



Television

Safety and Other Information



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About Manuals*

Please retain the manuals for future reference.

Paper manual

Setup Guide (on top of the product) / Reference Guide / Safety and Other Information (this manual).

Help Guide (On screen Manual)

- To open it, press (Home) on the remote control and select [Help].
- You can refer to the Help Guide with your smartphone (visit website provided on the front cover of Reference Guide).

Read and understand the contents of this manual before operating this product.

Note

- Images and illustrations used in the supplied manuals are for reference and may differ from the actual product.
- Setting menus are subject to change without notice due to software updates.

For latest information, visit Sony support website.

Except Philippines

IMPORTANT - Read the End User Software Licence Agreement before using your Sony product.* Using your product indicates your acceptance of the End User Software Licence Agreement. The software licence agreement between you and Sony is available online at Sony website (<https://www.sony.net/tv-software-licenses2/>) or on your product screen. Press (Quick Settings) on the remote control and select [Settings] → [System] → [About] → [Legal information] → [Notices and licences].

Philippines only

IMPORTANT - Read the End User Software License Agreement before using your Sony product.* Using your product indicates your acceptance of the End User Software License Agreement. The software licence agreement between you and Sony is available online at Sony website (<https://www.sony.net/tv-software-licenses2/>) or on your product screen. Press (Quick Settings) on the remote control and select [Settings] → [System] → [About] → [Legal information] → [End user license agreement].

* If this information is described in both Reference Guide and this manual, please refer to the Reference Guide.

Internet security caution

It is strongly recommended for security purposes to connect your TV to the Internet via a router/modem that includes router functionality. Direct connection of your TV to the Internet may expose your TV to a security threat such as extraction or tampering of content or personal information.

Notice for customers in Thailand

This telecommunication equipment and device conforms with NBTC standard or NBTC requirements. This radio communication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Radio communication Equipment on Human Health announced by the National Telecommunications Commission (For TV with wireless function only).

Notes for Australia and New Zealand model

This product is ENERGY RATING qualified in the default mode. ENERGY RATING is a programme designed to promote energy efficient products and practices.

- When the TV is initially set up, it is designed to meet ENERGY RATING requirements while maintaining optimum picture quality.
- Changes to certain features, settings and functionalities of this TV (e.g. TV Guide, Picture/Sound, Eco setting) can slightly change the power consumption.

Depending upon such changed settings (e.g. Shop mode), the power consumption may vary which possibly could exceed the stated energy rating.

To reset the TV to ENERGY RATING qualified settings, complete the initial set-up procedure in [Factory data reset]/[Factory Settings]. How to select [Factory data reset]/[Factory Settings], refer to the Help Guide*. After factory data reset, downloaded application data will be deleted. Please download them again.

* Only for limited region/country/model.

Safety Information

WARNING

Caution

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.

Batteries must not be exposed to excessive heat such as sunshine, fire or the like or extremely low air pressure that can result in an explosion or leakage of flammable liquid or gas.

Stability Hazard

The television set may fall, causing serious personal injury or death.

WARNING

A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- ALWAYS keep small accessories out of the reach of children, so that they are not mistakenly swallowed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.

If your existing television set is being retained and relocated, the same considerations as above should be applied.

Installation/Set-up

Install and use the TV set in accordance with the instructions below in order to avoid any risk of fire, electric shock or damage and/or injuries. Apparatus connected to the protective earthing of the building installation through the mains connection or through other apparatus with a connection to protective earthing – and to a television distribution system using coaxial cable, may in some circumstances create a fire hazard. Connection to a television distribution system therefore has to be provided through a device providing electrical isolation below a certain frequency range (galvanic isolator, see EN 60728-11).

Installation

- The TV set should be installed near an easily accessible AC power outlet (mains socket).
- Place the TV set on a stable, level surface to prevent it from falling over and causing personal injury or property damage.
- Install the TV where it cannot be pulled, pushed, or knocked over.
- Install the TV so that the TV's Table-Top Stand does not protrude out from the TV stand (not supplied). If the Table-Top Stand protrudes out from the TV stand, it may cause TV set to topple over, fall down, and cause personal injury or damage to the TV. Refer to Setup Guide on stand installation caution.¹

Transporting

- Before transporting the TV set, disconnect all cables.
- Before transporting the TV set, remove the stand cover and terminal covers (for applicable TV model only).
- Number of persons needed to transport the TV set depends on your model. Refer to Setup Guide for details.
- Do not put stress on the panel and the frame around the screen when transporting the TV set by hand.
- When lifting or moving the TV set, hold it firmly from the bottom.
- When transporting the TV set, do not subject it to jolts or excessive vibration.
- When transporting the TV set for repairs or when moving, pack it using the original carton and packing material.

Topple prevention

Refer to the Setup Guide on top of the cushion.

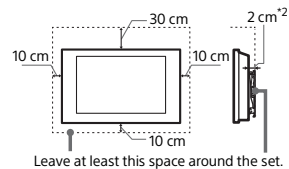
(Models with supplied support belt kit)

The supplied wood screw is only for affixing to a solid object made of wood.

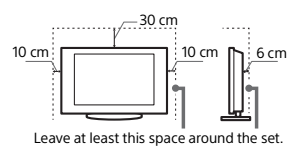
Ventilation

- The ventilation condition is depending on your TV model. If this information is described in both Reference Guide and this manual, please refer to the Reference Guide.
- Never cover the ventilation holes or insert anything into the cabinet.
- Leave space around the TV set as shown below.
- It is strongly recommended that you use a Sony Wall-Mount Bracket in order to provide adequate air circulation.

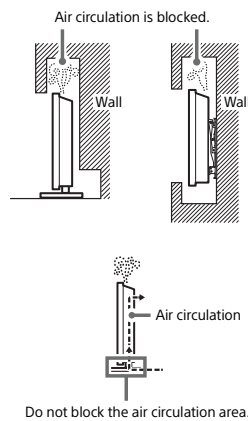
Installed on the wall



Installed with stand¹



- To ensure proper ventilation and prevent the collection of dirt or dust:
 - Do not lay the TV set flat, install upside down, backwards, or sideways.
 - Do not place the TV set on a shelf, rug, bed or in a closet.
 - Do not cover the TV set with a cloth, such as curtains, or items such as newspapers, etc.
 - Do not install the TV set as shown below.



¹ For models with supplied Table-Top Stand only.

² 1 cm for SU-WL8xx only. Refer Reference Guide to know whether your TV is compatible with this Wall-Mount Bracket.

AC power cord (mains lead)

Handle the AC power cord (mains lead) and outlet (mains socket) as follows in order to avoid any risk of fire, electric shock or damage and/or injuries:

- The shape of AC power plug (mains plug), which is supplied with the TV set, varies depending on the regions. Be sure to connect the appropriate supplied AC power cord (mains lead) with the plug that fits into the AC power outlet (mains socket).
- Use only Sony supplied AC power cords (mains lead), not those of other brands.
- Insert the plug fully into the AC power outlet (mains socket).
- Operate the TV set on a 220 V - 240 V / 110 V - 240 V (refer to the Specifications page in the Reference Guide) AC supply only (except models with supplied AC adapter).
- Operate the TV set on a 100 V - 240 V AC supply only (models with supplied AC adapter only).
- When wiring cables, be sure to unplug the AC power cord (mains lead) for your safety and take care not to catch your feet on the cables.
- Disconnect the AC power cord (mains lead) from the AC power outlet (mains socket) before working on or moving the TV set.
- Keep the AC power cord (mains lead) away from heat sources.
- Unplug the AC power plug (mains plug) and clean it regularly. If the plug is covered with dust and it picks up moisture, its insulation may deteriorate, which could result in a fire.

Note

- Do not use the supplied AC power cord (mains lead) on any other equipment.
- Do not pinch, bend, or twist the AC power cord (mains lead) excessively. The core conductors may be exposed or broken.
- Do not modify the AC power cord (mains lead).
- Do not put anything heavy on the AC power cord (mains lead).
- Do not pull on the AC power cord (mains lead) itself when disconnecting the AC power cord (mains lead).
- Do not connect too many appliances to the same AC power outlet (mains socket).
- Do not use a poor fitting AC power outlet (mains socket).

NOTE ON AC ADAPTER (models with supplied AC adapter only)

Warning

- To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
- To prevent fire or shock hazard, do not place objects filled with liquids, such as vases, on the apparatus. Do not install this equipment in a confined space, such as a bookshelf or similar unit.
- Please ensure that the AC power outlet (mains socket) is installed near the equipment and shall be easily accessible.
- Be sure to use the supplied AC adapter and AC power cord (mains lead). Otherwise it may cause a malfunction.
- Connect the AC adapter to an easily accessible AC power outlet (mains socket).
- Do not coil the AC power cord (mains lead) around the AC adapter. The core wire may be cut and/or it may cause a malfunction of the TV.
- Do not touch the AC adapter with wet hands.
- If you notice an abnormality in the AC adapter, disconnect it from the AC power outlet (mains socket) immediately.



- The set is not disconnected from the AC source as long as it is connected to the AC power outlet (mains socket), even if the set itself has been turned off.
- As the AC adapter will become warm when it is used for a long time, you may feel hot when touching it by hand.

Prohibited Usage

Do not install/use the TV set in locations, environments or situations such as those listed below, or the TV set may malfunction and cause a fire, electric shock, damage and/or injuries.

Locations:

- Outdoors (in direct sunlight), at the seashore, on a ship or other vessel, inside a vehicle, unstable locations, near water, rain, moisture or smoke.

Environments:

- Places that are hot, humid, or excessively dusty; where insects may enter; where it might be exposed to mechanical vibration, near the source of naked flame, such as lighted candle, which is placed on a TV. The TV set shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the TV.

Situations:

- Use when your hands are wet, with the cabinet removed, or with attachments not recommended by the manufacturer. Disconnect the TV set from AC power outlet (mains socket) and antenna (aerial) during lightning storms.
- Install the TV so that it sticks out into an open space. Injury or damage from a person or object bumping into the TV may result.



- Place the TV in a humid or dusty space, or in a room with oily smoke or steam (near cooking tables or humidifiers). Fire, electric shock, or warping may result.

- Install the TV in places subject to extreme temperature such as in direct sunlight, near a radiator or a heating vent. The TV may overheat in such condition which can cause deformation of the enclosure and/or TV malfunction.



- If the TV is placed in the changing room of a public bath or hot spring, the TV may be damaged by airborne sulfur, etc.
- For best picture quality, do not expose the screen to direct illumination or sunlight.
- Avoid moving the TV from a cold area to a warm area. Sudden room temperature changes may cause moisture condensation. This may cause the TV to show poor picture and/or poor colour. Should this occur, allow moisture to evaporate completely before powering the TV on.

Broken pieces:

- Do not throw anything at the TV set. The screen glass may break by the impact and cause serious injury.
- If the surface of the TV set cracks, do not touch it until you have unplugged the AC power cord (mains lead). Otherwise this may cause an electric shock.

TV usage condition

- This product is suitable to be used in tropical and/or moderate climate condition.

When not in use

- If you will not be using the TV set for several days, the TV set should be disconnected from the AC power (mains) for environmental and safety reasons.
- As the TV set is not disconnected from the AC power (mains) when the TV set is just turned off, pull the plug from the AC power outlet (mains socket) to disconnect the TV set completely.
- Some TV sets may have features that require the TV set to be left in standby to work correctly.

If the following problems occur...

Turn off the TV set and unplug the AC power cord (mains lead) immediately if any of the following problems occur. Ask your dealer or Sony service centre to have it checked by qualified service personnel.

When:

- AC power cord (mains lead) is damaged.
- Poor fitting of AC power outlet (mains socket).
- TV set is damaged by being dropped, hit or having something thrown at it.
- Any liquid or solid object falls through openings in the cabinet.

About TV Temperature

When the TV is used for an extended period, the panel surrounds become warm. You may feel hot when touching there by the hand.

Medical institutions

This product cannot be used as a medical device. It may cause a medical equipment malfunction.

Do not place this product close to medical devices

This product (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place this product close to persons who use such medical devices. Consult your doctor before using this product if you use any such medical device.

Keep out of the reach of children or the supervised individuals

This product (including accessories) has magnet(s). Swallowing magnet(s) could cause serious harm, such as choking hazard or intestinal injuries. If magnets (or a magnet) were swallowed, consult a doctor immediately.

Magnetic influence

This product (including accessories such as covers) uses magnets. Do not place magnetically sensitive objects (cash cards, credit cards with magnetic coding, etc.) near this product.

Precautions

Viewing the TV

- View the TV in moderate light, as viewing the TV in poor light or during long period of time, strains your eyes.
- When using headphones, adjust the volume so as to avoid excessive levels, as hearing damage may result.

Screen (For LCD TV only):

- Although the screen is made with high-precision technology and 99.99% or more of the pixels are effective, black dots may appear or bright points of light (red, blue, or green) may appear constantly on the screen. This is a structural property of the screen and is not a malfunction.
- Do not push or scratch the front filter, or place objects on top of this TV set. The image may be uneven or the screen may be damaged.
- If this TV set is used in a cold place, a smear may occur in the picture or the picture may become dark. This does not indicate a failure. These phenomena disappear as the temperature rises.
- Ghosting may occur when still pictures are displayed continuously. It may disappear after a few moments.
- The screen and cabinet get warm when this TV set is in use. This is not a malfunction.
- The screen contains a small amount of liquid crystal. Follow your local ordinances and regulations for disposal.

OLED Screen (For OLED TV only):

- Although the OLED screen is made with high-precision technology and 99.99% or more of the pixels are effective, black dots may appear or bright points of light (white, red, blue, or green) may appear constantly on the OLED screen. This is a structural property of the OLED screen and is not a malfunction.
- Do not push or scratch the front filter, or place objects on top of this TV set. The image may be uneven or the OLED screen may be damaged.
- The screen and cabinet get warm when this TV set is in use. This is not a malfunction.
- When disposing of your TV, be sure to follow your local laws and regulations.

Protecting the TV Screen (For OLED TV only)

Precautions to Protect the Screen from Damage

Image retention

OLED TV's are susceptible to image retention (burn-in) due to the characteristics of the materials used. Image retention may occur if images are displayed in the same location on the screen repeatedly or over extended periods of time. This is not a malfunction of the TV. Avoid displaying images that may cause image retention.

The following are examples of images that may cause image retention:

- Content with black bars either on the top and bottom and/or the left and right sides of the screen. (for example, Letterboxed, 4:3 screen, Standard definition)
- Static images such as photos.
- On-screen menus, programme guides, channel logos etc.
- Static content from applications.
- On-screen tickers, such as those used for news and headlines.

To reduce the risk of image retention:

- Sony recommends that you turn off the TV normally by pressing the power button on the remote control or the TV.
- Fill the screen by changing [Wide mode] to eliminate the black bars.
- Turn off the OSD (On Screen Display) by pressing MENU (Control menu) button and select [Info], and turn off the menus from connected equipment.
- Avoid displaying static images with bright colours (including white) or logos on any portion of the screen.
- Set the picture settings based on the ambient conditions. The Standard Picture is recommended for home use and when viewing content that often displays the station logos, etc.

The TV has following features to help reduce/prevent image retention.

Panel refresh

A panel refresh will adjust the panel uniformity. Panel refresh can be performed and should only be used when image retention is very noticeable.

Caution:

- The Panel refresh function may affect the panel. Do not perform Panel refresh more than once a year as it may affect the usable life of the panel.
- The effectiveness of a panel refresh may vary depending on the image retention condition.
- Panel refresh takes up to one hour to complete.

The following also applies for some models as indicated before executing a Panel refresh.

- A white, red, green, or blue line may be displayed on the screen during the Panel refresh, this is not a malfunction of the TV.
- Panel refresh will only work when the room temperature is between 10 °C and 40 °C.

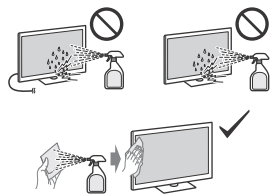
Pixel shift

Automatically moves the image on the screen to prevent image retention.

Other feature

The screen brightness is automatically reduced when displaying still images, clocks, bright colours or logos etc.

Handling and cleaning the screen surface/cabinet of the TV set



Precautions:

- To remove dust from the screen surface/cabinet, wipe gently with a soft cloth. If dust is persistent, wipe with a soft cloth slightly moistened with a diluted mild detergent solution.
- Never spray water or detergent directly on the TV set. It may drip to the bottom of the screen or exterior parts and enter the TV set, and may cause damage to the TV set.

Optional Equipment

- Keep optional components or any equipment emitting electromagnetic radiation away from the TV set. Otherwise picture distortion and/or noisy sound may occur.
- This equipment has been tested and found to comply with the limits set out in the EMC Standards using a connection signal cable shorter than 3 meters.

Wireless Function of the unit (For TV with wireless function only)

- Do not operate this unit near medical equipment (pacemaker, etc.), as this may result in the malfunction of the medical equipment.
- Although this unit transmits/receives scrambled signals, be careful of unauthorised interception. We cannot be responsible for any trouble as a result.

Caution about handling the remote control

- Do not use different types of batteries together or mix old and new batteries.
- Dispose of batteries in an environmentally friendly way. Certain regions may regulate the disposal of batteries. Please consult your local authority.

Disposal of the TV set



Disposal of old electrical & electronic equipment (applicable in the European Union and other countries with separate collection systems)



Disposal of Old Electrical & Electronic Equipment (Applicable in Republic of India)

This symbol and its variation indicates that this product and its components, consumables, parts or spares thereof shall not be treated as household waste and may not be dropped in garbage bins. Product owners are advised to deposit their product at the nearest collection point for the recycling of electrical and electronic equipment. Your co-operation shall facilitate proper

disposal & help prevent potential negative consequences/hazards to the environment and human health, which could otherwise be caused by inappropriate waste disposal including improper handling, accidental breakage, damage and/or improper recycling of e-waste. The recycling of materials will help to conserve natural resources. For more detailed information about recycling of this product, you may contact our company's toll free number and website in India for assistance.

Toll Free: 1800-103-7799

Visit: www.sony.co.in for product recycling

Reduction in the Use of Hazardous Substances in Electrical & Electronic Equipment (Applicable in Republic of India)

This product and its components, consumables, parts or spares comply with the hazardous substances restriction of India's E-Waste (Management) Rules. The maximum allowable concentrations of the restricted substances are 0.1 % by weight in homogenous materials for Lead, Mercury, Hexavalent Chromium, Polybrominated Biphenyls (PBB) and Polybrominated Diphenyl Ethers (PBDE), and 0.01 % by weight in homogenous materials for Cadmium, except for the exemptions specified in Schedule II of the aforesaid Rules.

(For models with native resolution up to 1920 × 1080 pixels only)

ATTENTION:

This product is qualified for the BEE Star rating in the 'Home' 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 upon 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 'Home' mode from the initial set-up procedure in 'factory settings' under the 'Set-up' menu.

* Attention statement is subject matter of BEE, and applicable if function is available. For "Factory Settings", go to "Customer Support" menu.

** "Home mode" conditions are as per BEE guideline only.

Notes on Digital TV function (Except Hong Kong and Philippines)

- Any functions related to Digital TV (DVB) will only work in countries or areas where DVB-T/DVB-T2 (MPEG-2 and H.264/MPEG-4 AVC) digital terrestrial signals are broadcast. Please confirm with your local dealer if you can receive a DVB-T/DVB-T2 signal where you live.
- This TV set complies with DVB-T/DVB-T2 specifications, but compatibility with future DVB-T/DVB-T2 digital terrestrial broadcasts are not guaranteed.
- Some Digital TV functions may not be available in some countries/areas.

Trademark Information

- 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.
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- Netflix is a registered trademark of Netflix, Inc.
- All other trademarks are the property of their respective owners.

