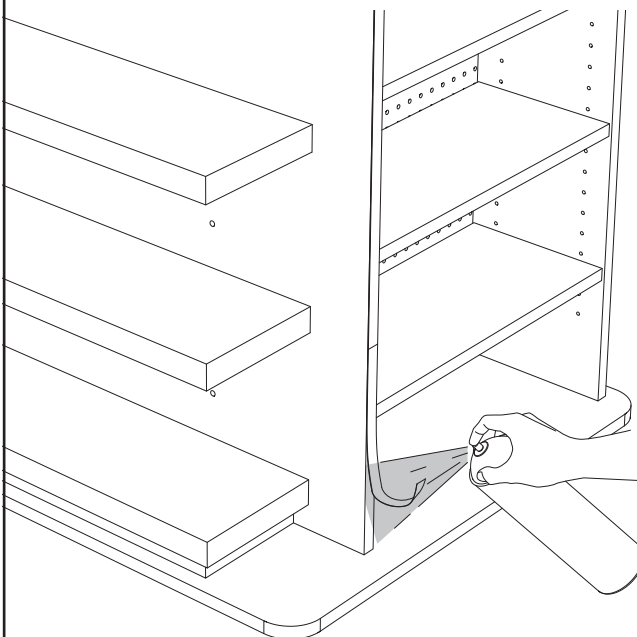
STEP 1

If a piece of edge band is loose, it will need to be cleaned.



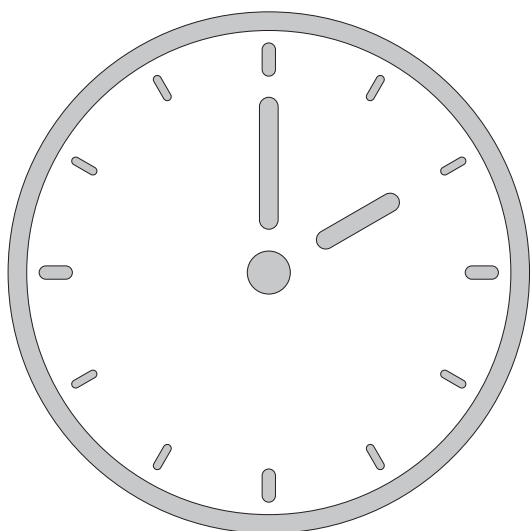
STEP 2

Apply adhesive to both the loose edge band and the wood surface.



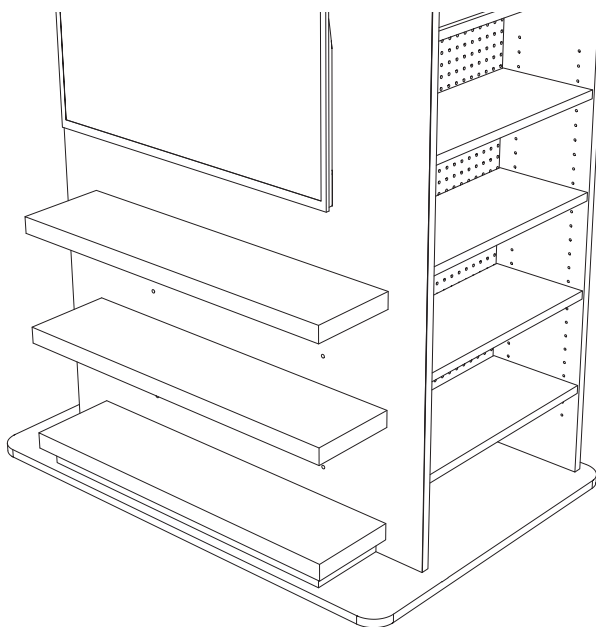
STEP 3

Let dry.



STEP 4

Press edge band back down to adhere to the wood.



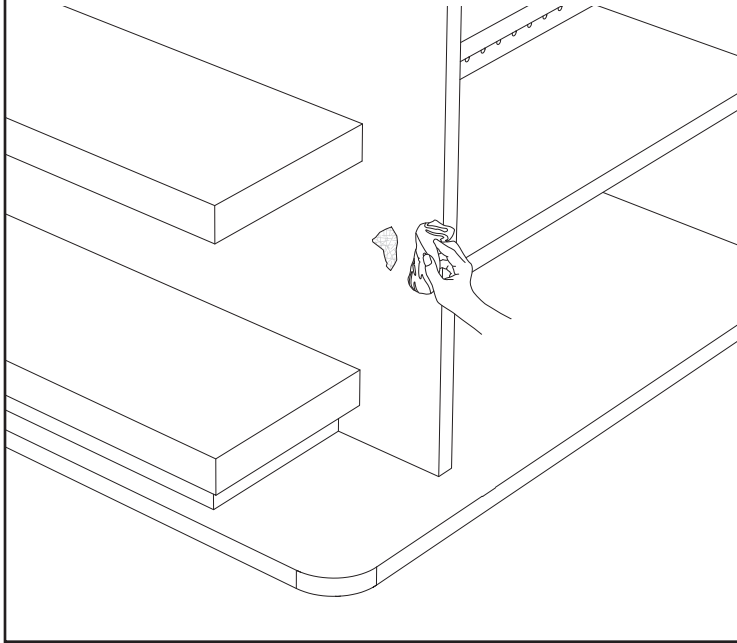
TOOLS NEEDED

- Spackling Compound
- Sandpaper
- Putty Knife
- Paint
- Tape

MINOR REPAIR

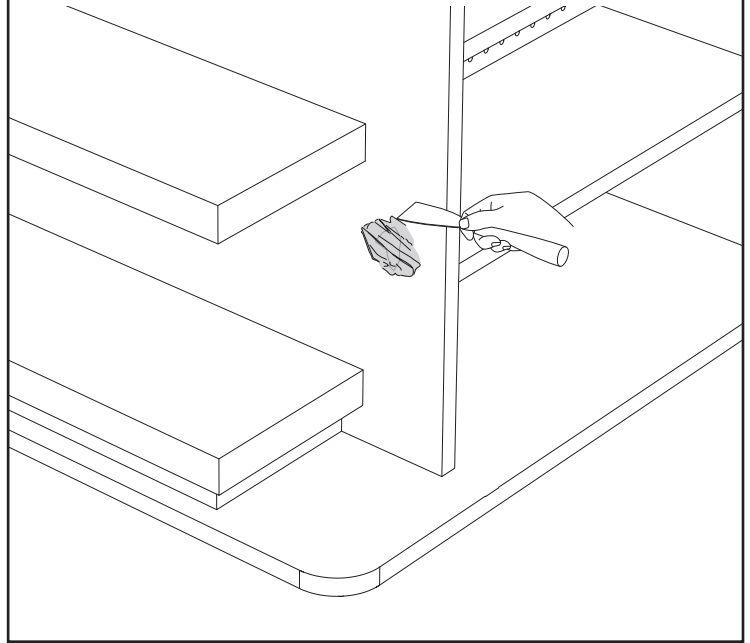
STEP 1

Clean off the area to be repaired. Put small amounts of spackle in repair area and allow to dry.



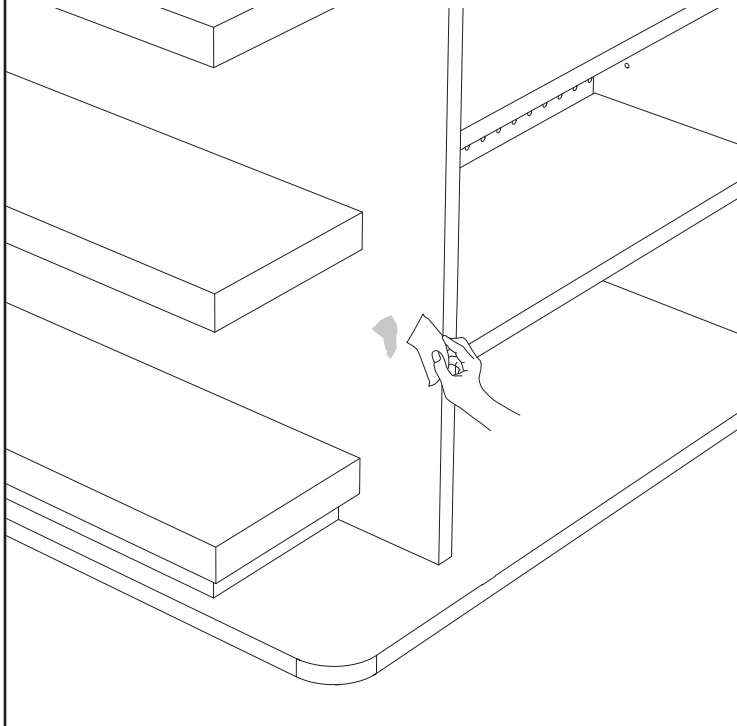
STEP 2

Put small amounts of spackle in repair area and allow to dry. Fill area so it sticks up slightly above undamaged areas.



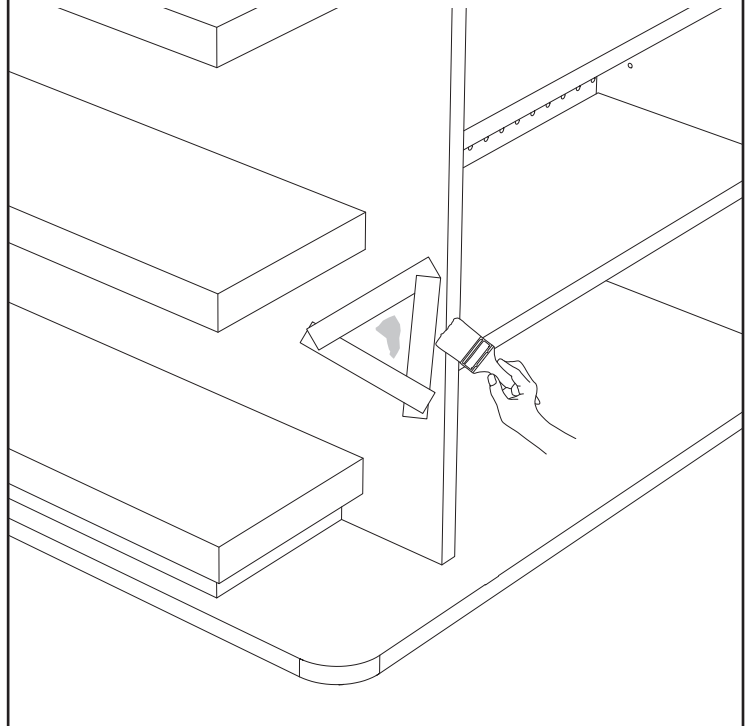
STEP 3

Sand smooth.



STEP 4

Tape off area and paint.



DATE OF INCIDENT: _____

TO SUBMIT FORM: Send this form, pictures and supporting documentation by email to tkaiman@performancedisplay.com

RETURN REQUEST

P22293 KROGER HOME TESTING CENTER

CONTACT INFO	CUSTOMER		SERVICE/SHIP TO	
	NAME:		NAME:	
	ADDRESS:		ADDRESS:	
	CITY:		CITY:	
	STATE:		STATE:	
	ZIP:		ZIP:	
	CONTACT NAME:		CONTACT NAME:	
	CONTACT PHONE:		CONTACT PHONE:	
	CONTACT EMAIL:		CONTACT EMAIL:	

RETURN DETAILS	RETURNED ITEM(S)			
	DESCRIPTION OF ITEM	QTY	PART	ADDITIONAL INFO

RETURN CHECKLIST	REQUIREMENTS FOR RETURNS	
	DESCRIPTION OF ITEM	REQUIREMENTS
	TV	CONTACT TCL DIRECTLY AT 877-300-8837
	DISPLAY	MUST BE PALLETIZED, BANDED AND WRAPPED
	DISPLAY	PICTURES OF DISPLAY BEFORE AND AFTER REPALLETIZING

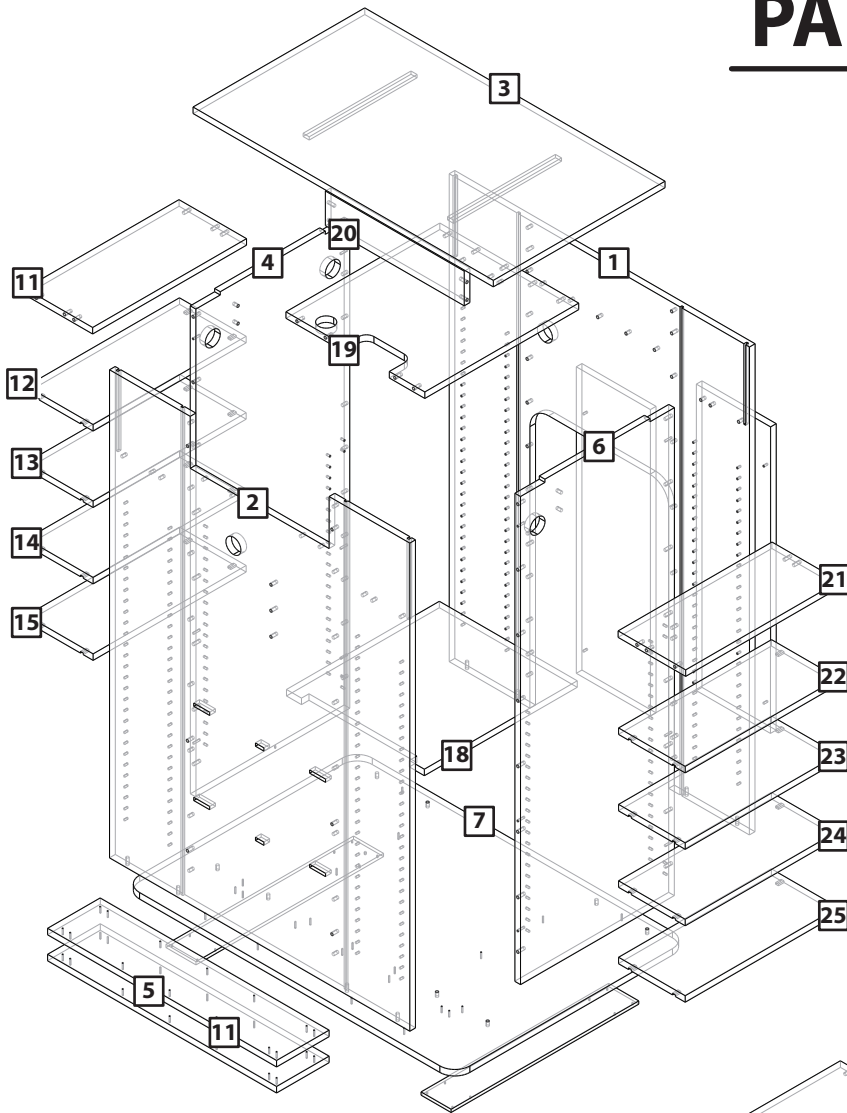
TO SUBMIT FORM: Send this form, pictures and supporting documentation by email to tkaiman@performancedisplay.com

P22293 KROGER HOME TESTING CENTER

CONTACT INFO	CUSTOMER REQUESTING SERVICE	SERVICE/SHIP TO
	COMPANY:	STORE NAME & NUMBER:
	NAME:	CONTACT:
	ADDRESS:	ADDRESS:
	CITY:	CITY:
	STATE:	STATE:
	ZIP:	ZIP:
	CONTACT PHONE:	CONTACT PHONE:
	CONTACT EMAIL:	CONTACT EMAIL:

[illegible][illegible]

PART IDENTIFICATION



- 1 BASE BACK 40 X 53.3125
- 2 BASE FRONT 40 X 53.3125
- 3 BASE TOP 40.5 X 23.125
- 4 INTERIOR SIDE LEFT 20.5 X 53.6875
- 5 BOTTOM SHELF RISER 7 X 30.5
- 6 INTERIOR SIDE RIGHT 20.5 X 53.6875
- 7 BASE BOTTOM 44 X 31
- 8 CASTER SUPPORT 4 X 25
- 9 CASTER SUPPORT 4 X 25
- 10 TOP SHELF RISER 7 X 30.5
- 11 BASE FIXED SHELF 9 X 20.5
- 12 BASE ADJ SHELF 8.875 X 20.375
- 13 BASE ADJ SHELF 8.875 X 20.375
- 14 BASE ADJ SHELF 8.875 X 20.375
- 15 BASE ADJ SHELF 8.875 X 20.375

- 16 DOOR BASE LEFT 9.875 X 35.375
- 17 DOOR BASE RIGHT 9.875 X 35.375
- 18 BASE ADJ SHELF 20.375 X 18.375
- 19 INTERIOR TOP 18.5 X 20.5
- 20 TOP INTERIOR LIGHT SUPPORT 18.5 X 5
- 21 BASE FIXED SHELF 9 X 20.5
- 22 BASE ADJ SHELF 8.875 X 20.375
- 23 BASE ADJ SHELF 8.875 X 20.375
- 24 BASE ADJ SHELF 8.875 X 20.375
- 25 BASE ADJ SHELF 8.875 X 20.375

