

Samsung TVs | Medium | 2 min read

Samsung TV screen burn-in, dead pixels or vertical lines: when it is a warranty fault

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Lines, spots and ghost images can be upsetting, but some are normal and some are warranty faults. Here is how to tell the difference.

Run the picture test

On recent models, go to **Settings > Support > Device Care > Self Diagnosis > Picture Test**. This shows a test image on the TV itself, without any cable or box. If the problem shows here, it is on the screen. If it does not, the problem is the source, cable or settings. Menus can vary on older TVs.

Vertical or horizontal lines

If coloured or white lines appear on every input, including the Picture Test, the screen or its electronics are likely faulty. This is not repairable at home. Do not open the TV or press on the screen.

If the lines appear only on one HDMI input, try another cable, as that is usually the cause.

Dead or stuck pixels

A dead pixel is a tiny dot that stays black, white or coloured. Manufacturers usually allow a very small number of these, and policies differ. Check Samsung's terms or ask the shop. A cluster of dots, or a bright patch, is more likely to count as a fault.

Burn-in and image retention

If a logo or bar has been on screen for hours, a faint ghost image may remain. Some is temporary and fades after watching normal moving pictures. Do not leave static images, such as a game HUD or news ticker, on screen for long periods. Lower the brightness if you must show something static for a long time.

Do not try risky fixes

Avoid apps or videos that claim to repair pixels. Never rub or press on the screen. Do not try to repair the panel yourself.

Check your warranty

Take a clear photo of the problem and note your model number, which is on a sticker on the back and in the **Support** area of **Settings**. Keep your receipt.

When to get more help

If the Picture Test shows lines, patches or ghosting, contact the shop first if you bought recently, or Samsung. Vision Tech can help you check what to say.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.