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What is Customer Induced Damage?

Customer Induced Damage is any damage that is not the direct result of a manufacturing defect or failure. Such damage is most often the result of an unintentional act such as a drop or an impact to the LCD screen or any other part of the product which may render the device non-functional. Such types of unintentional damage are only covered if the product has an additional Accidental Damage Protection plan. Customer Induced Damage is not to be confused with Laptop LCD or Flat Panel with dead or stuck pixel. For more information about dead or stuck pixels, see Dell knowledge base article [Dell Display Pixel Guidelines](#).

Is Customer Induced Damage covered under the Basic Warranty for my computer?

No, Customer Induced Damage is only covered for customers who have purchased Accidental Damage Protection for that specific product.

For more information about Dell Limited Hardware Warranty and Dell's Accidental Damage service offering, go to the [Warranty & Support Services](#) page.

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How do I identify different types of Customer Induced Damages?

Flat panel monitors or Laptop LCD panels can encounter different types of damage that may or may not be considered customer induced damage. The tables below illustrate the different types of damage that can occur on a Laptop LCD Panel or a Flat Panel Monitor.

Table 1: Not customer induced damage examples

Symptom	Description	Example
Damaged Packaging	Packaging has evidence of physical damage on the outside and/or inside that results in the contents being damaged.	

Table 2: Examples of customer induced damage

Symptom	Description	Example
Hinge Area Damage	Opening an LCD panel more than the maximum possible lid opening angle on a Dell Laptop (for example 135 degrees) can cause the panel to crack near the hinges.	
Broken LCD	Internal cracks are typically due to excessive force on the screen. This can be the result of something pressing the screen, an unintentional drop, attempting to close the laptop LCD while an object is on the keypad area, or even holding the laptop by its screen.	
Liquid Spill	Evidence of liquid spill or evidence of graphical distortion as shown which is more visible on a white background.	
Foreign Material on the LCD/Display	The material does not come off during the normal cleaning process. Most often could be adhesives from labels.	

Table 2: Examples of customer induced damage

Symptom	Description	Example
Broken Plastics	Cracks or other physical damage that is caused to the plastics of the monitor as shown.	
Scratched Polarizer or Touch Screen	The polarized film or the touch screen of the monitor can get easily damaged by sharp objects coming in contact with the monitor.	
Damaged Connectors	Damage to connectors that are caused by abuse or missing control panel buttons that are caused by abuse.	
Cracked Cover Glass	Cracks/dents are seen on the glass panel of the monitor. The top layer of the monitor is a cover glass which can get damaged and once cracked may cause personal injury if not handled properly.	
Broken Stand	Broken stand of the monitor is caused by improper installation of the monitor stand or an unintentional drop.	
Part Number Mismatch	The part number of the monitor that was supposed to be received is wrong and inconsistent either on the monitor itself or a mismatch in the serial number. Inconsistent information.	
Mura	Mura is an effect that is commonly known as "clouding." This effect is a low-contrast, irregular pattern, or region that causes uneven screen uniformity under certain conditions. It is mostly caused by long-term operation under high ambient temperatures.	
Image Burn on the LCD (Residual Image)	Screen burn-in, image burn-in, or ghosting is a permanent discoloration of certain areas of the screen.	

Table 2: Examples of customer induced damage

Symptom	Description	Example
	See the following article for troubleshooting: Image Retention or Burn In on Dell Monitors	
Scratch or Dent on the Plastic	Physical damage that is caused to the plastics of the monitor due to an unintentional act.	

More Customer Induced Damage Examples

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Customer Experience

If the customer is not happy with the resolution, follow your L2 escalation path to your Team Leader as a Customer Experience (CE) failure.

Verbiage: *"The issue has not been fully resolved to your satisfaction. I must escalate this issue to my support staff for instruction."*

NOTE: If the issue continues, then follow your escalation path through your L2/QL to the L3/REC team (as dictated by the computer's warranty).

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Related Internal Articles

- [Dell PPID Policy and Procedure - Dell Global Policy](#)
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- [Image Retention or Burn In on Dell Monitors](#)
- [Identify the Maximum Possible Lid Opening Angle on a Dell Laptop](#)
- [Plastics Policy - Dell Global Policy](#)
- [Accidental Damage \(Complete Care/Cover\) - Dell Global Policy](#)
- [Dell Laptop Best Practices for Care, Use, and Handling \(Preventive Care\)](#)

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Keywords

Help Keywords Follow SEO guidelines to add relevant keywords for indexing and searching.

Identify Customer Induced Damage, Customer Induced Damage, Customer, Induced, Damage, CID, CIDAR, Laptop LCD Panel, Flat Panel Monitor, Monitor, Display, LCD, Flat Panel, Screen, Damaged Monitor, Damaged LCD, Damaged Screen, hinge issue, crack hinge, hinge screw issue, hinge crack, hinge broken, hinge area damage

Supplemental Content