

INFINITY ULTRA

27" GAMING MONITOR



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Monitor

ARDOR GAMING INFINITY ULTRA 27"

User Manual

Dear Customer,

Thank you for your trust!

Our team fully shares your passion for computer games, which is why we put all our efforts into making your gaming experience unforgettable with our accessories for gamers. Wishing you new victories and the brightest impressions ahead!

Intended Use

The monitor is designed to display information from a personal computer.

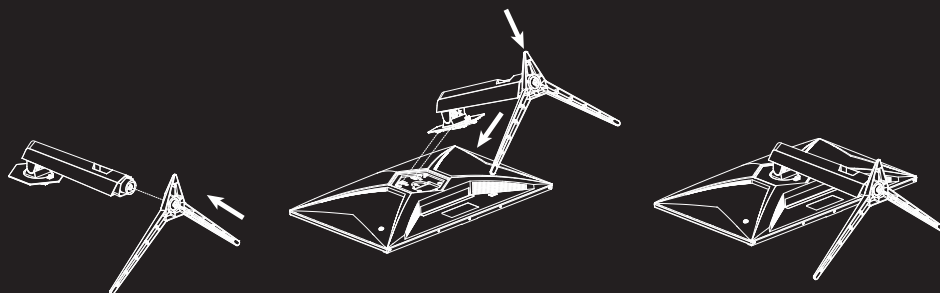
Safety Precautions

- Before plug in, make sure that the voltage of your home power source corresponds to the devices specifications.
- Always unplug the device when not in use and before assembling, disassembling, replacing accessories or cleaning.
- Do not use accessories that are not recommended by the manufacturer.
- Place the device only on flat, stable surfaces; do not place it near the edge of a table.
- Avoid using the monitor near devices that generate magnetic fields (e.g., electric motors, televisions, etc.).
- Do not place heavy objects on the video cable or power cord, and protect them from physical damage (such as pinching, cutting, kinking, or twisting). Do not route the cables in areas where they may be accidentally tripped over or pulled by people or pets.
- Do not touch the device, plug, or power cord with wet hands.
- Position the monitor in a location that avoids reflections and glare on the screen.
- Do not disassemble the device yourself to avoid electric shock. This device contains no user-serviceable parts. Maintenance and repairs should only be performed by qualified technicians at an authorized service center.
- Do not block the ventilation openings of the monitor or insert any objects into them.
- Protect the device from moisture, dust, and extreme temperatures.
- Do not use this device after it has been dropped or if there is visible damage to the cable or the device itself. Contact an authorized service center.
- Do not use the device if visible damage is detected. Unplug it immediately and contact an authorized service center.
- This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the device.
- This device is not intended for commercial use.

Assembly and Placement

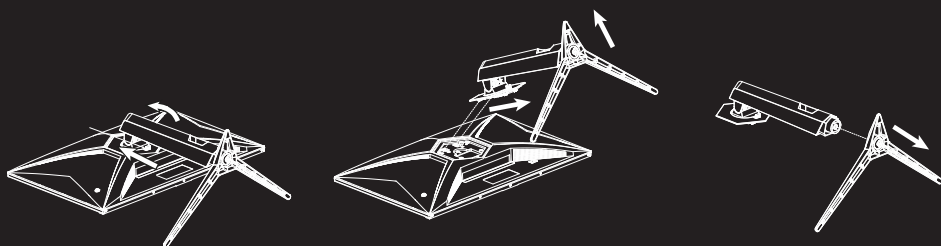
Monitor Stand Assembly

- Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.
- Assemble the stand by connecting the base and the column, and tighten the hand screw from the bottom of the base.
- Align the two hooks on the stand column with the two holes on the monitor housing and insert the stand into these holes.
- Press the stand downward in the direction of the arrow to secure it in place.



Monitor Disassembly

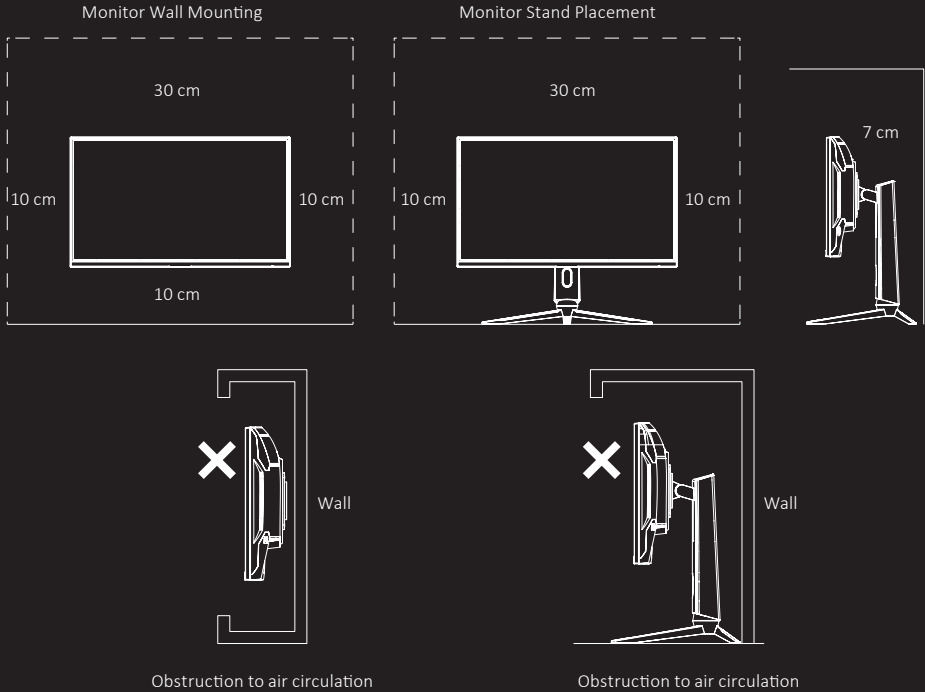
1. Place the monitor face down on a flat, soft, and stable surface.
2. Slide the latch on the stand cover upward.
3. Tilt the stand in the direction indicated by the arrow to remove it.
4. Unscrew the hand screw and pull the base toward you.



Monitor Placement

Do not place the monitor in poorly ventilated areas. Ensure safe air circulation (as shown in the figure below).

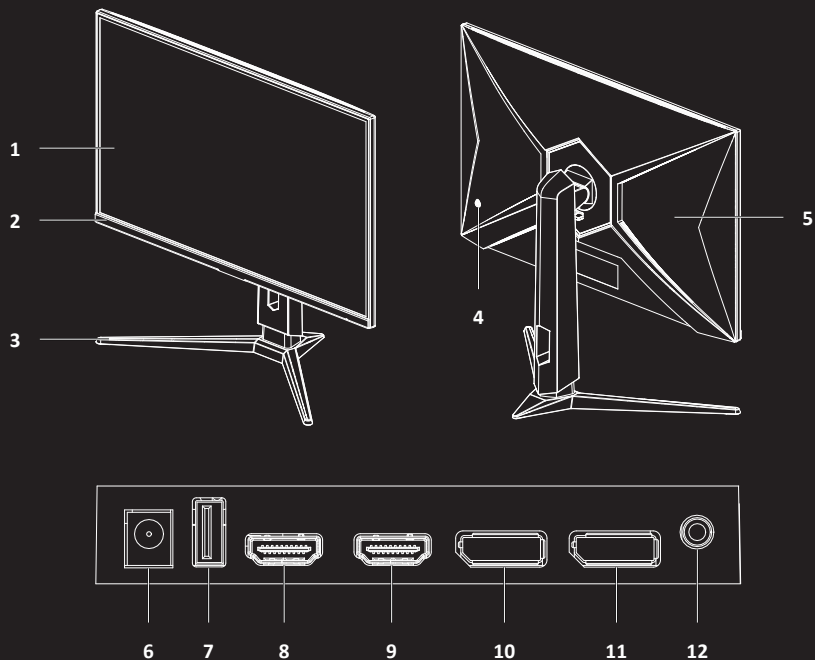
CAUTION: Images are for illustrative purposes only and may differ slightly from the actual device.



Connecting the monitor

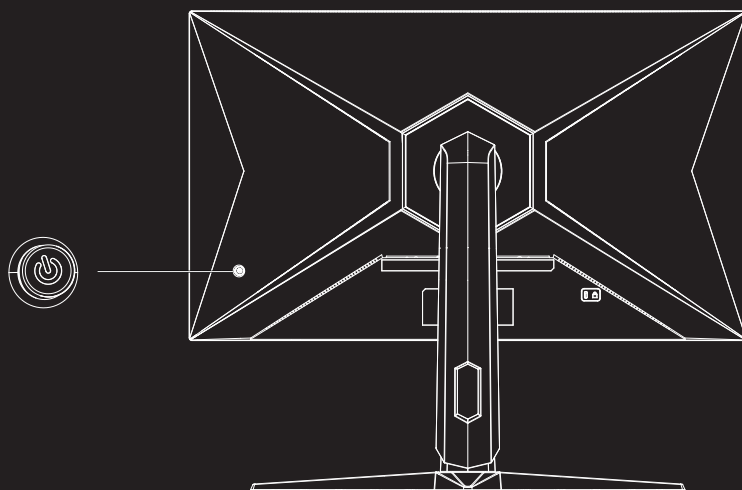
- Make sure both devices (the monitor and the PC) are disconnected from the power source.
- Connect the HDMI/DP cable to the corresponding connector on the monitor, and the other end to the connector on your computer's graphics card.
- To connect the monitor to a grounded power outlet, plug the power cord into the outlet and the other end into the monitor's power input (DC).
- Check that the power cord and cables are properly connected. Turn on the PC.
- Set the resolution and refresh rate in the "Screen Resolution" settings (for Windows OS).

Device Diagram



1. Screen
2. Bezel
3. Monitor stand
4. Joystick/control button
5. Back panel
6. Power connector
7. USB 2.0 Type-A connector
8. HDMI1 connector
9. HDMI2 connector
10. DP1 connector
11. DP2 connector
12. Headphone jack

Control



- Joystick Up
 - Turn off the power (when the menu is closed).
 - In the OSD menu: navigate up through the menu.
- Joystick Down
 - Switch image mode (when the menu is closed).
 - In the OSD menu: navigate down through the menu.
- Joystick Left
 - Exit the menu mode.
 - In the OSD menu: go to the previous menu level.
- Joystick Right
 - Select the input source (when the menu is closed).
 - In the OSD menu: go to the next menu level.
- Center Button
 - Short press — turn on the monitor / open the OSD menu.
 - In the OSD menu — confirm selection.
 - Long press (3 seconds) — turn off the monitor (when the menu is open).

CAUTION: If the computer's video signals exceed the screen's frequency range, the synchronization signals will be automatically cut off to protect the display. To restore normal operation, set the computer's video output frequency within the allowable range.

Maintenance and Care

- Protect the device from direct sunlight.
- Install the monitor in a well-ventilated area.
- Do not place heavy objects on top of the monitor.
- Install the monitor in a dry, dust-free location.
- Do not install the device near sources of magnetic fields (audio systems, televisions, etc.).

CAUTION:

- If unusual sounds or odors occur, immediately unplug the monitor and contact an authorized service center.
- Do not remove the monitor's cover or back panel. This may cause electric shock or fire. There are no user-serviceable parts inside. Servicing should be performed only by qualified personnel at an authorized service center.

Troubleshooting Guide

Issue	Possible cause	Solution
Power indicator is not lit	The monitor is not connected to power or is turned off	Check the monitor's connection to the power outlet and make sure it is turned on
No image on the screen	The signal cable is not connected or is connected incorrectly	Ensure the cables are securely connected
	The wrong signal source is selected	Change the signal source using the on-screen menu
The image on the screen is blurry, displayed incorrectly / not fully displayed	The screen refresh rate is incorrect	Adjust the refresh rate
	The cable is of poor quality or damaged	Replace the cable
	Incorrect resolution is selected	Set the appropriate resolution
	The monitor cannot recognize the signal	Use the auto-adjustment function in the on-screen menu
The image is too dark	Low brightness and contrast	Adjust the brightness and contrast using the on-screen menu
Color distortion	The monitor port or video cable connector is damaged / the cable is not fully inserted	Insert the cable correctly. Replace it if necessary
	Incorrect color settings	Adjust the colors using the on-screen menu, or restore the default settings
Dark/light spots on the screen when turning the monitor on	Normal phenomenon due to uneven backlight warm-up	Wait for a while — the backlight will warm up and the spots will disappear
Distortion, flickering, trembling of the image	Incorrect resolution or refresh rate	Adjust the refresh rate and resolution of the image
The monitor does not recognize the connected device	The port is damaged	Try using a different port. If the problem persists, contact an authorized service center
	The device is incompatible with the monitor	Make sure the device supports the monitor's ports
Stripes on the image, distorted image	The signal cable is damaged or connected incorrectly	Ensure the cable is securely connected, or replace it
	The video card is faulty	Check the serviceability of the video card
	Problem with the drivers	Update or reinstall the drivers

Specifications

- Model: AQ27H1
- Trademark: ARDOR GAMING
- Screen size: 27"
- Maximum screen refresh rate: 300 Hz
- Maximum supported resolution: 2560 × 1440
- Panel technology: IPS
- Luminance: 400 cd/m²
- Contrast ratio: 1000:1
- Maximum number of colors: 16.7 million
- Viewing angle (vertical/horizontal): 178°
- Pixel response time (GtG): 1 ms
- Pixel response time (MPRT): 1 ms
- Low Blue Light technology: Yes
- Backlight type: LED
- Aspect ratio: 16:9
- Speaker power: 2 × 2 W
- Ports: DisplayPort × 2; HDMI × 2; Earphone; USB 2.0 Type-A
- Power consumption: 48 W
- Power consumption in sleep mode: 0.5 W
- Protection class (adapter): II
- Protection class (device): III
- IP code: IP20
- VESA standard: 75 × 75
- Cord type: X
- Scope of application: Domestic

Adapter Power Supply

- Input: 100–240 V ~ 50–60 Hz
- Output: 12 V = 4 A

Package Contents

- Monitor
- Stand
- HDMI cable
- DP cable
- Power adapter
- Cable clip
- Screwdriver
- Screen cleaning cloth
- User manual

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- The installation and mounting conditions for the device are described in the “Assembly and Placement” section of this user manual.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer’s and at the consumer’s sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- The device must be transported in a dry place.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device’s service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 36 months

Service Life: 48 months

For the up-to-date list of authorized service centers, please visit: <https://www.dns-shop.ru/service-center/>

Additional Information

Manufacturer: HONG KONG OVERVIEW INDUSTRY CO., LIMITED.

ROOM 20 UNIT B3, 07/FL TUEN MUN INDUSTRIAL CENTRE, NO. 2 SAN PING CIRCUIT, TUEN MUN, HONG KONG.

Made in China.

The product meets the requirements of the technical regulations of the TR CU (EAEU).

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products.

Production date (mm.yyyy): _____ V.1





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