

Dear Valued Customer,

We at Control4 are working with your installation professional to resolve a potential issue with the Control4 T4 8" Touchscreen(s) installed in your home or business. Our engineering team has identified an LCD issue that may lead to 'ghosting' or duplicate images on your touchscreen(s). This potential visual imperfection affects the screen's display only, and does not render the unit unusable or negatively affect any other part of your system.

When this screen display issue might appear can vary with use and application, but could manifest itself in less than two years. We know this is unacceptable and once we have inventory of new T4 8" Touchscreens, we will work with your installation professional to replace your unit(s) at no cost to you. Our entire team is committed to resolving this as quickly as possible. We currently expect the replacement process to begin in late summer of 2021 and will communicate further as we have more information.

Thank you for trusting us as your technology partner. We take this responsibility seriously and commit to providing you with a solution that meets your expectations.

Sincerely,  
The Control4 Team