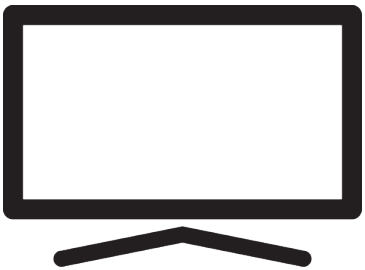
GRUNDIG

Television

User Manual



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Please read this manual first!

Dear Customer,

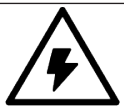
Thank you for choosing this product. We wish your product, produced with high quality and technology, to offer you the best efficiency. Therefore, carefully read this entire manual and other supplied documentation before using the product and keep it for future reference. If you hand over the appliance to someone else, give them the user manual as well. Follow the instructions by paying attention to all information and warnings specified in the user manual.

Keep in mind that this user guide may apply to several product models.

If the user manual contains more than one model, the differences between the models are clearly specified in the manual.

Symbols and their explanation

There are below symbols in user manual and on the product:

	Risk of death or injury.
	Useful tips on important information or use.
	Electric shock warning.
	Read the user manual.

Access to detailed operation manual



You may find the detailed instruction manual for this appliance by scanning the QR code using your mobile device or by visiting the https://www.grundig.com.tr/destek/ website.

1 Safety Instructions

This section includes the safety instructions that will help prevent personal injury or material damage risks.

Our company cannot be held responsible for the damages that might occur due to failure to observe these instructions.

- Always let the authorized service perform installation and repair works.
- Use only the original spare parts and accessories.
- Do not repair or replace any part of the product unless specified expressly in the user manual.
- Do not perform any modifications on the product.

1.1 Intended Use

- This appliance is designed for use in dry rooms.
- Use the product with the supplied stand or a suitable VESA bracket.
- The product is primarily intended for the playback of TV programs, streaming content and music/video material from external devices. Any other use is strictly prohibited.
- It is not intended as an information display or for predominant use as a computer monitor. If a still image or a non-full-format image is displayed for an extended period, visible traces may remain on the screen for some time. This is not a defect that can be used as the basis for a warranty claim.

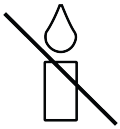
1.2 Electrical Safety

IMPORTANT SAFETY INSTRUCTIONS. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE. Immediately followed by: Read all security warnings, instructions, illustrations and specifications provided with this appliance.

- The product shall not be plugged into the outlet during installation, maintenance, cleaning, repair, and transportation operations.
- Standby LED is off when the mains plug is disconnected. If the Standby LED is lit then it means that your product is connected to the mains.
- Do not dismantle the product. Security risks may arise and also the guarantee of the product can become void if the television is dismantled.
- The product can only be operated with the power cord or the AC/DC adapter supplied with the product.
- Do not operate the product with a damaged power cord/AC/DC adaptor (if supplied).
- If the plug on the product has an earthing contact, only insert the plug into a socket with an earthing contact.
- Only plug the product into the mains socket after you have connected the external devices and the antenna.
- If the power the cord is damaged, it shall be replaced by authorized service only to avoid any risk that may occur.
- Do not jam the power cord under and behind the product. Do not put a heavy object on the power cord.
- The power cord should not be bent, crushed, and come into contact with any heat source.
- Never use an extension cord or a multi socket to operate your appliance.
- The product shall not be supplied with an external switching device such as a timer or it shall not be connect it to a circuit that is regularly turned on and off by a device.
- The plug of the product shall be in an easily accessible place. If this is not possible, there should be a mechanism (fuse, switch, switch, etc.) on the electrical installation to which the product is connec-

ted, in compliance with the electrical regulations and separating all poles from the network.
- Do not touch the plug of the product with wet hands.
- Do not unplug the product by holding the cable, hold the plug to unplug the product.

1.3 Fire Safety



To prevent the spread of fire, keep candles or other open flames away from this product at all times

- Do not cover the ventilation slots on the product.
- Always unplug the power plug and antenna plug during lightning and thunderstorm.
- Keep candles or other open flames away from the TV set.
- Do not expose the batteries to extreme heat such as sunlight, fire or the like.
- Only use batteries of the same type (brand, size, properties). Do not use used and new batteries together.
- Protect the product from moisture. Do not place any vessels filled with water (such as vases) on the product.

1.4 Transportation Safety

- Unplug the product before transportation.
- Disconnect antenna cable and other external devices connected to the product.
- Keep the product in its original packaging if it is available, or wrap it in bubble wrap or thick cardboard if the original packaging is not available.
- Take required precautions against falling and tipping of the product. Do not bump or drop the product while carrying it.

1.5 Installation Safety

- Do not install the product on an unstable surface. Otherwise, the TV may fall, causing serious injury and death.
- Ensure that the furniture you will place the product can safely support the TV set.
- Make sure that the edges of the product does not protrude beyond the dimensions of the furniture on which it is placed.
- Do not place the product on tall furniture that has the risk of tipping over such as cabinets, sideboards, or bookcases. If you have no other choice, fix the furniture and the TV to the wall to prevent them from tipping over.
- Do not place product on fabric or other materials located between the product and furniture.
- Do not place the product next to heating units or in direct sunlight.
- To ensure adequate ventilation, maintain clearance of at least 10 cm around the product.
- Some furniture surfaces may discolor when they come in contact with rubber. To protect furniture, you can place a sheet made of glass or plastic under the stand. Do not use textile underlays or mats such as doilies.
- Consider the above mentioned warnings whenever you change the location of the product.

1.6 Safety of Children, Vulnerable Persons and Pets

- Electrical appliance are dangerous for children and pets. Children and pets must not play with or climb on the product.
- Instruct children that there is danger associated with climbing on furniture when the TV set is to be reached.
- Cleaning and user maintenance should not be performed by children unless there is someone overseeing them.

- Keep the packaging materials out of the reach of children. There is a hazard of injury and suffocation.
- Before disposing of the product, cut the power cord and render it non-functional for children's safety.

1.7 Safety During Maintenance and Cleaning

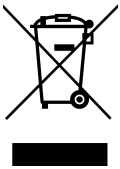
WARNING: Unplug the product during installation, maintenance, cleaning and repairing procedures.

- Clean the cabinet of the product with a dry or a lightly dampened soft cloth.
- Do not use wet cloths and detergents (Glass Cleaning detergents, cologne, and all other cleaning chemicals).
- Clean the display of the product by wiping with a damp cloth. Do not use water or water with detergent.
- Do not use any detergents containing alcohol, spirit, ammonia, or abrasive agents while cleaning.

2 Environmental Instructions and General Information

2.1 Conformity with WEEE Regulation and Disposing of Waste Product

This product does not contain hazardous and prohibited substances specified in the "Regulations for Supervision of Waste Electrical and Electronic Equipment" published by Turkish Ministry of Environment and Urban Planning. Conforms the WEEE Regulation.



This product has been made from high-quality parts and materials which can be recycled and re-used. Therefore, do not throw the product away with household waste and other waste at the end of its life. Take it to a collection point for recycling electrical and electronic devices. Contact your local authority for the collection points in your region. Help preserve the nature and natural resources by recycling used products. Before disposing of the product, cut the power cord and render it non-functional for children's safety.

2.2 Information on Used Batteries



Do not dispose of batteries with the household waste. Used batteries must be returned to retail stores or public collection points. You can help to protect the environment in this way.
This symbol on the battery or on the packaging indicates that the battery provided with this product shall not be treated as household waste. On certain batteries this symbol might be used in combination with a chemical substance symbol. The chemical symbols for mercury (Hg) or lead (Pb) are added if the battery contains more than 0.0005% mercury or 0.004% lead.

2.3 Information on the Disposal of the Packaging

- The packaging of the product is manufactured from recyclable materials.
- Dispose of by sorting in accordance with waste regulations.
- Do not dispose of along with normal household waste.

2.4 Information on Power Saving

- Those items mentioned below will help you reduce the consumption of natural resources as well as save your money by reducing electricity bills.

- Switch your TV set to stand-by if you will not use it for a while. In standby mode, the TV set uses a very little amount of energy (≤ 0.5 W).
- If you intend to not use the device for an extended period, unplug the power cord from the socket.
- If the device has a main switch, it will be enough to shut down the device via main switch. The device's energy consumption will reduce almost to Zero Watt.
- When you switch off or unplug the TV, the switch-on timer and the programmed recordings will not work.
- Select a location for storing the device where no direct sunlight falls on the screen. Thus, you can select a lower backlight and provide power saving.
- TV consumes less energy when brightness is reduced.

2.5 Information on PCB Conformity

- "Does not contain PCB (Polychlorinated Biphenyl)."

2.6 Information on Interface Requirements

- This product has been manufactured in compatibility with Telecommunication networks.

2.7 Information on Still Images

- Watching the same image for a long time on the screen may cause the still image to remain feebly on the background. Feeble image(s) on the background is/are originated from LCD/LED technology and does/do not require any action under guarantee. To avoid such cases and/or minimize the impact, you may observe the tips below.
- Do not allow the same TV channel to stay on the screen for a very long time. Channel logos may cause this situation.
- Do not allow the images, which are not full screen, to constantly stay on the screen; if not streamed in full screen format by the broadcaster, you can convert the images to full screen by changing picture formats.
- Higher brightness and/or contrast values will lead this impact to appear faster; therefore, you are recommended to watch your TV in the lowest brightness and contrast levels.

2.8 Information on Electromagnetic interference

- Devices connected to the product (satellite receiver, DVD player, and etc.) or signal emitting devices (router and etc.) close to the product may cause disturbance in the image and noise in the sound.
- Connection cables used on the product must be shorter than 3 m.
- If the product cannot perform its function due to electrostatic discharge, the user may need to switch off and then switch on the product.
- A shielded, HDMI-certified and ferrite-core cable shall be used with the product.
- If the product cannot be recovered as a result of an electrostatic discharge, user intervention will be required.

2.9 EU Directives

This product complies with 2014/53/EU, 2009/125/EC, 278/2009, 642/2009, 2017/1369/EU, 1062/2010, 2011/65/EU, 2019/2013/EU, 2019/2021/EU. directives:
To obtain a copy of declaration of compliance (DoC);
Please visit https://www.grundig.com.tr/destek/. You can access the declaration of conformity by typing model number of your television indicated on the cover page of the instruction manual into the field where it says "Enter model number".



This appliance can be used observing the legal regulations in the European countries below.
AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LI, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, HR, TR

5150 -5350 MHz band can be used indoors only. (For Wi-Fi/Bluetooth integrated model or Wi-Fi integrated model). This device can also be operated in the countries outside Europe.

2.10 Note for Customers in Turkey

This device's WLAN (Wi-Fi) feature can only be used indoors. In Turkey, outdoor use is not allowed. Make sure WLAN (Wi-Fi) feature is closed when using outdoors.

2.11 Wireless LAN Module Specification

Frequency Range: Output power (Maximum)
2400 MHz - 2483.5 MHz: <20dBm

2.12 Wireless LAN Module Specification

Frequency Range: Output Power (Maximum)
5150 MHz - 5250 MHz: <23dBm
5250 MHz - 5350 MHz: <23dBm
5470 MHz - 5725 MHz: <23dBm

2.13 Bluetooth (*) Module Specification

Frequency Range: Output power (Maximum)
2400 MHz - 2483.5 MHz: <20dBm
(*) Optional, not available on all products.

2.14 Information on the Symbols Which May Be Present on the Back Cover of the Appliance



Double insulation symbol

Indicates that this product doesn't require grounded connection.



Alternating current symbol
Indicates that the product operates with the mains voltage.



Direct current symbol
Indicates that this product operates with the AC/DC adapter supplied with the appliance only

2.15 Information on Licenses

HIGH-DEFINITION MULTIMEDIA INTERFACE

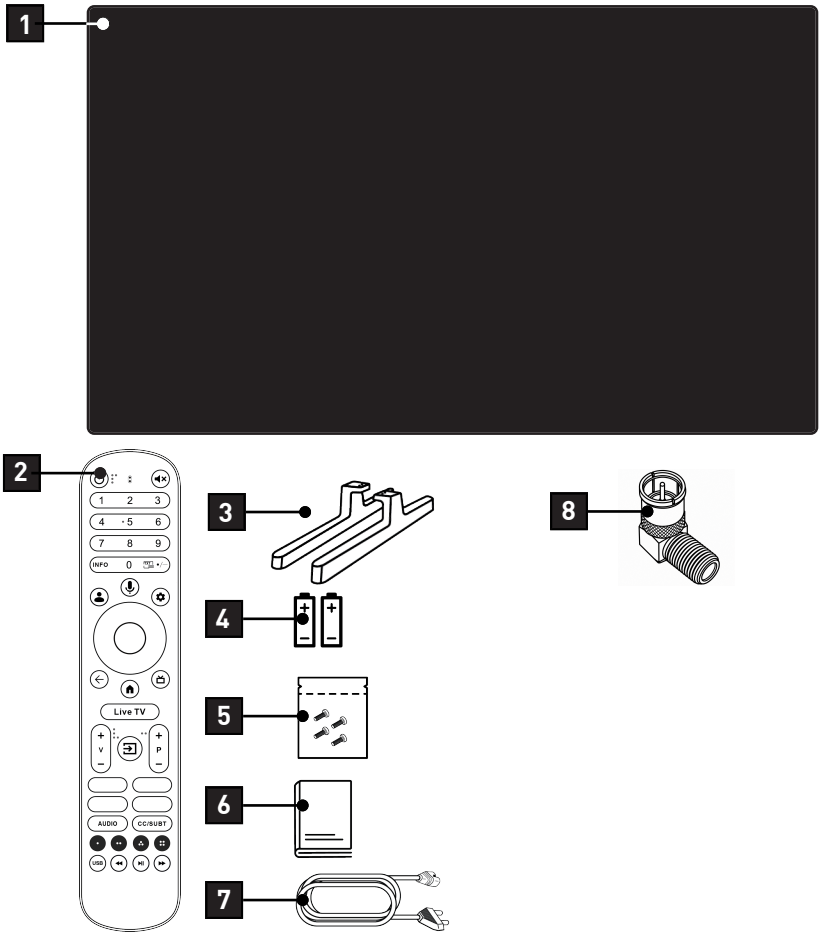
- The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.
- Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories Licensing Corporation. Manufactured under license from Dolby Laboratories. Confidential unpublished works. Copyright [1992-2019] Dolby Laboratories. All rights reserved.

2.16 Information on Software Updates

- The features, descriptions and pictures provided in the user manual may change with the update of TV software.

3 Your Product

3.1 Contents of the Package



1 Television
2 Remote control
3 Stand
4 Batteries for remote control
5 Screws and installation instructions for the stand
6 Quick instruction manual
7 Power cord
8 Satellite (RF) Connector

Note:

- The Satellite (RF) Connector indicated by 8 is optional and not included on every model.

3.2 Installation or Hanging

Select a location so that no direct sunlight falls on the screen.

3.2.1 Installation with Stand

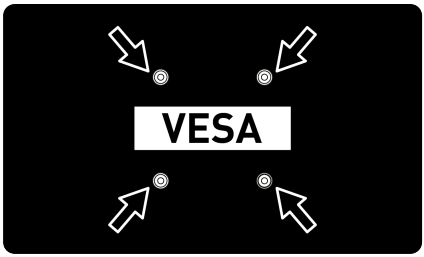
- To mount the stand, refer to the installation instructions included.
- Place the TV set on a hard, level surface.

3.2.2 Preparation for Installation with a VESA Installation Kit

Contact authorized dealer to purchase the installation kit.

You will need:

- A pair of scissors,
- A cross-tip screwdriver.

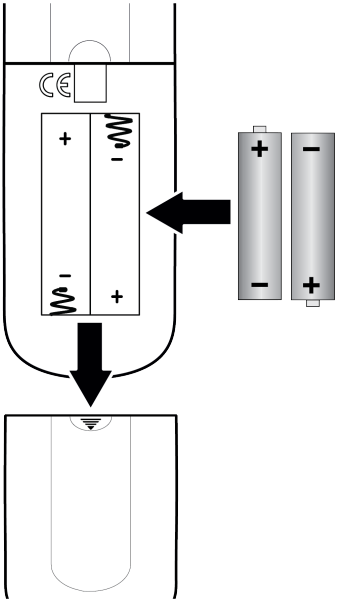


Follow the installation instructions for the VESA installation kit.

1. Place the TV in the film on a smooth surface with the screen facing down.
2. Cut open the film on the back side using the scissors.
3. Connect the required cables to the connectors on the TV. Refer to the "Connecting the antenna and the power cord" section in this manual.
4. Tie the cables so they do not hang down onto the floor.
5. Screw the VESA installation kit onto the television and mount it according to its installation instructions.

3.3 Inserting Batteries into the Remote Control

1. Open the battery compartment.
2. Insert batteries as marked on the bottom of the battery compartment (2 × Alkaline/LR03/AAA).
3. Close the battery compartment.

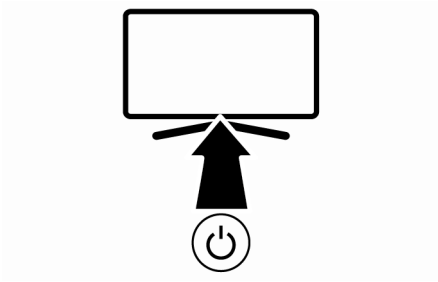


Notes:

- If the television no longer reacts properly to remote control commands, the batteries may be flat. Never keep flat batteries inside the battery compartment.
- The manufacturer accepts no liability for damage resulting from used batteries.
- Batteries, including those which contain no heavy metal, must not be disposed of with household waste. Please dispose of used batteries in an environmentally sound manner. Find out about the legal regulations which apply in your area.

3.4 Product Introduction

3.5 Keypad



3.5.1 Switching the Appliance On from the Standby Mode

1. Press the ⏻ to turn on the TV from the standby mode.

3.5.2 Switching and Restoring the Appliance to/from the Sleep Mode

1. The TV set switches to sleep mode when the ⏻ is pressed shortly while it is on.
2. The TV set switches on from the sleep mode when the ⏻ is pressed shortly while it is on the sleep mode.

3.5.3 Switching the Appliance to the Standby Mode

1. Press the ⏻ for 5 seconds to switch the appliance to the standby mode
2. The TV set switches to the standby mode.

3.6 Remote Control

1. Turns the TV on/off (stand-by).
2. Directly selects the channels.
3. Displays information.
4. Voice Control.
5. Opens the Select Account menu.
6. Up/down, right/left direction buttons.
7. Switches the menus one level back.
8. Switches to the TV Mode.
9. Adjusts the volume.
10. Opens menus of various functions.
11. Selects/activates various functions in menus.
12. Selects audio language.
13. Microphone
14. Turns the sound on/off (Mute).
15. Switches between teletext and TV modes.
16. Opens the control panel.
17. Confirms/activates various functions.
18. Switches to the TV Mode, Opens the electronic TV Guide.
19. Opens the Home menu.
20. Selecting an input.
21. Selects the channels step by step.
22. Application shortcuts.
23. Opens subtitle menu.
24. Play, Stop, Forward, Reverse.

Download RemotEasy!



Control your TV from your mobile device with the RemotEasy app.

Scan the QR code below with your mobile device's camera:

4 Settings

4.1 Initial Set-up and Setting the TV set

1. Connect the antenna and external device cables.
2. Plug the power cord into the socket.
3. Turn on the TV with the ⏻ button on the remote control.
   ⇨ After a while, the remote control pairing menu will appear on the screen.
4. To pair the Bluetooth controller, press and hold the ⌂ and ← buttons simultaneously for 3 seconds.
   ⇨ The LED on the remote control starts flashing.
   ⇨ When the remote control and TV pairing is completed, the ✓ sign will appear on the screen, followed by **Welcome** The menu appears.

Important:

- If you experience pairing issues with your Bluetooth remote, you will need to reset the remote. To do this, press and hold the ⌂ and ← buttons on the remote at the same time for 5 seconds.



5. Select your language.
6. Select your country.
   ⇨ The quick setup menu appears.

Notes:

- You can quickly set up using your phone. Follow the instructions below. **Quick installation** steps are explained.
- You can perform manual setup using the remote control. To perform manual setup, press button ▼. **Manual installation** Select. For manual setup with the remote control, follow the on-screen instructions.

7. Scan the QR code displayed on the screen with your phone's camera and follow the instructions displayed on the TV and phone screen.
   ⇨ When the installation is complete **Select the TV Mode** Menu is displayed.
8. **Home Mode** or **Store** Select mode.
   ⇨ **Home mode:**Optimized for energy efficiency in home use.
   ⇨ **Shop mode:**Optimized for in-store demoing with fixed settings.
   ⇨ **Terms of Service** is displayed.
9. **Accept** Select option.
10. **Agree** Select option.
    ⇨ **Google Services** is displayed.
11. Set up Google services then **Agree** Select option.
12. To search in all supported applications **Allow** Select option or if you do not want to allow **No** Select option.
    ⇨ **Voice Match** menu appears.
13. **Voice Match** To allow **I Agree** Select option or if you do not wish to allow **No, thanks** Select option.
    ⇨ **Personal results** Menu is displayed.
14. **Personal results** To allow **On** Select option or if you do not wish to allow **No, thanks** Select option.
    ⇨ **Select Home** Menu is displayed.
15. Add your TV to Google Home to control it with other Google Assistant-enabled devices nearby **Home** Select option.

16. Choose a room to determine where to place the television.

⇨ **Select Services** Menu is displayed.

17. To continue, select the apps you want to install from the list of apps you have subscriptions to. **Confirm** Select.

⇨ **Select Energy Mode** and **Network Privacy Policy** Menu is displayed.

18. **OK** Select option.

19. Select the antenna type.

⇨ The next procedure varies depending on the selected antenna type. The following steps describe the installation steps for all antenna types. Continue searching from the antenna type you selected.

⇨ To continue without searching for channels **Skip** Select option.

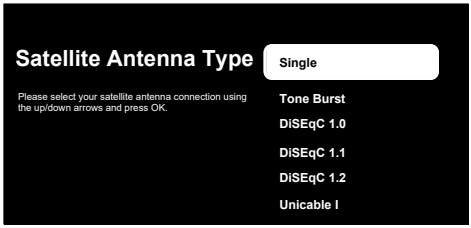
Search Satellite Channels

20. **Satellite** Select.

⇨ **Antenna Type** The menu is displayed.

21. **Other** Select.

⇨ **Satellite Antenna Type** The menu is displayed.

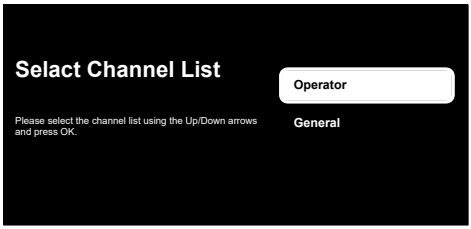


22. **Single** Select.

⇨ **Selact Channel List** Menu is displayed.

Notes:

- Depending on the satellite system you use **Tone Burst**, **DiSEqC 1.0**, **DiSEqC 1.1**, **DiSEqC 1.2**, **Unicable I** or **Unicable II** Select.

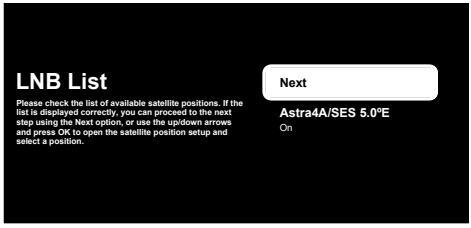


23. **Operator** or **General** Select option.

⇨ **LNB List** Menu is displayed.

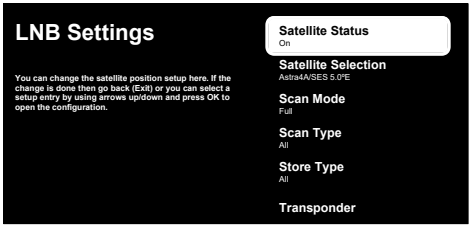
Notes:

- The following steps **General** It describes option.
- **Operator** In the selection, satellite settings are automatically applied and cannot be changed.



24. Select the satellite displayed in the list.

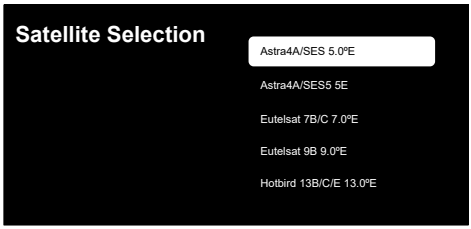
⇨ **LNB Settings** Menu is displayed.



25. **Satellite Status** Use button with button ● **On** Select.

26. **Satellite Selection** Select and press button ●.

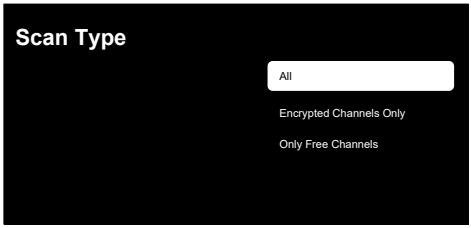
⇨ **Satellite Selection** is displayed.



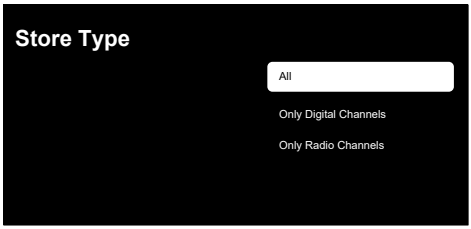
27. Select the satellite you want to scan from the list.
28. **Scan Mode** Select and press button ●.
    ⇨ **Scan Mode** is displayed.



29. **Network** or **Full** Select option.
30. **Scan Type** Select and press the ● button.
    ⇨ **Scan Type** Menu is displayed.



31. **Scan Type** Choose.
    ⇨ Only for unencrypted channels **Free**;
    ⇨ Only for encrypted channels **Encrypted Channels Only**;
    ⇨ For all satellite channels **All** Choose.
32. **Store Type** Choose.
    ⇨ **Store Type** Menu is displayed.

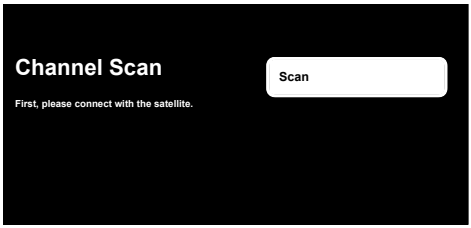


    ⇨ For television channels **Only Digital Channels**;
    ⇨ For radio channels **Only Radio Channels**;
    ⇨ For all **All** Select.

Important:

- If you encounter a situation such as a significant lack of channels found or no signal, make sure that the cable connection, signal level, Diseqc A/B/C/D or LNB selections are made correctly.

33. Press button ← to complete the settings and return to the previous menu.
34. **Next** Select option.
    ⇨ **Channel Scan** Menu is displayed.



35. **Scan** Select option.
    ⇨ **Scanning** Menu is displayed and the search for television channels begins.
36. Once the search is complete, you can select a different broadcast source and continue searching for channels, or complete the scan and continue. **Next Step** Select option.
    ⇨ **Smart TV Terms of Service** is displayed.
37. **Agree** Select option.
    ⇨ **Setting up your Google TV** is displayed.

38. To complete the installation **Google Photos as screensaver**, **Multiple profiles**, **Kids features** Choose **Go to Google TV** Select option.

⇨ **Get the most out of your Google TV** Menu is displayed.

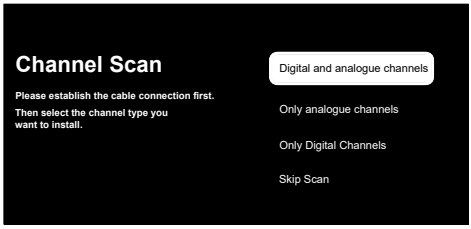
⇨ The installation is complete and the Google TV home screen is displayed.

Search Cable Channels

39. **Cable** Select.

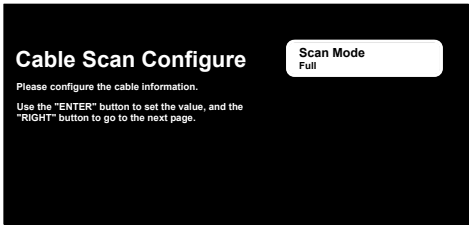
40. **Other** Select.

⇨ **Channel Scan** Menu is displayed.



41. Select the search type to continue the channel search.

⇨ **Cable Scan Configure** Menu is displayed.



42. **Scan Mode** Select and press the ● button.

43. **Full**, **Quick** or **Advanced** Select option.

44. Press button ↩ to complete the settings and return to the previous menu.

45. **Scan Mode** Select and press the ▶ button.

⇨ **Scanning** The menu is displayed and the search for television channels begins.

46. Once the search is complete, you can select a different broadcast source and continue searching for channels, or complete the scan and continue. **Next Step** Select option.

⇨ **Smart TV Terms of Service** is displayed.

47. **Agree** Select option.

⇨ **Setting up your Google TV** is displayed.

48. To complete the installation **Google Photos as screensaver**, **Multiple profiles**, **Kids features** Choose **Go to Google TV** Select option.

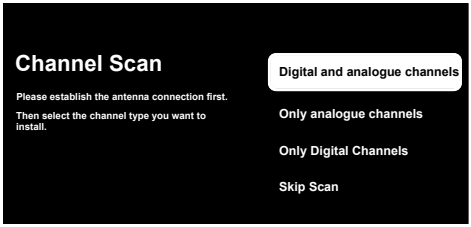
⇨ **Get the most out of your Google TV** Menu is displayed.

⇨ The installation is complete and the Google TV home screen is displayed.

Search Terrestrial Channels

49. **Antenna** Select.

⇨ **Channel Scan** Menu is displayed.



50. Select the search type to continue the channel search.

⇨ **Scanning** Menu is displayed and the search for television channels begins.

51. Once the search is complete, you can select a different broadcast source and continue searching for channels, or complete the scan and continue. **Next Step** Select option.

⇨ **Smart TV Terms of Service** is displayed.

52. **Agree** Select option.

⇨ **Setting up your Google TV** is displayed.

53. To complete the installation **Google Photos as screensaver**, **Multiple profiles**, **Kids features** Choose **Go to Google TV** Select option.

⇨ **Get the most out of your Google TV** Menu is displayed.

⇨ The installation is complete and the Google TV home screen is displayed.

5 Additional Information

Default Satellite	21
LNB Power Supply	13/18 V, 14/19 V*, maximum 500 mA
LNB switching signal	0/22 kHz 650 mV +/- 250 mV Vpp
DiSEqC	1.0 operation, 1.1 operation, 1.2 operation
Digital Stream Reception Ranges	
Satellite (DVB-S)	
Ku Band	10,700 MHz… 12,750 MHz
Modulation	DVBS QPSK, DVBS2 QPSK, 8 PSK
IF Band	950 MHz… 2150 MHz
Signal Level	-25 dBm… -65 dBM
Cable (DVB-C)	
General Band	110 MHz… 862 MHz
Modulation	16 QAM, 32 QAM, 64 QAM, 128 QAM, 256 QAM
Symbol Rate	4.0 Msym/s… 7.2 Msym/s
Terrestrial (DVB-T)	
UHF/VHF-Band	Bandwidth 7 MHz and 8 MHz
FFT Size	2 k, 8 k
Modulation	16 QAM, 64 QAM, QPSK
Protection Interval	1/4, 1/8, 1/16, 1/32
Terrestrial (DVB-T2)*	
UHF/VHF-Band	Bandwidth 7 MHz and 8 MHz
FFT Size	1 k, 2 k, 8 k, 16 k, 32 k
Modulation	16 QAM, 64 QAM, 256 QAM, QPSK
Protection Interval	1/4, 19/256, 1/8, 19/128, 1/16, 1/32, 1/128
Channel Memory	
Satellite (DVB-S)	6000
Cable (DVB-C)	1000
Terrestrial (DVB-T)	1000
Analogue	99
Supported Media Formats	
Picture	jpg/jpe, bmp, png
Music	m4a, aac
Video	mov, xvid, mpg, mpe, vob, dat, trp, ts, avi, mp4, mkv
(*) Optional, not available on all products. The right of making technical changes and errors is reserved.	



In order to display the product receipt belonging the product, please use your mobile device to scan the QR code on the energy label, shown with an (*).

6 Troubleshooting

If the solutions listed below do not work, please contact your authorized service/ dealer. Note that external devices such as video recorders or satellite receivers can also cause malfunctions.

Notes:

This is a Class A product. During operation, the device may cause radio interference. In this case, the user may need to correct it. Please contact your authorized dealer.

Screen on: No Signal.

- Antenna cable not connected >>> Connect the antenna cable.

Screen is on, Channel Not Found message.

- No channel search has been performed >>> Perform a channel search.

Low image contrast.

- Image settings are incorrectly adjusted >>> Adjust brightness, contrast, color, and advanced picture settings.
- There's a problem with the broadcast >>> Try switching to a different channel.

Interference in image and/or sound.

- Interference from other devices near the TV >>> Change the position of the device.

Shadows, reflections, and/or freezing in the image.

- Channel settings >>> Set up channels automatically or manually.
- Antenna adjustment >>> Have the antenna cable or system checked.

No color.

- Color intensity is at minimum >>> Increase the color setting.
- TV standard setting (if setting option available) >>> Select the correct color standard.
- There's a problem with the broadcast >>> Please test on another channel.

There's a picture but no sound.

- Volume is at minimum >>> Turn up the volume.
- Mute enabled >>> Press the mute button or the volume up button.
- There's a problem with the broadcast >>> Please test on another channel.

The remote control isn't working.

- No optical connection >>> Hold the remote control vertically towards the television.
- Remote control battery level low or batteries discharged >>> Check the batteries, replace them if required.
- Operating condition undefined >>> If available, turn off the television for approximately 2 minutes by pressing the main power button or unplugging it from the socket.

The image is dark in computer mode.

- The display resolution and refresh rate on your computer are incorrect >>> Change the settings on your computer (e.g., display resolution 1280 x 768, refresh rate 60Hz).

The screen displays warnings about connection problems.

- Network cable not plugged in >>> Plug in the network cable.
- No wireless network connection >>> Check your wireless network settings.
- Your modem may not have an internet connection or may be malfunctioning. >>> Make sure your modem is connected to the internet.

Videos in video apps stutter when connected to Wi-Fi.

- Low Internet Connection Speed >>> Low internet connection speed is related to the speed included in your subscribed package or a problem with your internet infrastructure. Contact your internet service provider.

Videos in video applications stutter when connected via wired cable.

- Low Internet Connection Speed >>> Low internet connection speed is related to the speed included in your subscribed package or a problem with your internet infrastructure. Contact your internet service provider.

Customer Satisfaction Policy

We are glad to respond to the requests and suggestions of our customers from every channel.

Our Channels:

Our Call Center:

0850 210 0 888

(Please call without dialling the area code from land lines or mobile phones*)

Other Number:

0216 585 8 888

- Our Call Centre is available 24/7.

- Calls to our call centre are charged according to the tariff designated by the mobile/land line operator.

- From land lines or mobile phones, dial our call centre number without the area code for all your product related queries.

Our WhatsApp Number: 0544 444 0 888

Our Fax Number: 0216 423 2353

Or Website: www.grundig.com.tr

Our e-mail address:

musteri.hizmetleri@grundig.com

Our Social Media accounts:

https://www.facebook.com/grundig.tr/

https://www.youtube.com/user/TurkiyeGrundig/

https://www.instagram.com/grundigturkiye/

Our Address:

Arçelik A. Ş. Karaağaç Caddesi No: 2-6 34445,

Sütlüce / İSTANBUL

Our Dealers:

https://www.grundig.com.tr/yetkili-satici/

Authorized Services:

https://www.grundig.com.tr/yetkili-servis/

To make an online service appointment;

http://digital.arcelik.com.tr

- All information on our authorized service stations are available in the “Service Information System (www.servis.gov.tr)” established by the Trade Ministry.

- Spare parts may be procured from our Authorized Services.

We inform our customer on the fact that their requests and suggestions are received by us within 24 hours, regardless of the customer profile.

Our Customer Service process:

Requests and suggestions of our customers;

- are collected in a single, reportable, transparent and secure information pool.

- are treated and evaluated objectively, fairly and confidentially in accordance with legal regulations.

- we use these feedbacks to make our processes more perfect.

AsGrundig , we consider maintaining the perfect customer experience as our main principle and adopt a customer-oriented approach.

We ensure the development of a structure that checks each other by integrating all our processes with the management system. We also feed the management objectives through this system.

Please follow the following recommendations.

When you purchase the product, please have its Warranty approved by your Authorized Dealer.

Use your product in accordance with the principles of the manual.

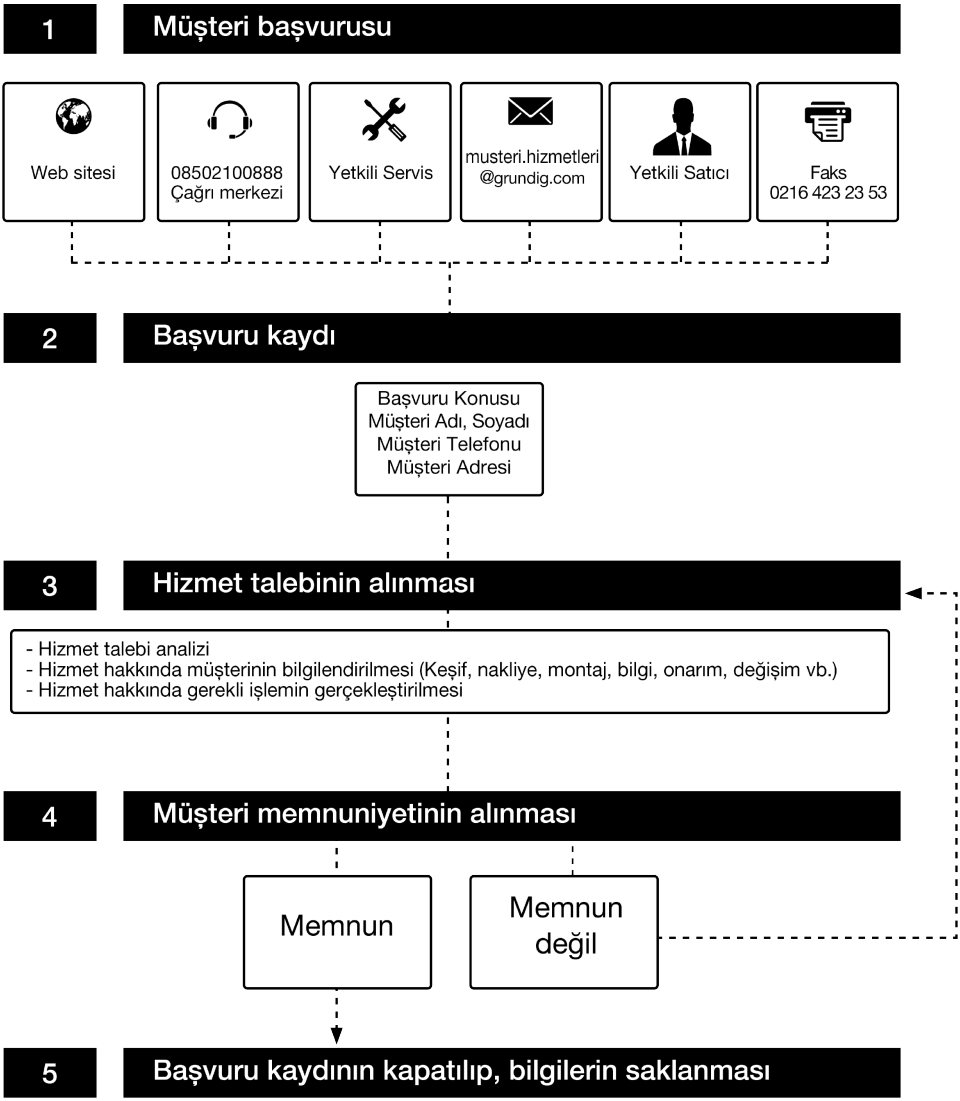
Make an application to our call centre from the telephone numbers above when you have a service demand related to your product.

Ask for the "technician ID" from the technician who visits you for the service.

When s/he is finished, remember to ask for a Service Receipt from your technician. This "Service Receipt" shall be of use in case of a problem with your product in later stages.

Useful life of this product: 10 years. (The spare parts necessary for the product to function will be available for this period.)

Evaluation of the Service Request



Considerations Regarding Errors of Use and Warranty

The following defects can be rectified for a fee. Warranty conditions do not apply for any of these cases;

1. Damages and malfunctions caused by errors in use,
2. Damages and malfunctions during loading, unloading, transport, etc. following the delivery of the goods to the consumer,
3. Damages and malfunctions arising from the electricity (socket, voltage, grounding, etc.), water (water pressure, tap, etc.), natural gas, telephone, internet, etc. network and / or infrastructure (drain, floor, environment, etc.) of the location where the goods are used,
4. Damages and malfunctions caused by Acts of God, fire, flood, etc,
5. Damages and malfunctions arising from the use of the goods contrary to the issues in the description and user manuals,
6. Damages and malfunctions arising from the use of the goods for commercial or professional purposes as defined in the Law No. 6502 on the Protection of Consumers,
7. In the event of maintenance, repair or any other intervention to the goods by unauthorised persons, the warranty given to the goods shall expire.

The warranty period of the goods replaced during the warranty application is limited to the remaining warranty period of the purchased goods.

Manufactured by Arçelik A.Ş.
Origin: Turkey