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Sony bravia motherboard problems

tompratt0 writes ... They will probably choose to return you, since the TV is still very new, however, they can choose to repair or replace it Assuming a major failure (and I would strongly argue that a mainboard failure is a major failure), is in choosing the customer, not the retailer. The customer can request any of these three (repair, refund, replacement and the retailer is legally obliged to comply; the retailer has no say in the matter according to the law. Copy/paste from your link: When you have a major problem with a product, you have the right to ask for your choice of replacement or refund; if the retailer wants to challenge anything, it's time for fair trading followed by small court disputes in this case; if it was something like the remote control broke, it would be different; replacing only the remote control is the obvious and logical thing to do; incidentally, companies like Harvey Norman seem to have their own unique interpretation of these laws; they tried to offer me an extended warranty on my Fetch Mighty last week , but when I asked them what the warranty consisted of, it was exactly what is already written into law – nothing more, nothing less. And for no more than the default 2-year warranty. In fact, the purchase and warranty experience described by the OP sounds very Harvey Norman-esque to me. OP: in a \$2.5K market like this don't let anyone throw you around. Retailer, Sony, anyone. You are entitled to a 100% refund (or replacement), but I would like to continue the refund option. It will be worth contacting Fair Trading. They probably won't get anywhere with the retailer (they have no real legal influence) so you'll probably need to get their free legal advice and probably make a legal claim. I wouldn't recommend this to something like a \$400 DVD player, but I would like for something so expensive. Your arguments are the exact reason the refund law exists, so use it. Page 2 this post has been edited tompratt0 writes ... They will probably choose to return you, since the TV is still very new, however, they can choose to repair or replace it Assuming a major failure (and I would strongly argue that a mainboard failure is a major failure), is in choosing the customer, not the retailer. The customer can request any of these three (repair, refund, replacement and the retailer is legally obliged to comply. has no say in the matter according to the law. Copy/paste from your link: When you have a major problem with a product, you have the right to request your choice of replacement or refund. If the retailer wants to challenge anything, it's time for fair trading followed by small court disputes in this case. If it was something like the remote control broke, that would be different. Replacing the remote control alone is the obvious and logical thing to do. Incidentally, companies such as Norman seems to have their own unique interpretation of these laws. They tried to offer me an extended warranty on my Fetch Mighty last week, but when I asked them what the warranty consisted of, it was exactly what's already written into law - nothing more, nothing less. And for no more than the default 2-year warranty. In fact, the purchase and warranty experience described by the OP sounds very Harvey Norman-esque to me. OP: in a \$2.5K market like this don't let anyone throw you around. Retailer, Sony, anyone. 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Under normal circumstances the TV will try to boot, then crash a little later. As this happened so quickly, the TV wasn't taking commands from the remote control. Thanks to the wrong mainboard, the TV is able to take commands from the remote control while it is in error mode! This allowed me to send the Hold UP command to the remote control while pressing the TV power button. When I did that, the TV froze and demanded me pull the power. I put the right mainboard back inside, and refused to even open it. I was sure I'd killed it for good. But I left it disconnected from the power for a few hours, reconnected and finally started, with its settings completely reset. Since then it's been for about 24 hours instead of the usual 1 minute! She did crash once, but immediately reset herself instead of the usual freeze. Googling around I found someone else with the restart theme who recommended turning Wifi off, which I've done now. I've had 0 themes since doing it and I'm happy to have my TV back :) after all this, everything seems to have a software theme. For anyone else with this theme, try a factory reset and turn off wifi! Headquartered in Konan, Minato, Japan, Sony is one of the largest multinational conglomerates in the world. Sony is a leading company in many industries ranging from electronics to both the movie and television entertainment industries. Despite the sale of fewer sets compared to other electronic giants such as Samsung or Toshiba, Sony remains the world leader in premier TV (finally 55 inches) sales. Sony began producing personal TVs in 1960 with the introduction of the TV8-301. Since then, Sony has moved from LED production to LCD to now 8K HDR TVs (2020). Bravia is the brand name of Sony Visual Products Inc and is used for its television products. All current TVs produced by Sony will include the Bravia brand on the device. From 2020, many Sony TVs now come equipped with various software and operating systems, such as the Android operating system. In addition, all TVs on Sony's product page for TVs are smart TVs, which are TVs that are able to browse the internet and run other programs. The organic LED (OLED) and high-definition (HDR) elements of Sony TVs are their main features that separate them from other TVs. Sony TV Product Page Sony TV History Sony TVs in 2020 2020

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