[SH14] Touch screen / half dead

**Q1:** The touch screen is not working / the screen turns green or a green bar / green line appears above. **A1:** Dear Backcare, please relay the following message to the customer. We are sorry for this inconvenience caused. Occasionally, it could be due to a system glitch. Please attempt to force reset the device. Alternatively if it is indeed a hardware issue, would you accept a commercial gesture of 100 euros to avoid the hassle of returning the phone and to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device? With the money, the customer would be able to repair the device at the nearest mobile repair shop of their convenience.