

SV_NO	Spec	product code	model year	Segment	Model name	ISJ
SV-39316	CEI	12496000	2021	AG	XR-65X95J	2021/08/20
SV-39315	CEI	12495900	2021	AG	XR-75X95J	2021/06/09
SV-39314	CEI	12495800	2021	AG	XR-85X95J	2021/06/09
SV-39317	CEI	12496110	2021	APE	KD-32W800	2021/05/13
SV-39139	CEI	12478000	2021	APH	KD-43X80J	2021/04/14
SV-39135	CEI	12477600	2021	APH	KD-43X81J	2021/04/14
SV-39134	CEI	12477500	2021	APH	KD-43X82J	2021/04/14
SV-39132	CEI	12477300	2021	APH	KD-50X80J	2021/04/14
SV-39128	CEI	12476900	2021	APH	KD-50X81J	2021/04/14
SV-39127	CEI	12476800	2021	APH	KD-50X82J	2021/04/14
SV-39124	CEI	12476500	2021	APH	KD-55X80J	2021/04/14
SV-39121	CEI	12476200	2021	APH	KD-55X81J	2021/03/15
SV-39120	CEI	12476100	2021	APH	KD-55X82J	2021/03/15
SV-39116	CEI	12475700	2021	APH	KD-65X80J	2021/04/14
SV-39113	CEI	12475400	2021	APH	KD-65X81J	2021/03/15
SV-39112	CEI	12475300	2021	APH	KD-65X82J	2021/03/15
SV-39160	CEI	12480210	2021	APH	KD-75X81J	2021/04/20
SV-39160	CEI	12480200	2021	APH	KD-75X81J	2021/03/22
SV-39159	CEI	12480100	2021	APH	KD-75X82J	2021/03/22
SV-39141	CEI	12478200	2021	AQ	XR-75Z9J	2021/05/11
SV-39140	CEI	12478100	2021	AQ	XR-85Z9J	2021/05/18
SV-39334	CEI	12497800	2021	AR	XR-50X90J	2021/05/03
SV-39337	CEI	12498100	2021	AR	XR-50X94J	2021/05/03
SV-39329	CEI	12497300	2021	AR	XR-55X90J	2021/04/20
SV-39331	CEI	12497500	2021	AR	XR-55X94J	2021/04/20
SV-39323	CEI	12496700	2021	AR	XR-65X90J	2021/04/20
SV-39325	CEI	12496900	2021	AR	XR-65X94J	2021/04/20
SV-39318	CEI	12496200	2021	AR	XR-75X90J	2021/05/24
SV-39320	CEI	12496400	2021	AR	XR-75X94J	2021/05/24
SV-39144	CEI	12478500	2021	AS	XR-55A90J	2021/03/17
SV-39143	CEI	12478400	2021	AS	XR-65A90J	2021/03/17
SV-39142	CEI	12478300	2021	AS	XR-83A90J	2021/05/27
SV-39348	CEI	12499200	2021	AT	XR-55A80J	2021/04/08
SV-39343	CEI	12498700	2021	AT	XR-65A80J	2021/04/08
SV-39341	CEI	12498500	2021	AT	XR-77A80J	2021/04/14
SV-39364	CEI	12500900	2021	AX	KD-43X85J	2021/06/17
SV-39361	CEI	12500600	2021	AX	KD-50X85J	2021/06/17
SV-39359	CEI	12500400	2021	AX	KD-50X89J	2021/06/17
SV-39356	CEI	12500100	2021	AX	KD-55X85J	2021/06/07
SV-39357	CEI	12500200	2021	AX	KD-55X89J	2021/06/07
SV-39355	CEI	12499900	2021	AX	KD-65X85J	2021/06/07
SV-39354	CEI	12499800	2021	AX	KD-65X89J	2021/06/07
SV-39352	CEI	12499600	2021	AX	KD-75X85J	2021/05/31

SV-39353	CEI	12499700	2021	AX	KD-75X89J	2021/05/31
SV-39351	CEI	12499500	2021	AX	KD-85X85J	2021/05/17
	CEI	12462700	2017	KM	KDL-32W6605	
	CEI	12462800	2017	KM	KDL-32W6600	
	CEI	12463000	2017	KML	KDL-32W6105	
	CEI	12463100	2017	KML	KDL-32W6100	

Ex-factory	index Score
2021/08/23	6.6
2021/06/14	6.6
2021/06/14	6.6
2021/05/14	6.1
2021/04/19	6.6
2021/04/19	6.6
2021/04/19	6.6
2021/04/19	6.6
2021/04/19	6.6
2021/04/19	6.6
2021/03/19	6.6
2021/03/19	6.6
2021/04/19	6.6
2021/03/19	6.6
2021/03/19	6.6
2021/04/26	6.6
2021/03/29	6.6
2021/03/29	6.6
2021/05/18	6.6
2021/05/24	6.6
2021/05/10	6.6
2021/05/10	6.6
2021/04/26	6.6
2021/04/26	6.6
2021/04/26	6.6
2021/04/26	6.6
2021/05/31	6.6
2021/05/31	6.6
2021/03/22	6.6
2021/03/22	6.6
2021/05/31	6.6
2021/04/12	6.6
2021/04/12	6.6
2021/04/19	6.6
2021/06/21	6.6
2021/06/21	6.6
2021/06/21	6.6
2021/06/14	6.6
2021/06/14	6.6
2021/06/14	6.6
2021/06/14	6.6
2021/06/07	6.6

[illegible]

2021/06/07	6.6
2021/05/24	6.6
	6.1
	6.1
	6.1
	6.1

PSE

B2C

FW-32BZ30J		
FW-43BZ30J		
FW-50BZ30J		
FW-55BZ30J		
FW-65BZ30J		
FW-75BZ30J		
FW-50BZ35J		
FW-43BZ35J		
FW-100BZ40J		
FWD-32W800/T	KD-32W800	6.1
FWD-43X80J/T	KD-43X80J	6.6
FWD-50X80J/T	KD-50X80J	6.6
FWD-55X80J/T	KD-55X80J	6.6
FWD-65X80J/T	KD-65X80J	6.6
FWD-65X95J/T	XR-65X95J	6.6
FWD-75X95J/T	XR-75X95J	6.6
FWD-85X95J/T	XR-85X95J	6.6
FWD-55A80J/T	XR-55A80J	6.6
FWD-65A80J/T	XR-65A80J	6.6
FWD-77A80J/T	XR-77A80J	6.6
FWD-55A90J/T	XR-55A90J	6.6
FWD-65A90J/T	XR-65A90J	6.6
FWD-83A90J/T	XR-83A90J	6.6
FWD-75Z9J/T	XR-75Z9J	6.6
FWD-85Z9J/T	XR-85Z9J	6.6

Evaluation

Criterion	Sub-criterion	Sub-criterion score
1. Documentation	1.1 Period of availability of technical documentation and advice on use and maintenance	5.4/10
2. Disassembly and access, tools, fixings	2.1 Ease of disassembling the list 2* parts	10.0/10
	2.2 Tools required (list 2)	10.0/10
	2.3 Characteristics of the fasteners between the list 1** and list 2 parts	9.5/10
3. Availability of spare parts	3.1 Period of availability of list 2 parts	10.0/10
	3.2 Period of availability of list 1 parts	10.0/10
	3.3 Delivery time for list 2 parts	10.0/10
	3.4 Delivery time for list 1 parts	10.0/10
4. Price of spare parts	4.1 Ratio of the price of list 2 parts compared with the price of new equipment	0.0/10
5. Specific criterion (example with 3 sub-criteria)	5.1 Accessibility of the usage meter	5.0/10
	5.2 Free remote assistance	10.0/10
	5.3 Possibility of soft reset	10.0/10
index Score		

Criteria1 : Documentation

Sub-Criteria 1.1 : Period of availability of technical documentation and advice on use and maintenance

Type of documentation	Repa	
	Years of a	
	0~6	7~8
Number		
Unambiguous product identification	0	7
Disassembly diagram or exploded view	0	7
Wiring and connection diagrams	0	7
Circuit board diagrams	0	7
List of required repair and test equipment	0	7
Technical manual of repair instructions	0	7
Error and diagnostic codes	0	7
Component and diagnostic information	0	7
Software instructions (including reset)	0	7
Access to incidents reported and recorded in the equipment	0	7
Technical bulletins	0	7

Specific supervision of self-repair (recommended operations, safety and repair possible repercussions on the warranty)		
Information on access to professional repairers		
Failure detection and required actions (general public approach)		
Instructions for use and maintenance instructions		
Sub TTL	0	77

Criteria2 : Disassembly and access, tools, fixings

Sub-Criteria 2.1 : Ease of disassembly of List 2 parts

	Number of steps ND/NA (1) or 4 or more
External parts	ND
Remote control (2)	0

	Number of steps ND/NA (1) or more
Internal parts	ND
Internal power supplies (3)	0
Main board	0
Panel	0

(1) ND = Case that it cannot remove individually. NA = Case that it cannot access

(2) Removal of batteries

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.2 : Tools needed for removal of List 2 parts

	ND/NA
List2 parts	
Remote control	0
Internal power supplies (3)	0
Main board	0
Panel	0

(1) Including tools supplied with the spare part or the product also.

(2) In case that more than one tool is needed, the worst point is used for this case

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.3 : Characteristics of the fasteners of List 1 and List 2 parts

	Neither removable nor reusable
List1 or List2 parts	Number of parts
Back Cover	0
Wifi Module (3)	0
Bluetooth module (4)	0
Infrared receiver	0
Speakers	0
Connectors (5)	0
Remote control	0
Internal power supplies (6)	0
External power supplies (7)	0
Main Board	0
Panel	0

(1) Including case that the connection is provided with the spare part

(2) In case that more than one type of connection is needed, the worst point is calculation.

(3) Case that there is no corresponded part, the item is out of scope from this c

(4) Case that there is no corresponded part, the item is out of scope from this c

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

(6) Case that the external power source is used, the item is out of scope from th

(7) Case that the internal power source is used, the item is out of scope from th

Criteria3 : Availability of service parts

Sub-Criteria 3.1 : Availability period of List2 Parts

	Manuf Years of a	
	0~6	7~8
List parts 2	Number of parts	
Remote control	0	7
Internal power supplies (1)	0	7
External power supplies (2)	0	7
Main board	0	7
Panel	0	7

(1) Case that the external power source is used, the item is out of scope from th

(2) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.2 : Availability period of List1 Parts

	Manuf Years of a	
	0~6	7~8
List 1 parts	Number of parts	

Back Cover	0	7
Wifi Module (1)	0	7
Bluetooth module (2)	0	7
Infrared receiver	0	7
Speakers	0	7
Connectors (3)	0	7

(1) Case that there is no corresponded part, the item is out of scope from this c

(2) Case that there is no corresponded part, the item is out of scope from this c

(3) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Sub-Criteria 3.3 : Delivery time of List2 parts

	Manufa	
	Delivery	
	11~	6~10
List2 parts	Number c	
Remote control	0	1
Internal power supplies (2)	0	1
External power supplies (3)	0	1
Main board	0	1
Panel	0	1

(1) Working days from the day of the order

(2) Case that the external power source is used, the item is out of scope from th

(3) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.4 : Delivery time of List1 parts

	Manufa	
	Delivery	
	11~	6~10
List 1 parts	Number c	
Back Cover	0	1
Wifi Module	0	1
Bluetooth module	0	1
Infrared receiver	0	1
Speakers	0	1
Connectors (2)	0	1

(1) Working days from the day of the order

(2) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Criteria4 : Price of service parts

Sub-Criteria 4.1 : Ratio of list 2 parts prices to new equipment prices

Depending on the ratio between the point, which is related the price of list 2 pa
from the below formula, and the price of the product, score should be calculate

● Ratio = (Price excluding tax of the most expensive part in List2 + Average of
tax of the other parts in List2)/2 ÷ Price of the equipment excluding taxes

The maximum number of points is 100.

The number of point is;

- If the result of the ratio is higher than 0.3 then the number of points is 0;
- If the result of the ratio is lower than 0.1 then the number of points is 100;
- If the result of the ratio is between 0.1 and 0.3 then the number of points is determined

to the following table:

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Criteria5 : Specific Criterion per product category

Sub-Criteria 5.1 : Accessibility of the usage meter (1)

Accessibility of the usage meter (2)	Absence
	0

(1) Usage meter means a display device that cumulatively records the usage of the panel. The unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than three clicks.

(3) The value of the usage can be checked by three clicks or less.

Sub-Criteria 5.2 : Toll-free remote assistance

	Repair
Type of remote assistance	None
Number of points	0

Sub-Criteria 5.3 : Software reset capability

	Manufacturer
Possibility of resetting software free of charge and without restrictions on access to these services	Impossible
	Number
Operating system reset (1)	0
Firmware reset (1)	0

(1) Including reset via external keys

AG

AG

APE

R-65X95J		XR-75X95J				XR-85X95J				
Criterion score		Sub-criterion score		Criterion score		Sub-criterion score		Criterion score		Sub-cr scc
2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4		
1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
0.5		9.5 /10	0.5		9.5 /10	0.5		9.5		
1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
0.3		10.0 /10	0.3		10.0 /10	0.3		10.0		
0.2		10.0 /10	0.2		10.0 /10	0.2		10.0		
2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0		
1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	0.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
6.6		6.6				6.6				

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all model

Producers		Consumers			
Availability		Years of availability			
9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points			
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11

←LED Blinking

←Error Log

instructions,	0	7	9	11
	0	7	9	11
	0	7	9	11
	0	7	9	11

99 121 0 105 135 165

88

66

286

154 5.4

all model

steps to access to the parts			
or more	3	2	1
Number of points			
	1	2	3

model

steps to access to the parts			
12 or	10~11	8~9	1~7
Number of points			
	1	2	3
	1	2	3
	1	2	3

s individually.

12 Max

12

10

his calculation

model

Type of tools		
Proprietary Tools	Specific tools	Without tools, common tools(1)
Number of points (2)		
1	2	4
1	2	4
1	2	4
1	2	4

16 Max

16

10

alculation.

his calculation

all model

Type of fastener	
Removable, non-reusable	Removable and reusable (1)
Number of points (2)	
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2

20 Max
19

9.5

used for this

alculation

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his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			

9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

alculation

alculation

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acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

his calculation

his calculation

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

)

arts and calculated

ed.

the prices excluding

etermined according

all model

6	0,17	0,18	0,19	0,2	0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
	65	60	55	50	45	40	35	30	25	20	15	10	5	0

all model

Consumers	
Location	
Not easily accessible (3)	Visible or easily accessible
Number of points	
1	2

the product.

2 Max
1

5

Accessibility of the usage meter (2)	Absence
	r of
	0

(1) Usage meter means a display device that cum
The unit of the usage is the number of hours of o
(2) The value of the usage can be checked by mo
(3) The value of the usage can be checked by thre

all model

irers	Consumers			
Up-to-date information on site	None	Remote Information	Remote diagnostic assistance	Remote repair assistance
1	0	1	2	4

5 Max
5

10

all model

acturer	Repairers		Consumers	
Possible	Impossible	Possible	Impossible	Possible
of points	Number of points		Number of points	
1	0	1	0	1
1	0	1	0	1

6 Max
6

10

KD-32W800			
Iteration score		Criterion score	
/10	2	10.8	/20
/10	1	19.8	/20
/10	0.5		
/10	0.5		
/10	1	20.0	/20
/10	0.5		
/10	0.3		
/10	0.2		
/10	2	0.0	/20
/10	1	10.0	/20
/10	0.5		
/10	0.5		
6.1			

176 Max

176

10

264 Max
264 **10**

48 Max
48 **10**

72 Max
72 **10**

0

APE 32

Consumers	
Location	
Not easily accessible (3)	Visible or easily accessible
1	2

relatively records the usage of the operation of the panel.
more than three clicks.
three clicks or less.

2 Max
0

0

Evaluation

Criterion	Sub-criterion	Sub-criterion score
1. Documentation	1.1 Period of availability of technical documentation and advice on use and maintenance	5.4/10
2. Disassembly and access, tools, fixings	2.1 Ease of disassembling the list 2* parts	10.0/10
	2.2 Tools required (list 2)	10.0/10
	2.3 Characteristics of the fasteners between the list 1** and list 2 parts	9.5/10
3. Availability of spare parts	3.1 Period of availability of list 2 parts	10.0/10
	3.2 Period of availability of list 1 parts	10.0/10
	3.3 Delivery time for list 2 parts	10.0/10
	3.4 Delivery time for list 1 parts	10.0/10
4. Price of spare parts	4.1 Ratio of the price of list 2 parts compared with the price of new equipment	0.0/10
5. Specific criterion (example with 3 sub-criteria)	5.1 Accessibility of the usage meter	5.0/10
	5.2 Free remote assistance	10.0/10
	5.3 Possibility of soft reset	10.0/10
index Score		

Criteria1 : Documentation

Sub-Criteria 1.1 : Period of availability of technical documentation and advice on use and maintenance

Type of documentation	Repa	
	Years of a	
	0~6	7~8
Number		
Unambiguous product identification	0	7
Disassembly diagram or exploded view	0	7
Wiring and connection diagrams	0	7
Circuit board diagrams	0	7
List of required repair and test equipment	0	7
Technical manual of repair instructions	0	7
Error and diagnostic codes	0	7
Component and diagnostic information	0	7
Software instructions (including reset)	0	7
Access to incidents reported and recorded in the equipment	0	7
Technical bulletins	0	7

Specific supervision of self-repair (recommended operations, safety and repair possible repercussions on the warranty)		
Information on access to professional repairers		
Failure detection and required actions (general public approach)		
Instructions for use and maintenance instructions		
Sub TTL	0	77

Criteria2 : Disassembly and access, tools, fixings

Sub-Criteria 2.1 : Ease of disassembly of List 2 parts

	Number of steps ND/NA (1) or 4 or more
External parts	ND
Remote control (2)	0

	Number of steps ND/NA (1) or more
Internal parts	ND
Internal power supplies (3)	0
Main board	0
Panel	0

(1) ND = Case that it cannot remove individually. NA = Case that it cannot access

(2) Removal of batteries

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.2 : Tools needed for removal of List 2 parts

	ND/NA
List2 parts	
Remote control	0
Internal power supplies (3)	0
Main board	0
Panel	0

(1) Including tools supplied with the spare part or the product also.

(2) In case that more than one tool is needed, the worst point is used for this case

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.3 : Characteristics of the fasteners of List 1 and List 2 parts

	Neither removable nor reusable
List1 or List2 parts	Number of parts
Back Cover	0
Wifi Module (3)	0
Bluetooth module (4)	0
Infrared receiver	0
Speakers	0
Connectors (5)	0
Remote control	0
Internal power supplies (6)	0
External power supplies (7)	0
Main Board	0
Panel	0

(1) Including case that the connection is provided with the spare part

(2) In case that more than one type of connection is needed, the worst point is calculation.

(3) Case that there is no corresponded part, the item is out of scope from this c

(4) Case that there is no corresponded part, the item is out of scope from this c

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

(6) Case that the external power source is used, the item is out of scope from th

(7) Case that the internal power source is used, the item is out of scope from th

Criteria3 : Availability of service parts

Sub-Criteria 3.1 : Availability period of List2 Parts

	Manuf Years of a	
	0~6	7~8
List parts 2	Number of parts	
Remote control	0	7
Internal power supplies (1)	0	7
External power supplies (2)	0	7
Main board	0	7
Panel	0	7

(1) Case that the external power source is used, the item is out of scope from th

(2) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.2 : Availability period of List1 Parts

	Manuf Years of a	
	0~6	7~8
List 1 parts	Number of parts	

Back Cover	0	7
Wifi Module (1)	0	7
Bluetooth module (2)	0	7
Infrared receiver	0	7
Speakers	0	7
Connectors (3)	0	7

(1) Case that there is no corresponded part, the item is out of scope from this c

(2) Case that there is no corresponded part, the item is out of scope from this c

(3) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Sub-Criteria 3.3 : Delivery time of List2 parts

	Manufa	
	Delivery	
	11~	6~10
List2 parts	Number c	
Remote control	0	1
Internal power supplies (2)	0	1
External power supplies (3)	0	1
Main board	0	1
Panel	0	1

(1) Working days from the day of the order

(2) Case that the external power source is used, the item is out of scope from th

(3) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.4 : Delivery time of List1 parts

	Manufa	
	Delivery	
	11~	6~10
List 1 parts	Number c	
Back Cover	0	1
Wifi Module	0	1
Bluetooth module	0	1
Infrared receiver	0	1
Speakers	0	1
Connectors (2)	0	1

(1) Working days from the day of the order

(2) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Criteria4 : Price of service parts

Sub-Criteria 4.1 : Ratio of list 2 parts prices to new equipment prices

Depending on the ratio between the point, which is related the price of list 2 pa
from the below formula, and the price of the product, score should be calculate

● Ratio = (Price excluding tax of the most expensive part in List2 + Average of
tax of the other parts in List2)/2 ÷ Price of the equipment excluding taxes

The maximum number of points is 100.

The number of point is;

- If the result of the ratio is higher than 0.3 then the number of points is 0;
- If the result of the ratio is lower than 0.1 then the number of points is 100;
- If the result of the ratio is between 0.1 and 0.3 then the number of points is determined

to the following table:

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Criteria5 : Specific Criterion per product category

Sub-Criteria 5.1 : Accessibility of the usage meter (1)

Accessibility of the usage meter (2)	Absence
	0

(1) Usage meter means a display device that cumulatively records the usage of the panel. The unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than three clicks.

(3) The value of the usage can be checked by three clicks or less.

Sub-Criteria 5.2 : Toll-free remote assistance

	Repair
Type of remote assistance	None
Number of points	0

Sub-Criteria 5.3 : Software reset capability

	Manufacturer
Possibility of resetting software free of charge and without restrictions on access to these services	Impossible
	Number
Operating system reset (1)	0
Firmware reset (1)	0

(1) Including reset via external keys

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D-43X80J		KD-43X81J				KD-43X82J			
Criterion score		Sub-criterion score		Criterion score		Sub-criterion score		Criterion score	
2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4	
1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0	
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0	
0.5		9.5 /10	0.5		9.5 /10	0.5		9.5	
1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0	
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0	
0.3		10.0 /10	0.3		10.0 /10	0.3		10.0	
0.2		10.0 /10	0.2		10.0 /10	0.2		10.0	
2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0	
1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0	
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0	
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0	
6.6		6.6				6.6			

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all model

Producers		Consumers			
Availability		Years of availability			
9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points			
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11

←LED Blinking

←Error Log

instructions,	0	7	9	11
	0	7	9	11
	0	7	9	11
	0	7	9	11

99 121 0 105 135 165

88

66

286

154 5.4

all model

steps to access to the parts			
or more	3	2	1
Number of points			
	1	2	3

model

steps to access to the parts			
12 or	10~11	8~9	1~7
Number of points			
	1	2	3
	1	2	3
	1	2	3

s individually.

12 Max

12

10

his calculation

model

Type of tools		
Proprietary Tools	Specific tools	Without tools, common tools(1)
Number of points (2)		
1	2	4
1	2	4
1	2	4
1	2	4

16 Max

16

10

alculation.

his calculation

all model

Type of fastener	
Removable, non-reusable	Removable and reusable (1)
Number of points (2)	
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2

20 Max
19

9.5

used for this

alculation

alculation

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his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			

9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

alculation

alculation

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acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

his calculation

his calculation

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

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arts and calculated

ed.

the prices excluding

etermined according

all model

6	0,17	0,18	0,19	0,2	0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
	65	60	55	50	45	40	35	30	25	20	15	10	5	0

all model

Consumers	
Location	
Not easily accessible (3)	Visible or easily accessible
Number of points	
1	2

the product.

2 Max

1

5

all model

Repairers	Consumers			
Up-to-date information on site	None	Remote Information	Remote diagnostic assistance	Remote repair assistance
1	0	1	2	4

5 Max

5

10

all model

Manufacturer	Repairers		Consumers	
Possible	Impossible	Possible	Impossible	Possible
Number of points	Number of points		Number of points	
1	0	1	0	1
1	0	1	0	1

6 Max

6

10

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KD-50X80J			KD-50X81J			KD-50X82J		
Iteration		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score
/10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20
/10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		9.5 /10	0.5		9.5 /10	0.5	
/10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.3		10.0 /10	0.3		10.0 /10	0.3	
/10	0.2		10.0 /10	0.2		10.0 /10	0.2	
/10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20
/10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

176 Max

176

10

264 Max
264 **10**

48 Max
48 **10**

72 Max
72 **10**

0

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KD-55X80J			KD-55X81J			KD-55X82J		
Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Crite scc
5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8
10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
9.5 /10	0.5		9.5 /10	0.5		9.5 /10	0.5	
10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
10.0 /10	0.3		10.0 /10	0.3		10.0 /10	0.3	
10.0 /10	0.2		10.0 /10	0.2		10.0 /10	0.2	
0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0
5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

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Criterion score	KD-65X80J			Criterion score	KD-65X81J			Criterion score	KD-65X82J	
	Sub-criterion score				Sub-criterion score				Sub-criterion score	
/20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2		
/20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1		
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5		
	9.5 /10	0.5		9.5 /10	0.5		9.5 /10	0.5		
/20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1		
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5		
	10.0 /10	0.3		10.0 /10	0.3		10.0 /10	0.3		
	10.0 /10	0.2		10.0 /10	0.2		10.0 /10	0.2		
/20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2		
/20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1		
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5		
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5		
	6.6			6.6			6.6			

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<u>2J</u>	<u>KD-75X81J</u>			<u>KD-75X81J</u>			<u>KI</u>
Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score
10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10
19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10
	9.5 /10	0.5		9.5 /10	0.5		9.5 /10
20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10
	10.0 /10	0.3		10.0 /10	0.3		10.0 /10
	10.0 /10	0.2		10.0 /10	0.2		10.0 /10
0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10
15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10
	10.0 /10	0.5		10.0 /10	0.5		10.0 /10
		6.6			6.6		

D-75X82J		
Criterion score		
2	10.8	/20
1	19.8	/20
0.5		
0.5		
1	20.0	/20
0.5		
0.3		
0.2		
2	0.0	/20
1	15.0	/20
0.5		
0.5		
6.6		

Evaluation

Criterion	Sub-criterion	Sub-criterion score
1. Documentation	1.1 Period of availability of technical documentation and advice on use and maintenance	5.4/10
2. Disassembly and access, tools, fixings	2.1 Ease of disassembling the list 2* parts	10.0/10
	2.2 Tools required (list 2)	10.0/10
	2.3 Characteristics of the fasteners between the list 1** and list 2 parts	9.5/10
3. Availability of spare parts	3.1 Period of availability of list 2 parts	10.0/10
	3.2 Period of availability of list 1 parts	10.0/10
	3.3 Delivery time for list 2 parts	10.0/10
	3.4 Delivery time for list 1 parts	10.0/10
4. Price of spare parts	4.1 Ratio of the price of list 2 parts compared with the price of new equipment	0.0/10
5. Specific criterion (example with 3 sub-criteria)	5.1 Accessibility of the usage meter	5.0/10
	5.2 Free remote assistance	10.0/10
	5.3 Possibility of soft reset	10.0/10
index Score		

Criteria1 : Documentation

Sub-Criteria 1.1 : Period of availability of technical documentation and advice on use and maintenance

Type of documentation	Repa	
	Years of a	
	0~6	7~8
Number		
Unambiguous product identification	0	7
Disassembly diagram or exploded view	0	7
Wiring and connection diagrams	0	7
Circuit board diagrams	0	7
List of required repair and test equipment	0	7
Technical manual of repair instructions	0	7
Error and diagnostic codes	0	7
Component and diagnostic information	0	7
Software instructions (including reset)	0	7
Access to incidents reported and recorded in the equipment	0	7
Technical bulletins	0	7

Specific supervision of self-repair (recommended operations, safety and repair possible repercussions on the warranty)		
Information on access to professional repairers		
Failure detection and required actions (general public approach)		
Instructions for use and maintenance instructions		
Sub TTL	0	77

Criteria2 : Disassembly and access, tools, fixings

Sub-Criteria 2.1 : Ease of disassembly of List 2 parts

	Number of steps ND/NA (1) or 4 or more
External parts	ND
Remote control (2)	0

	Number of steps ND/NA (1) or more
Internal parts	ND
Internal power supplies (3)	0
Main board	0
Panel	0

(1) ND = Case that it cannot remove individually. NA = Case that it cannot access

(2) Removal of batteries

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.2 : Tools needed for removal of List 2 parts

	ND/NA
List2 parts	
Remote control	0
Internal power supplies (3)	0
Main board	0
Panel	0

(1) Including tools supplied with the spare part or the product also.

(2) In case that more than one tool is needed, the worst point is used for this case

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.3 : Characteristics of the fasteners of List 1 and List 2 parts

	Neither removable nor reusable
List1 or List2 parts	Number of parts
Back Cover	0
Wifi Module (3)	0
Bluetooth module (4)	0
Infrared receiver	0
Speakers	0
Connectors (5)	0
Remote control	0
Internal power supplies (6)	0
External power supplies (7)	0
Main Board	0
Panel	0

(1) Including case that the connection is provided with the spare part

(2) In case that more than one type of connection is needed, the worst point is calculation.

(3) Case that there is no corresponded part, the item is out of scope from this c

(4) Case that there is no corresponded part, the item is out of scope from this c

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

(6) Case that the external power source is used, the item is out of scope from th

(7) Case that the internal power source is used, the item is out of scope from th

Criteria3 : Availability of service parts

Sub-Criteria 3.1 : Availability period of List2 Parts

	Manuf Years of a	
	0~6	7~8
List parts 2	Number of parts	
Remote control	0	7
Internal power supplies (1)	0	7
External power supplies (2)	0	7
Main board	0	7
Panel	0	7

(1) Case that the external power source is used, the item is out of scope from th

(2) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.2 : Availability period of List1 Parts

	Manuf Years of a	
	0~6	7~8
List 1 parts	Number of parts	

Back Cover	0	7
Wifi Module (1)	0	7
Bluetooth module (2)	0	7
Infrared receiver	0	7
Speakers	0	7
Connectors (3)	0	7

(1) Case that there is no corresponded part, the item is out of scope from this c

(2) Case that there is no corresponded part, the item is out of scope from this c

(3) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Sub-Criteria 3.3 : Delivery time of List2 parts

	Manufa	
	Delivery	
	11~	6~10
List2 parts	Number c	
Remote control	0	1
Internal power supplies (2)	0	1
External power supplies (3)	0	1
Main board	0	1
Panel	0	1

(1) Working days from the day of the order

(2) Case that the external power source is used, the item is out of scope from th

(3) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.4 : Delivery time of List1 parts

	Manufa	
	Delivery	
	11~	6~10
List 1 parts	Number c	
Back Cover	0	1
Wifi Module	0	1
Bluetooth module	0	1
Infrared receiver	0	1
Speakers	0	1
Connectors (2)	0	1

(1) Working days from the day of the order

(2) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Criteria4 : Price of service parts

Sub-Criteria 4.1 : Ratio of list 2 parts prices to new equipment prices

Depending on the ratio between the point, which is related the price of list 2 pa
from the below formula, and the price of the product, score should be calculate

● Ratio = (Price excluding tax of the most expensive part in List2 + Average of
tax of the other parts in List2)/2 ÷ Price of the equipment excluding taxes

The maximum number of points is 100.

The number of point is;

- If the result of the ratio is higher than 0.3 then the number of points is 0;
- If the result of the ratio is lower than 0.1 then the number of points is 100;
- If the result of the ratio is between 0.1 and 0.3 then the number of points is determined

to the following table:

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Criteria5 : Specific Criterion per product category

Sub-Criteria 5.1 : Accessibility of the usage meter (1)

Accessibility of the usage meter (2)	Absence
	0

(1) Usage meter means a display device that cumulatively records the usage of the panel. The unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than three clicks.

(3) The value of the usage can be checked by three clicks or less.

Sub-Criteria 5.2 : Toll-free remote assistance

	Repair
Type of remote assistance	None
Number of points	0

Sub-Criteria 5.3 : Software reset capability

	Manufacturer
Possibility of resetting software free of charge and without restrictions on access to these services	Impossible
	Number
Operating system reset (1)	0
Firmware reset (1)	0

(1) Including reset via external keys

AQ

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AR

<u>XR-75Z9J</u>		<u>XR-85Z9J</u>			<u>XR-50X90J</u>			
Criterion score		Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score
2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4
1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
0.5		9.5 /10	0.5		9.5 /10	0.5		9.5
1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
0.3		10.0 /10	0.3		10.0 /10	0.3		10.0
0.2		10.0 /10	0.2		10.0 /10	0.2		10.0
2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0
1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
6.6		6.6			6.6			

ae

all model

Producers		Consumers			
Availability		Years of availability			
9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points			
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11

←LED Blinking

←Error Log

instructions,	0	7	9	11
	0	7	9	11
	0	7	9	11
	0	7	9	11

99 121 0 105 135 165

88

66

286

154 5.4

all model

steps to access to the parts			
or more	3	2	1
Number of points			
	1	2	3

model

steps to access to the parts			
12 or	10~11	8~9	1~7
Number of points			
	1	2	3
	1	2	3
	1	2	3

s individually.

12 Max

12

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his calculation

model

Type of tools		
Proprietary Tools	Specific tools	Without tools, common tools(1)
Number of points (2)		
1	2	4
1	2	4
1	2	4
1	2	4

16 Max

16

10

alculation.

his calculation

all model

Type of fastener	
Removable, non-reusable	Removable and reusable (1)
Number of points (2)	
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2

20 Max
19

9.5

used for this

alculation

alculation

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his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			

9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

alculation

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acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

his calculation

his calculation

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

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the prices excluding

etermined according

all model

6	0,17	0,18	0,19	0,2	0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
	65	60	55	50	45	40	35	30	25	20	15	10	5	0

all model

Consumers	
Location	
Not easily accessible (3)	Visible or easily accessible
Number of points	
1	2

the product.

2 Max

1

5

all model

Repairers	Consumers			
Up-to-date information on site	None	Remote Information	Remote diagnostic assistance	Remote repair assistance
1	0	1	2	4

5 Max

5

10

all model

Manufacturer	Repairers		Consumers	
Possible	Impossible	Possible	Impossible	Possible
Number of points	Number of points		Number of points	
1	0	1	0	1
1	0	1	0	1

6 Max

6

10

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XR-50X94J			XR-55X90J			XR-55X94J		
Iteration weight		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score
/10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20
/10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		9.5 /10	0.5		9.5 /10	0.5	
/10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.3		10.0 /10	0.3		10.0 /10	0.3	
/10	0.2		10.0 /10	0.2		10.0 /10	0.2	
/10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20
/10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

176 Max

176

10

264 Max
264 **10**

48 Max
48 **10**

72 Max
72 **10**

0

AR

AR

AR

XR-65X90J			XR-65X94J			XR-75X90J		
Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score
5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8
10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
9.5 /10	0.5		9.5 /10	0.5		9.5 /10	0.5	
10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
10.0 /10	0.3		10.0 /10	0.3		10.0 /10	0.3	
10.0 /10	0.2		10.0 /10	0.2		10.0 /10	0.2	
0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0
5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

AR

Criterion score	XR-75X94J		Criterion score
	Sub-criterion score	Weight	
/20	5.4/10	2	10.8/20
/20	10.0/10	1	19.8/20
	10.0/10	0.5	
	9.5/10	0.5	
/20	10.0/10	1	20.0/20
	10.0/10	0.5	
	10.0/10	0.3	
	10.0/10	0.2	
/20	0.0/10	2	0.0/20
/20	5.0/10	1	15.0/20
	10.0/10	0.5	
	10.0/10	0.5	
6.6			

Evaluation

Criterion	Sub-criterion	Sub-criterion score
1. Documentation	1.1 Period of availability of technical documentation and advice on use and maintenance	5.4/10
2. Disassembly and access, tools, fixings	2.1 Ease of disassembling the list 2* parts	10.0/10
	2.2 Tools required (list 2)	10.0/10
	2.3 Characteristics of the fasteners between the list 1** and list 2 parts	9.5/10
3. Availability of spare parts	3.1 Period of availability of list 2 parts	10.0/10
	3.2 Period of availability of list 1 parts	10.0/10
	3.3 Delivery time for list 2 parts	10.0/10
	3.4 Delivery time for list 1 parts	10.0/10
4. Price of spare parts	4.1 Ratio of the price of list 2 parts compared with the price of new equipment	0.0/10
5. Specific criterion (example with 3 sub-criteria)	5.1 Accessibility of the usage meter	5.0/10
	5.2 Free remote assistance	10.0/10
	5.3 Possibility of soft reset	10.0/10
index Score		

Criteria1 : Documentation

Sub-Criteria 1.1 : Period of availability of technical documentation and advice on use and maintenance

Type of documentation	Repa	
	Years of a	
	0~6	7~8
Number		
Unambiguous product identification	0	7
Disassembly diagram or exploded view	0	7
Wiring and connection diagrams	0	7
Circuit board diagrams	0	7
List of required repair and test equipment	0	7
Technical manual of repair instructions	0	7
Error and diagnostic codes	0	7
Component and diagnostic information	0	7
Software instructions (including reset)	0	7
Access to incidents reported and recorded in the equipment	0	7
Technical bulletins	0	7

Specific supervision of self-repair (recommended operations, safety and repair possible repercussions on the warranty)		
Information on access to professional repairers		
Failure detection and required actions (general public approach)		
Instructions for use and maintenance instructions		
Sub TTL	0	77

Criteria2 : Disassembly and access, tools, fixings

Sub-Criteria 2.1 : Ease of disassembly of List 2 parts

	Number of steps ND/NA (1) or 4 or more
External parts	ND
Remote control (2)	0

	Number of steps ND/NA (1) or more
Internal parts	ND
Internal power supplies (3)	0
Main board	0
Panel	0

(1) ND = Case that it cannot remove individually. NA = Case that it cannot access

(2) Removal of batteries

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.2 : Tools needed for removal of List 2 parts

	ND/NA
List2 parts	
Remote control	0
Internal power supplies (3)	0
Main board	0
Panel	0

(1) Including tools supplied with the spare part or the product also.

(2) In case that more than one tool is needed, the worst point is used for this case

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.3 : Characteristics of the fasteners of List 1 and List 2 parts

	Neither removable nor reusable
List1 or List2 parts	Number of parts
Back Cover	0
Wifi Module (3)	0
Bluetooth module (4)	0
Infrared receiver	0
Speakers	0
Connectors (5)	0
Remote control	0
Internal power supplies (6)	0
External power supplies (7)	0
Main Board	0
Panel	0

(1) Including case that the connection is provided with the spare part

(2) In case that more than one type of connection is needed, the worst point is calculation.

(3) Case that there is no corresponded part, the item is out of scope from this c

(4) Case that there is no corresponded part, the item is out of scope from this c

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

(6) Case that the external power source is used, the item is out of scope from th

(7) Case that the internal power source is used, the item is out of scope from th

Criteria3 : Availability of service parts

Sub-Criteria 3.1 : Availability period of List2 Parts

	Manuf Years of a	
	0~6	7~8
List parts 2	Number of parts	
Remote control	0	7
Internal power supplies (1)	0	7
External power supplies (2)	0	7
Main board	0	7
Panel	0	7

(1) Case that the external power source is used, the item is out of scope from th

(2) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.2 : Availability period of List1 Parts

	Manuf Years of a	
	0~6	7~8
List 1 parts	Number of parts	

Back Cover	0	7
Wifi Module (1)	0	7
Bluetooth module (2)	0	7
Infrared receiver	0	7
Speakers	0	7
Connectors (3)	0	7

(1) Case that there is no corresponded part, the item is out of scope from this c

(2) Case that there is no corresponded part, the item is out of scope from this c

(3) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Sub-Criteria 3.3 : Delivery time of List2 parts

	Manufa	
	Delivery	
	11~	6~10
List2 parts	Number c	
Remote control	0	1
Internal power supplies (2)	0	1
External power supplies (3)	0	1
Main board	0	1
Panel	0	1

(1) Working days from the day of the order

(2) Case that the external power source is used, the item is out of scope from th

(3) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.4 : Delivery time of List1 parts

	Manufa	
	Delivery	
	11~	6~10
List 1 parts	Number c	
Back Cover	0	1
Wifi Module	0	1
Bluetooth module	0	1
Infrared receiver	0	1
Speakers	0	1
Connectors (2)	0	1

(1) Working days from the day of the order

(2) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Criteria4 : Price of service parts

Sub-Criteria 4.1 : Ratio of list 2 parts prices to new equipment prices

Depending on the ratio between the point, which is related the price of list 2 pa
from the below formula, and the price of the product, score should be calculate

● Ratio = (Price excluding tax of the most expensive part in List2 + Average of
tax of the other parts in List2)/2 ÷ Price of the equipment excluding taxes

The maximum number of points is 100.

The number of point is;

- If the result of the ratio is higher than 0.3 then the number of points is 0;
- If the result of the ratio is lower than 0.1 then the number of points is 100;
- If the result of the ratio is between 0.1 and 0.3 then the number of points is determined

to the following table:

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Criteria5 : Specific Criterion per product category

Sub-Criteria 5.1 : Accessibility of the usage meter (1)

Accessibility of the usage meter (2)	Absence
	0

(1) Usage meter means a display device that cumulatively records the usage of the panel. The unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than three clicks.

(3) The value of the usage can be checked by three clicks or less.

Sub-Criteria 5.2 : Toll-free remote assistance

	Repair
Type of remote assistance	None
Number of points	0

Sub-Criteria 5.3 : Software reset capability

	Manufacturer
Possibility of resetting software free of charge and without restrictions on access to these services	Impossible
	Number
Operating system reset (1)	0
Firmware reset (1)	0

(1) Including reset via external keys

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AT

<u>R-55A90J</u>		<u>XR-65A90J</u>			<u>XR-83A90J</u>			
Criterion score		Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-cr scc
2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4
1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
0.5		9.5 /10	0.5		9.5 /10	0.5		9.5
1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
0.3		10.0 /10	0.3		10.0 /10	0.3		10.0
0.2		10.0 /10	0.2		10.0 /10	0.2		10.0
2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0
1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0
6.6		6.6			6.6			

e

all model

Producers		Consumers			
Availability		Years of availability			
9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points			
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11

←LED Blinking

←Error Log

instructions,	0	7	9	11
	0	7	9	11
	0	7	9	11
	0	7	9	11

99 121 0 105 135 165

88

66

286

154 5.4

all model

steps to access to the parts			
or more	3	2	1
Number of points			
	1	2	3

model

steps to access to the parts			
12 or	10~11	8~9	1~7
Number of points			
	1	2	3
	1	2	3
	1	2	3

s individually.

12 Max

12

10

his calculation

model

Type of tools		
Proprietary Tools	Specific tools	Without tools, common tools(1)
Number of points (2)		
1	2	4
1	2	4
1	2	4
1	2	4

16 Max

16

10

alculation.

his calculation

all model

Type of fastener	
Removable, non-reusable	Removable and reusable (1)
Number of points (2)	
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2

20 Max
19

9.5

used for this

alculation

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his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			

9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

alculation

alculation

)

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

his calculation

his calculation

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

)

arts and calculated

ed.

the prices excluding

etermined according

all model

6	0,17	0,18	0,19	0,2	0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
	65	60	55	50	45	40	35	30	25	20	15	10	5	0

all model

Consumers	
Location	
Not easily accessible (3)	Visible or easily accessible
Number of points	
1	2

the product.

2 Max

1

5

all model

Repairers	Consumers			
Up-to-date information on site	None	Remote Information	Remote diagnostic assistance	Remote repair assistance
1	0	1	2	4

5 Max

5

10

all model

Manufacturer	Repairers		Consumers	
Possible	Impossible	Possible	Impossible	Possible
Number of points	Number of points		Number of points	
1	0	1	0	1
1	0	1	0	1

6 Max

6

10

AT

AT

XR-55A80J			XR-65A80J			XR-77A80J		
Iteration		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score
/10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20
/10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		9.5 /10	0.5		9.5 /10	0.5	
/10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.3		10.0 /10	0.3		10.0 /10	0.3	
/10	0.2		10.0 /10	0.2		10.0 /10	0.2	
/10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20
/10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

176 Max

176

10

264 Max
264 **10**

48 Max
48 **10**

72 Max
72 **10**

0

Evaluation

Criterion	Sub-criterion	Sub-criterion score
1. Documentation	1.1 Period of availability of technical documentation and advice on use and maintenance	5.4/10
2. Disassembly and access, tools, fixings	2.1 Ease of disassembling the list 2* parts	10.0/10
	2.2 Tools required (list 2)	10.0/10
	2.3 Characteristics of the fasteners between the list 1** and list 2 parts	9.5/10
3. Availability of spare parts	3.1 Period of availability of list 2 parts	10.0/10
	3.2 Period of availability of list 1 parts	10.0/10
	3.3 Delivery time for list 2 parts	10.0/10
	3.4 Delivery time for list 1 parts	10.0/10
4. Price of spare parts	4.1 Ratio of the price of list 2 parts compared with the price of new equipment	0.0/10
5. Specific criterion (example with 3 sub-criteria)	5.1 Accessibility of the usage meter	5.0/10
	5.2 Free remote assistance	10.0/10
	5.3 Possibility of soft reset	10.0/10
index Score		

Criteria1 : Documentation

Sub-Criteria 1.1 : Period of availability of technical documentation and advice on use and maintenance

Type of documentation	Repa	
	Years of a	
	0~6	7~8
Number		
Unambiguous product identification	0	7
Disassembly diagram or exploded view	0	7
Wiring and connection diagrams	0	7
Circuit board diagrams	0	7
List of required repair and test equipment	0	7
Technical manual of repair instructions	0	7
Error and diagnostic codes	0	7
Component and diagnostic information	0	7
Software instructions (including reset)	0	7
Access to incidents reported and recorded in the equipment	0	7
Technical bulletins	0	7

Specific supervision of self-repair (recommended operations, safety and repair possible repercussions on the warranty)		
Information on access to professional repairers		
Failure detection and required actions (general public approach)		
Instructions for use and maintenance instructions		
Sub TTL	0	77

Criteria2 : Disassembly and access, tools, fixings

Sub-Criteria 2.1 : Ease of disassembly of List 2 parts

	Number of steps ND/NA (1) or 4 or more
External parts	ND
Remote control (2)	0

	Number of steps ND/NA (1) or more
Internal parts	ND
Internal power supplies (3)	0
Main board	0
Panel	0

(1) ND = Case that it cannot remove individually. NA = Case that it cannot access

(2) Removal of batteries

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.2 : Tools needed for removal of List 2 parts

	ND/NA
List2 parts	
Remote control	0
Internal power supplies (3)	0
Main board	0
Panel	0

(1) Including tools supplied with the spare part or the product also.

(2) In case that more than one tool is needed, the worst point is used for this case

(3) Case that the external power source is used, the item is out of scope from the

Sub-Criteria 2.3 : Characteristics of the fasteners of List 1 and List 2 parts

	Neither removable nor reusable
List1 or List2 parts	Number of parts
Back Cover	0
Wifi Module (3)	0
Bluetooth module (4)	0
Infrared receiver	0
Speakers	0
Connectors (5)	0
Remote control	0
Internal power supplies (6)	0
External power supplies (7)	0
Main Board	0
Panel	0

(1) Including case that the connection is provided with the spare part

(2) In case that more than one type of connection is needed, the worst point is calculation.

(3) Case that there is no corresponded part, the item is out of scope from this c

(4) Case that there is no corresponded part, the item is out of scope from this c

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

(6) Case that the external power source is used, the item is out of scope from th

(7) Case that the internal power source is used, the item is out of scope from th

Criteria3 : Availability of service parts

Sub-Criteria 3.1 : Availability period of List2 Parts

	Manuf Years of a	
	0~6	7~8
List parts 2	Number of parts	
Remote control	0	7
Internal power supplies (1)	0	7
External power supplies (2)	0	7
Main board	0	7
Panel	0	7

(1) Case that the external power source is used, the item is out of scope from th

(2) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.2 : Availability period of List1 Parts

	Manuf Years of a	
	0~6	7~8
List 1 parts	Number of parts	

Back Cover	0	7
Wifi Module (1)	0	7
Bluetooth module (2)	0	7
Infrared receiver	0	7
Speakers	0	7
Connectors (3)	0	7

(1) Case that there is no corresponded part, the item is out of scope from this c

(2) Case that there is no corresponded part, the item is out of scope from this c

(3) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Sub-Criteria 3.3 : Delivery time of List2 parts

	Manufa	
	Delivery	
	11~	6~10
List2 parts	Number c	
Remote control	0	1
Internal power supplies (2)	0	1
External power supplies (3)	0	1
Main board	0	1
Panel	0	1

(1) Working days from the day of the order

(2) Case that the external power source is used, the item is out of scope from th

(3) Case that the internal power source is used, the item is out of scope from th

Sub-Criteria 3.4 : Delivery time of List1 parts

	Manufa	
	Delivery	
	11~	6~10
List 1 parts	Number c	
Back Cover	0	1
Wifi Module	0	1
Bluetooth module	0	1
Infrared receiver	0	1
Speakers	0	1
Connectors (2)	0	1

(1) Working days from the day of the order

(2) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray

Criteria4 : Price of service parts

Sub-Criteria 4.1 : Ratio of list 2 parts prices to new equipment prices

Depending on the ratio between the point, which is related the price of list 2 pa
from the below formula, and the price of the product, score should be calculate

● Ratio = (Price excluding tax of the most expensive part in List2 + Average of
tax of the other parts in List2)/2 ÷ Price of the equipment excluding taxes

The maximum number of points is 100.

The number of point is;

- If the result of the ratio is higher than 0.3 then the number of points is 0;
- If the result of the ratio is lower than 0.1 then the number of points is 100;
- If the result of the ratio is between 0.1 and 0.3 then the number of points is determined

to the following table:

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Criteria5 : Specific Criterion per product category

Sub-Criteria 5.1 : Accessibility of the usage meter (1)

Accessibility of the usage meter (2)	Absence
	0

(1) Usage meter means a display device that cumulatively records the usage of the panel. The unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than three clicks.

(3) The value of the usage can be checked by three clicks or less.

Sub-Criteria 5.2 : Toll-free remote assistance

	Repair
Type of remote assistance	None
Number of points	0

Sub-Criteria 5.3 : Software reset capability

	Manufacturer
Possibility of resetting software free of charge and without restrictions on access to these services	Impossible
	Number
Operating system reset (1)	0
Firmware reset (1)	0

(1) Including reset via external keys

AX

AX

AX

<u>D-43X85J</u>		<u>KD-50X85J</u>				<u>KD-50X89J</u>				
Criterion score		Sub-criterion score		Criterion score		Sub-criterion score		Criterion score		Sub-criterion score
2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4		
1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
0.5		9.5 /10	0.5		9.5 /10	0.5		9.5		
1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
0.3		10.0 /10	0.3		10.0 /10	0.3		10.0		
0.2		10.0 /10	0.2		10.0 /10	0.2		10.0		
2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0		
1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
0.5		10.0 /10	0.5		10.0 /10	0.5		10.0		
6.6		6.6				6.6				

e

all model

Producers		Consumers			
Availability		Years of availability			
9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points			
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11
9	11	0	7	9	11

←LED Blinking

←Error Log

instructions,	0	7	9	11
	0	7	9	11
	0	7	9	11
	0	7	9	11

99 121 0 105 135 165

88

66

286

154 5.4

all model

steps to access to the parts			
or more	3	2	1
Number of points			
	1	2	3

model

steps to access to the parts			
12 or	10~11	8~9	1~7
Number of points			
	1	2	3
	1	2	3
	1	2	3

s individually.

12 Max

12

10

his calculation

model

Type of tools		
Proprietary Tools	Specific tools	Without tools, common tools(1)
Number of points (2)		
1	2	4
1	2	4
1	2	4
1	2	4

16 Max

16

10

alculation.

his calculation

all model

Type of fastener	
Removable, non-reusable	Removable and reusable (1)
Number of points (2)	
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2
1	2

20 Max
19

9.5

used for this

alculation

alculation

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his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

his calculation

his calculation

Manufacturer		Distributors				Repairers				Consumers			
Availability		Years of availability				Years of availability				Years of availability			
9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
Number of points		Number of points				Number of points				Number of points			

9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11
9	11	0	7	9	11	0	7	9	11	0	7	9	11

alculation

alculation

)

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

his calculation

his calculation

acturer		Distributors				Repairers				Consumers			
days (1)		Delivery days (1)				Delivery days (1)				Delivery days (1)			
4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
of points		Number of points				Number of points				Number of points			
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3
2	3	0	1	2	3	0	1	2	3	0	1	2	3

)

arts and calculated

ed.

the prices excluding

etermined according

all model

6	0,17	0,18	0,19	0,2	0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
	65	60	55	50	45	40	35	30	25	20	15	10	5	0

all model

Consumers	
Location	
Not easily accessible (3)	Visible or easily accessible
Number of points	
1	2

the product.

2 Max

1

5

all model

Repairers	Consumers			
Up-to-date information on site	None	Remote Information	Remote diagnostic assistance	Remote repair assistance
1	0	1	2	4

5 Max

5

10

all model

Manufacturer	Repairers		Consumers	
Possible	Impossible	Possible	Impossible	Possible
Number of points	Number of points		Number of points	
1	0	1	0	1
1	0	1	0	1

6 Max

6

10

AX

AX

KD-55X85J			KD-55X89J			KD-65X85J		
Iteration		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score
/10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20
/10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		9.5 /10	0.5		9.5 /10	0.5	
/10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.3		10.0 /10	0.3		10.0 /10	0.3	
/10	0.2		10.0 /10	0.2		10.0 /10	0.2	
/10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20
/10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
/10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

176 Max

176

10

264 Max
264 **10**

48 Max
48 **10**

72 Max
72 **10**

0

AX

AX

AX

KD-65X89J			KD-75X85J			KD-75X89J		
Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score
5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20	5.4 /10	2	10.8 /20
10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20	10.0 /10	1	19.8 /20
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
9.5 /10	0.5		9.5 /10	0.5		9.5 /10	0.5	
10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20	10.0 /10	1	20.0 /20
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
10.0 /10	0.3		10.0 /10	0.3		10.0 /10	0.3	
10.0 /10	0.2		10.0 /10	0.2		10.0 /10	0.2	
0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20	0.0 /10	2	0.0 /20
5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20	5.0 /10	1	15.0 /20
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
10.0 /10	0.5		10.0 /10	0.5		10.0 /10	0.5	
6.6			6.6			6.6		

AX

Criterion score	KD-85X85J		Criterion score
	Sub-criterion score		
/20	5.4/10	2	10.8/20
/20	10.0/10	1	19.8/20
	10.0/10	0.5	
	9.5/10	0.5	
/20	10.0/10	1	20.0/20
	10.0/10	0.5	
	10.0/10	0.3	
	10.0/10	0.2	
/20	0.0/10	2	0.0/20
/20	5.0/10	1	15.0/20
	10.0/10	0.5	
	10.0/10	0.5	
	6.6		

Evaluation

Criterion	Sub-criterion	KDL32W66	
		Sub-criterion score	
1. Documentation	1.1 Period of availability of technical documentation and advice on use and maintenance	5.4 /10	2
2. Disassembly and access, tools, fixings	2.1 Ease of disassembling the list 2* parts	10.0 /10	1
	2.2 Tools required (list 2)	10.0 /10	0.5
	2.3 Characteristics of the fasteners between the list 1** and list 2 parts	9.5 /10	0.5
3. Availability of spare parts	3.1 Period of availability of list 2 parts	10.0 /10	1
	3.2 Period of availability of list 1 parts	10.0 /10	0.5
	3.3 Delivery time for list 2 parts	10.0 /10	0.3
	3.4 Delivery time for list 1 parts	10.0 /10	0.2
4. Price of spare parts	4.1 Ratio of the price of list 2 parts compared with the price of new equipment	0.0 /10	2
5. Specific criterion (example with 3 sub-criteria)	5.1 Accessibility of the usage meter	0.0 /10	1
	5.2 Free remote assistance	10.0 /10	0.5
	5.3 Possibility of soft reset	10.0 /10	0.5
index Score		6.1	

Criteria1 : Documentation

Sub-Criteria 1.1 : Period of availability of technical documentation and advice on use and maintenance

	Repairers		
	Years of availability		
	0~6	7~8	9~10
Type of documentation	Number of points		
Unambiguous product identification	0	7	9
Disassembly diagram or exploded view	0	7	9
Wiring and connection diagrams	0	7	9
Circuit board diagrams	0	7	9
List of required repair and test equipment	0	7	9
Technical manual of repair instructions	0	7	9
Error and diagnostic codes	0	7	9
Component and diagnostic information	0	7	9
Software instructions (including reset)	0	7	9
Access to incidents reported and recorded in the equipment	0	7	9
Technical bulletins	0	7	9

Specific supervision of self-repair (recommended operations, safety and repair instructions, possible repercussions on the warranty)			
Information on access to professional repairers			
Failure detection and required actions (general public approach)			
Instructions for use and maintenance instructions			
Sub TTL	0	77	99

Criteria2 : Disassembly and access, tools, fixings

Sub-Criteria 2.1 : Ease of disassembly of List 2 parts

	Number of steps to access
	ND/NA (1) or 12 or more
Internal parts	Number
Internal power supplies (3)	0
Main board	0
Panel	0

(1) ND = Case that it cannot remove individually. NA = Case that it cannot access individually

(2) Removal of batteries

(3) Case that the external power source is used, the item is out of scope from this calculation

Sub-Criteria 2.2 : Tools needed for removal of List 2 parts

	ND/NA	Proportion of tools
List2 parts		Number of tools
Remote control	0	1
Internal power supplies (3)	0	1
Main board	0	1
Panel	0	1

(1) Including tools supplied with the spare part or the product also.

(2) In case that more than one tool is needed, the worst point is used for this calculation

(3) Case that the external power source is used, the item is out of scope from this calculation

Sub-Criteria 2.3 : Characteristics of the fasteners of List 1 and List 2 parts

	Type of fastener	
	Neither removable nor reusable	Removable or reusable
List1 or List2 parts	Number of fasteners	
Back Cover	0	1

Wifi Module (3)	0	1
Bluetooth module (4)	0	1
Infrared receiver	0	1
Speakers	0	1
Connectors (5)	0	1
Remote control	0	1
Internal power supplies (6)	0	1
External power supplies (7)	0	1
Main Board	0	1
Panel	0	1

(1) Including case that the connection is provided with the spare part

(2) In case that more than one type of connection is needed, the worst point is used for calculation.

(3) Case that there is no corresponded part, the item is out of scope from this calculation

(4) Case that there is no corresponded part, the item is out of scope from this calculation

(5) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray)

(6) Case that the external power source is used, the item is out of scope from this calculation

(7) Case that the internal power source is used, the item is out of scope from this calculation

Criteria3 : Availability of service parts

Sub-Criteria 3.1 : Availability period of List2 Parts

	Manufacturer		
	Years of availability		
	0~6	7~8	9~10
List parts 2	Number of points		
Remote control	0	7	9
Internal power supplies (1)	0	7	9
External power supplies (2)	0	7	9
Main board	0	7	9
Panel	0	7	9

(1) Case that the external power source is used, the item is out of scope from this calculation

(2) Case that the internal power source is used, the item is out of scope from this calculation

Sub-Criteria 3.2 : Availability period of List1 Parts

	Manufacturer		
	Years of availability		
	0~6	7~8	9~10
List 1 parts	Number of points		
Back Cover	0	7	9
Wifi Module (1)	0	7	9
Bluetooth module (2)	0	7	9
Infrared receiver	0	7	9
Speakers	0	7	9

Connectors (3)	0	7	9
----------------	---	---	---

- (1) Case that there is no corresponded part, the item is out of scope from this calculation
(2) Case that there is no corresponded part, the item is out of scope from this calculation
(3) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray)

Sub-Criteria 3.3 : Delivery time of List2 parts

	Manufacturer		
	Delivery days (1)		
	11~	6~10	4~5
List2 parts	Number of points		
Remote control	0	1	2
Internal power supplies (2)	0	1	2
External power supplies (3)	0	1	2
Main board	0	1	2
Panel	0	1	2

- (1) Working days from the day of the order
(2) Case that the external power source is used, the item is out of scope from this calculation
(3) Case that the internal power source is used, the item is out of scope from this calculation

Sub-Criteria 3.4 : Delivery time of List1 parts

	Manufacturer		
	Delivery days (1)		
	11~	6~10	4~5
List 1 parts	Number of points		
Back Cover	0	1	2
Wifi Module	0	1	2
Bluetooth module	0	1	2
Infrared receiver	0	1	2
Speakers	0	1	2
Connectors (2)	0	1	2

- (1) Working days from the day of the order
(2) Connection for external equipment (cable, antenna, USB, DVD and Blue-Ray)

Criteria4 : Price of service parts

Sub-Criteria 4.1 : Ratio of list 2 parts prices to new equipment prices

Depending on the ratio between the point, which is related the price of the part, from the below formula, and the price of the product, score should be calculated.
● Ratio = (Price excluding tax of the most expensive part in List2 + Average price of the other parts in List2)/2 ÷ Price of the equipment excluding tax

The maximum number of points is 100.

The number of point is;

- If the result of the ratio is higher than 0.3 then the number of points is 100
- If the result of the ratio is lower than 0.1 then the number of points is 0

- If the result of the ratio is between 0.1 and 0.3 then the number of points is assigned according to the following table:

Ratio	0,1	0,11	0,12	0,13	0,14	0,15	0,16	0,17	0,18	0,19	0,2
Points	100	95	90	85	80	75	70	65	60	55	50

Criteria5 : Specific Criterion per product category

Sub-Criteria 5.1 : Accessibility of the usage meter (1)

Accessibility of the usage meter (2)	Consumers	
	Local	
	Absence	Not accessible (3)
	Number of points	
	0	1

(1) Usage meter means a display device that cumulatively records the usage of the panel. The unit of the usage is the number of hours of operation of the panel.

(2) The value of the usage can be checked by more than three clicks.

(3) The value of the usage can be checked by three clicks or less.

Sub-Criteria 5.2 : Toll-free remote assistance

Type of remote assistance	Repairers	
	None	Up-to-date information
	Number of points	
	0	1

Sub-Criteria 5.3 : Software reset capability

Possibility of resetting software free of charge and without restrictions on access to these services	Manufacturer	
	Impossible	Possible
	Number of points	
Operating system reset (1)	0	1
Firmware reset (1)	0	1

(1) Including reset via external keys

KM ACAD

KML ACAD

KML ACAD

505	KDL32W6600			KDL32W6105			KD
Criterion score	Sub-criterion score		Criterion score	Sub-criterion score		Criterion score	Sub-criterion score
10.8/20	5.4/10	2	10.8/20	5.4/10	2	10.8/20	5.4/10
19.8/20	10.0/10	1	19.8/20	10.0/10	1	19.8/20	10.0/10
	10.0/10	0.5		10.0/10	0.5		10.0/10
	9.5/10	0.5		9.5/10	0.5		9.5/10
20.0/20	10.0/10	1	20.0/20	10.0/10	1	20.0/20	10.0/10
	10.0/10	0.5		10.0/10	0.5		10.0/10
	10.0/10	0.3		10.0/10	0.3		10.0/10
	10.0/10	0.2		10.0/10	0.2		10.0/10
0.0/20	0.0/10	2	0.0/20	0.0/10	2	0.0/20	0.0/10
10.0/20	0.0/10	1	10.0/20	0.0/10	1	10.0/20	0.0/10
	10.0/10	0.5		10.0/10	0.5		10.0/10
	10.0/10	0.5		10.0/10	0.5		10.0/10
		6.1			6.1		

all model

	Consumers			
Year	Years of availability			
11~	0~6	7~8	9~10	11~
Score	Number of points			
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11
11	0	7	9	11

←LED Blinking

←Error Log

ons,	0	7	9	11
	0	7	9	11
	0	7	9	11
	0	7	9	11

121
0
105
135
165

286
154
5.4

88
66

ACAD model

ss to the parts		
10~11	8~9	1~7
of points		
1	2	3
1	2	3
1	2	3

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6 Max
6
10

lation

ACAD model

Type of tools		
ietary ols	Specific tools	Without tools, common tools(1)
umber of points (2)		
	2	4
	2	4
	2	4
	2	4

n.
12 Max
12
10

lation

ACAD model

fastener	
vable, usable	Removable and reusable (1)
f points (2)	
	2

	2
	2
	2
	2
	2
	2
	2
	2
	2
	2

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20 Max
19

9.5

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ACAD model

	Distributors				Repairers				Consumers			
y	Years of availability				Years of availability				Years of availability			
11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
s	Number of points				Number of points				Number of points			
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11

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176
176

ACAD model

	Distributors				Repairers				Consumers			
y	Years of availability				Years of availability				Years of availability			
11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~	0~6	7~8	9~10	11~
s	Number of points				Number of points				Number of points			
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11
11	0	7	9	11	0	7	9	11	0	7	9	11

11	0	7	9	11	0	7	9	11	0	7	9	11
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in 220
in 220

ACAD model

	Distributors				Repairers				Consumers			
	Delivery days (1)				Delivery days (1)				Delivery days (1)			
1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
	Number of points				Number of points				Number of points			
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3

48
48
lation
ation

ACAD model

	Distributors				Repairers				Consumers			
	Delivery days (1)				Delivery days (1)				Delivery days (1)			
1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3	11~	6~10	4~5	1~3
	Number of points				Number of points				Number of points			
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3
3	0	1	2	3	0	1	2	3	0	1	2	3

60
60

f list 2 parts and calculated
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verage of the prices excluding
xes

s 0;
; 100;

oints is determined according

all model

7	0,18	0,19	0,2	0,21	0,22	0,23	0,24	0,25	0,26	0,27	0,28	0,29	0,3
	60	55	50	45	40	35	30	25	20	15	10	5	0

all model

umers	
ation	
easily ssible 3)	Visible or easily accessible
of points	
	2

usage of the produc

2 Max
0

0

all model

	Consumers			
i-date tion on te	None	Remote Information	Remote diagnostic assistance	Remote repair assistance
	0	1	2	4

5 Max
5

10

all model

	Repairers		Consumers	
sible	Impossible	Possible	Impossible	Possible
s	Number of points		Number of points	
	0	1	0	1
	0	1	0	1

6 Max
6

10

L32W6100		
Criterion score		
2	10.8	/20
1	19.8	/20
0.5		
0.5		
1	20.0	/20
0.5		
0.3		
0.2		
2	0.0	/20
1	10.0	/20
0.5		
0.5		
6.1		

Max

10

Max

10

Max

10

Max

10

