

# Trouble Shooting

**When there is something wrong with your TV, you can try turning off the TV and then restart it. You can also Operate according to the following chart. If the problem still cannot be solved, please contact the professional technicians.**

SYMPTOMS	POSSIBLE SOLUTIONS
No sound or picture.	<ul style="list-style-type: none"> <li>● Check if the power cord is in the AC outlet and if it has electricity.</li> <li>● Check if you have pressed [POWER] button on the TV or [POWER] button on the remote control.</li> <li>● Check to see if LED light is either red or blue. If illuminated, power to TV is OK.</li> </ul>
I have connected an external source to my TV and I get no picture and/or sound.	<ul style="list-style-type: none"> <li>● Check for the correct output connection on the external source and for the correct input connection on the TV.</li> <li>● Make sure you have made the correct selection for the input mode for the incoming signal.</li> </ul>
When I turn on my television, there is a few second delay before the picture appears. Is this normal?	Yes, this is normal. That is the TV searching for previous setting information and initializing the TV.
Picture is normal, but no sound.	<ul style="list-style-type: none"> <li>● Check the volume settings.</li> <li>● Check if Mute mode is set "on".</li> </ul>
Sound but no picture or black and white picture.	<ul style="list-style-type: none"> <li>● If black and white picture first unplug TV from AC outlet and replug after 60 seconds.</li> <li>● Check Color Setting if picture is black and white.</li> </ul>
Sound and picture distorted or appear wavy.	<ul style="list-style-type: none"> <li>● An electrical appliance may be affecting TV set. Turn off any appliances, if interference goes away, move appliance farther away from TV.</li> <li>● Insert the power plug of the TV set into another power outlet.</li> </ul>
Sound and picture is blurry or cuts out momentarily.	<ul style="list-style-type: none"> <li>● If using an external antenna, check the direction, position and connection of the antenna.</li> <li>● Adjust the direction of your antenna or reset or fine tune the channel.</li> </ul>
Horizontal/vertical stripe on picture or picture is shaking.	Check if there is interfering source nearby, such as appliance or electric tool.
The plastic cabinet makes a "clicking" type of sound.	"Click" sound can be caused when the room temperature changes. This change causes the television cabinet to inflate or contract, which makes the sound. This is normal and TV is OK.
Black square appears in the center of my television screen?	The Closed Caption function is set in the text mode. To remove it, access Closed Caption from the menu screen and change the Mode setting from text to either CC1 or off .

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On some channels getting another language or sometimes no sound at all.	<p>That would indicate that the MTS mode on your unit is set to SAP mode. We suggest setting the MTS mode to either Stereo or Mono . For further instruction, please see Audio Adjust or MTS/SAP in your user manual.</p> <ul style="list-style-type: none"> <li>● SAP is Second Audio Program. It's a second audio channel that is usually used for a second language or descriptive audio for the visually impaired.</li> <li>● MTS stands for Multichannel Television Sound, a standard that allows the encoding of 3 channels of audio within a standard NTSC (analog) video signal to a television. A television that is able to receive MTS Stereo allows you to watch television with stereo sound.</li> </ul>
Not getting all of my cable channels on the television or I'm only getting 13 channels.	<ul style="list-style-type: none"> <li>● Check the cable connection for an incoming signal. Make sure the signal is coming OK. Best way to confirm signal is to use another TV and/or contact your cable company.</li> <li>● Reprogram your channels. Press [MENU] button on your TV remote control, change Input Source setting to "Cable", then use "Auto Channels Search" to reprogram your channels.</li> </ul>
[CH $\wedge$ / V] don't work when I set the Channel to Cable? They work with the Air setting?	<p>After switching to Cable, please auto program the channels. The TV will "remember" all the channels then the TV will allow you to surf the channels with [CH <math>\wedge</math>/V] buttons.</p>
Remote control does not work.	<ul style="list-style-type: none"> <li>● Confirm that TV still has power and is operational.</li> <li>● Change the batteries in the remote control.</li> <li>● Check if the batteries are correctly installed.</li> <li>● Clean the front of the remote control (LED window).</li> <li>● If using a universal remote, be sure to select the TV mode on the remote.</li> <li>● If the remote still does not work: <ul style="list-style-type: none"> <li>• Remove and reinstall the batteries correctly to reset the remote or install new batteries.</li> <li>• Press the Power button to turn on the TV. With a universal remote if you have reset or changed the batteries you will need to reprogram the remote for the other units.</li> </ul> </li> <li>● Check if there is obstruction between the remote control and the TV.</li> </ul> <p><b>TIP:</b> If you have a digital camera / camera phone, you can aim the front of the remote at camera lenses (at this time, the camera should set on camera mode, not play mode). Observe the camera screen while pressing a button on the remote control; you should see flashing light on the screen. If there is no light observed, the remote control is not working. You need to repair or replace the remote control.</p>

# Specifications

## ☑ NOTE

Features, appearance and specifications are subject to change without notice.

<b>Model Name</b>		46K360
<b>Dimension</b>	<b>Without Stand</b>	Width: 29.9 inches (760 mm) Height: 18.6 inches (472 mm) Depth: 2.4 inches (62 mm)
	<b>With Stand</b>	Width: 29.9 inches (760 mm) Height: 20.9 inches (531 mm) Depth: 7.9 inches (200 mm)
<b>Weight</b>	<b>Without Stand</b>	18.7 lbs (8.5 kg)
	<b>With Stand</b>	22.0 lbs (10 kg)
<b>LCD Panel Minimum size (diagonal)</b>		46 INCHS
<b>Screen resolution</b>		1920*1080
<b>Audio power</b>		8W+8W
<b>Power consumption</b>		Please refer to the rating label.
<b>Power supply</b>		120 V ~ 60 Hz
<b>Receiving systems</b>	<b>Analog</b>	NTSC
	<b>Digital</b>	ATSC / QAM
<b>Environmental conditions</b>		Temperature: 41°F ~ 95°F (5°C~ 35°C) Humidity: 20%-80% RH Atmospheric pressure: 86 kPa - 106 kPa
<b>Component Input</b>		480 I / 60 Hz, 480 P / 60 Hz, 720 P / 60 Hz, 1080 I / 60 Hz
<b>VGA Input</b>		VGA (640×480 / 60 Hz), SVGA (800×600 / 60 Hz), XGA (1024×768 / 60 Hz)
<b>HDMI Input</b>		RGB / 60 Hz (640×480, 800×600, 1024×768) YUV / 60 Hz (480 I, 480 P, 720 P, 1080 I)

**HISENSE LCD TV's Limited  
WARRANTY TO  
ORIGINAL PURCHASER  
LCD - LED TV  
Up to 40" - carry or ship in service only  
42" and above-On-Site service**

The Warranty for Hisense Branded Product (including any accessories included in the packaging) as supplied and distributed is warranted by **Hisense USA Corp.** ("Hisense") to the original purchaser against defects in material and workmanship ("Warranty") as follows:

1. **LABOR:** For a period of one year from date of original customer purchase, if this Product or any functional part is determined by HISENSE, or a HISENSE authorized service provider, to be defective, HISENSE will repair or replace the Product with a like refurbished product of similar or better quality, at HISENSE's option, at no charge to the original purchaser, or pay the labor charges to any HISENSE authorized service provider. After the expiration of the one year Warranty period, purchaser is responsible for all labor charges.
2. **PARTS:** For a period of one year from the date of original customer purchase, HISENSE will supply, at no charge to the original purchaser, new, rebuilt or refurbished replacement functional parts in exchange for defective functional parts. After the one year Warranty period, purchaser is responsible for the costs of all parts.
3. **TRANSPORTATION:** Customer assumes responsibility for all transportation or shipping charges of product to Hisense Service Center. Hisense is not responsible for damages that occur due to improper packaging and shipping of your unit to Hisense Service Center. During the aforementioned warranty period, Hisense will pay the cost of shipping the TV back to the consumer at Hisense expense. Any damages that arise due to the return shipment will be the responsibility of Hisense. Product 40" or below are not eligible for in-home service.
4. **On-Site SERVICE:** On-site service requires clear, complete and easy access to the product by the authorized servicer and does not include removal or re-installation of an installed product. It is possible that certain on site repairs will not be completed on-site, but will require that the product or parts of the product, at the servicer's discretion be removed for shop diagnosis and/or repair and then returned.

**To obtain Warranty Service and Troubleshooting information:**

**Call our Electronics Consumer Care Center at 1-888-935-8880  
or Email [CSR@hisense-USA.com](mailto:CSR@hisense-USA.com) in the United States and Canada.**

To receive Warranty service, the original purchaser or sales agent must contact HISENSE for problem determination and service procedures. Proof of purchase in the form of an original bill of sale or receipted invoice, evidencing that the Product is within the applicable Warranty period(s), **MUST** be presented to HISENSE, or an authorized service provider, in order to obtain the requested service.

**Exclusions and Limitations:** This Warranty covers manufacturing defects in materials and workmanship encountered in the normal use of the Product, and does not cover consumer instruction, delivery, installation, set-up, adjustments, signal reception problems (including antenna), cosmetic damage or damage due to acts of nature, accident, misuse, abuse, negligence, commercial use or modification of, or to any part of the Product. In addition, this Warranty does not cover images "burnt" into the screen. This Warranty applies to the original purchaser only and does not cover products sold AS IS or WITH ALL FAULTS, or consumables (e.g., fuses, batteries, bulbs etc.), and the Warranty is invalid if the factory-applied serial number has been altered or removed from the Product. This Warranty is valid only in the United States and Puerto Rico, and only applies to Products purchased and serviced in the United States and Puerto Rico.

**THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVE BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BE BINDING ON HISENSE. THIS WARRANTY IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCT AND HISENSE IS THE EXCLUSIVE WARRANTY PROVIDER FOR THE PRODUCT. REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HISENSE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST HISENSE SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY HISENSE. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE. .**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on warranties, so the above limitations or exclusions may not apply to you. This Warranty gives you specific rights, and you may have other rights, which vary from state to state.

**CUSTOMER RECORD**

(Please Retain for your records)

Date of Purchase: \_\_\_\_\_ Store/Dealer: \_\_\_\_\_

Model No.: \_\_\_\_\_ Serial No.: \_\_\_\_\_

**Important:** Keep all original products packaging materials and *the original receipt* in the event Product needs service.