

# User Manual

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Monitor  
DU27N1

**DEXP**

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# Dear Customer,

Thank you for choosing our products.

We are pleased to offer you appliances and devices designed and manufactured to the highest standards of quality, functionality, and design. Before using the device, please read this manual carefully. It contains important information regarding your safety, as well as recommendations for the proper use and care of the product. Please keep this manual in a safe place and use it as a reference guide during future operation of the product.

## Intended Use

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

## Safety Precautions

- To avoid electric shock, do not expose the device to rain or moisture.
- Check the label on the back of the monitor. Before connecting the device to the power source, ensure that the voltage of your household electrical network matches its technical specifications.
- For operation, use only the power adapter supplied with the device. Avoid bending the cable or placing heavy objects on it, as this may cause overheating or fire. Damage caused by using non-original or damaged power adapters may void the warranty.
- To avoid electric shock, do not touch the power adapter with wet hands while it is operating.
- Do not use the monitor near a gas leak.
- Do not attempt to disassemble or repair the device yourself, as this may void your warranty. Do not use the device if visible damage is detected. Unplug it immediately and contact an authorized service center.
- If the device emits smoke, unusual noises, or a strange odor, you must:
  - Immediately turn off the monitor.
  - Unplug the power cord from the outlet.
  - Contact an authorized service center.
- Immediately disconnect the device from the power source and contact an authorized service center in the event of any of the following issues:
  - Damage to the power cord.
  - The monitor has been dropped and/or damaged.
  - The monitor has been exposed to moisture or foreign objects have entered it.
- Do not overload electrical outlets, extension cords, or adapters, as this may lead to fire or electric shock.
- Always turn off the device before unplugging it. To disconnect, grasp the plug — do not pull the cord itself.
- Never unplug the power cord from the outlet with wet hands.
- Do not press on or scratch the screen, and do not place any objects on top of the monitor. This may result in image degradation or damage to the screen.
- Do not block the ventilation openings on the back and bottom of the monitor or insert any objects into them.

- Do not remove the cover or the back panel of the monitor. This may cause electric shock or fire. There are no user-serviceable parts inside. Servicing must be performed exclusively by qualified technical personnel at an authorized service center.
- Using video games or other external signal sources that generate a still image for 10 minutes or more may cause irreversible image retention on the monitor screen. Do not leave a still image on the screen for an extended period. A still, high-contrast image may leave a «ghost image» on the screen. Usually, this ghost image gradually disappears when the monitor is turned off, but it may reappear later. This type of image retention is not covered under warranty.
- Adjust the tilt angle to avoid glare or reflections on the screen.
- Set the resolution and refresh rate to the recommended specifications for this monitor.
- To reduce eye strain when using the monitor, take regular breaks every hour. The viewing distance between the monitor and your eyes should be 45–50 cm. Maintain proper posture with your back straight when working with the monitor.
- This device is not intended for commercial use.
- 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.

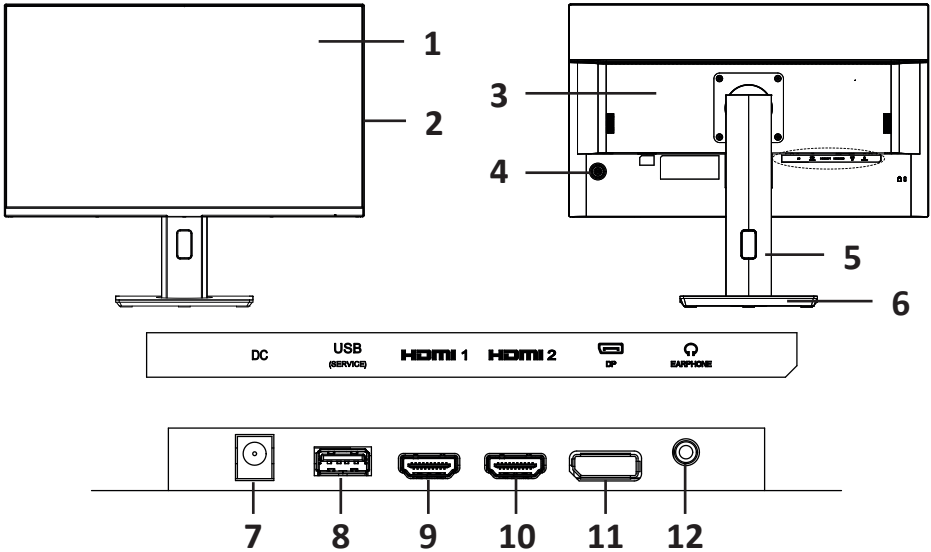
## Specifications

- Model: DU27N1.
- Trademark: DEXP.
- Display size: 27".
- Luminance: 300 cd/m<sup>2</sup>.
- Panel technology: IPS.
- Contrast ratio: 1000:1.
- Resolution: 3840 × 2160.
- Refresh rate: 60 Hz.
- Flicker Free technology.
- Low Blue Light technology.
- sRGB color coverage: 109,6%.
- Interface: HDMI 2.0, DP 1.4, AUDIO OUT, USB Type-A.
- Response time: 5 ms.
- Viewing angle: Vertical — 178°, horizontal — 178°.
- Power adapter specifications:
  - Input: 100–240 V ~ 50 Hz, 1.5 A.
  - Output: DC 12 V = 3 A.
- Protection class (device): III.
- Protection class (adapter): II.
- OverDrive, HDR support.
- IP code: IP20.
- Cord type: X.
- Scope of application: domestic.

## Package Contents

- Monitor.
- Base.
- Power adapter.
- HDMI cable.
- Screen cleaning cloth.
- Cable clip.
- User manual.

# Device Diagram

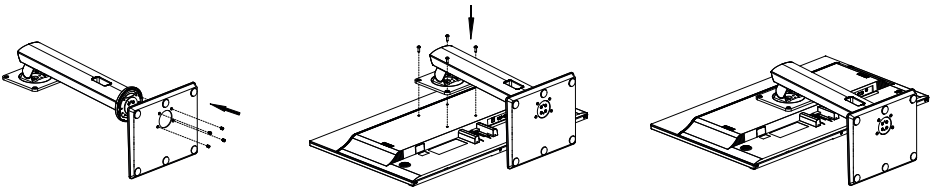


- |                    |                       |
|--------------------|-----------------------|
| 1. Screen.         | 7. DC connector.      |
| 2. Frame.          | 8. USB connector.     |
| 3. Back panel.     | 9. HDMI 1 connector.  |
| 4. Control button. | 10. HDMI 2 connector. |
| 5. Stand.          | 11. DP connector.     |
| 6. Base.           | 12. Audio jack.       |

## Assembly and Placement

### Assembly and Installation Monitor's Base

1. Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.
2. Secure the stand parts with four M4 x 6 screws, as shown in the figure below.
3. Attach the stand to the monitor and secure it with M4 x 12 screws, as shown in the figure below. Assembly is complete.

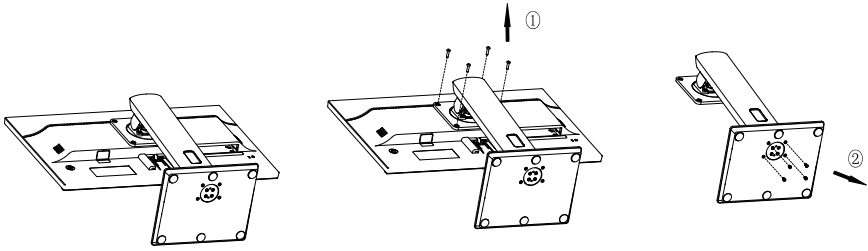


**Note:** To remove the stand, repeat the above steps in reverse order.

#### CAUTION:

- Tighten the screws on the stand by hand.
- The VESA mount and rear panel are angled to facilitate VESA installation.

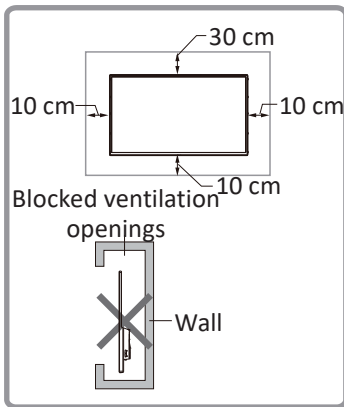
## Monitor Stand Disassembly



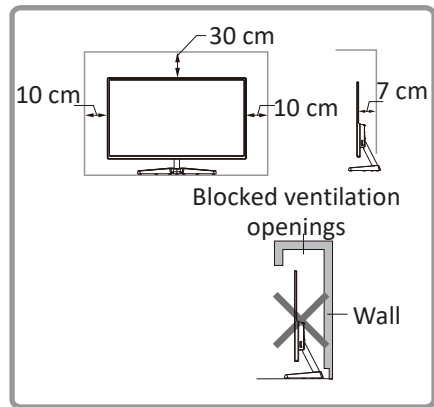
1. Place the monitor horizontally.
2. Unscrew the 4 M4 x 12 screws from the monitor.
3. Unscrew the 4 M4 x 6 screws from the stand base and detach it from the stand column.

## Monitor Placement

- The device must be installed near a easily accessible power outlet.
- For safety, it is recommended to use an appropriate wall mount or stand.
- Place the device only on flat, stable surfaces.
- To wall-mount the monitor, please consult a qualified professional.
- Do not place the device on a vibrating surface.
- Do not place the device directly in front of an air conditioner, as condensation may form on its internal surface, which could in turn lead to a malfunction.
- Observe the distances indicated in the illustrations.
- Do not block the ventilation openings on the back and bottom of the monitor or insert any objects into them.
- Do not place the device in a confined, poorly ventilated space.
- Avoid using the monitor near devices that generate magnetic fields (e.g., electric motors, televisions, etc.).



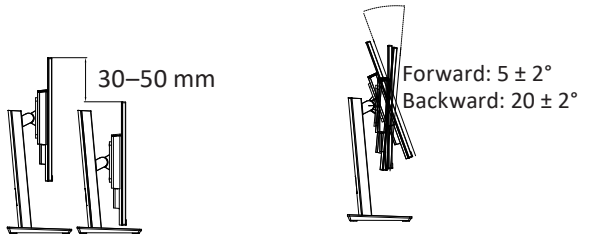
**Wall-mounted monitor placement**



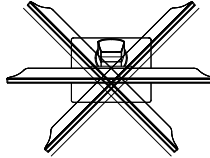
**Monitor placement on base**

# Monitor Angle and Height Adjustment

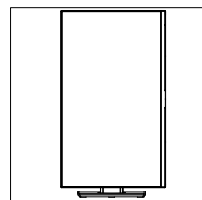
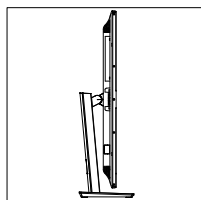
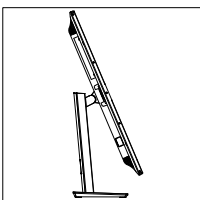
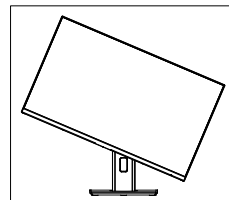
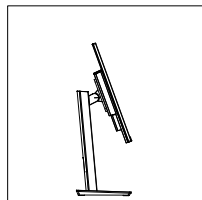
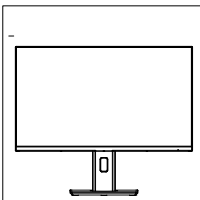
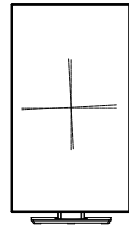
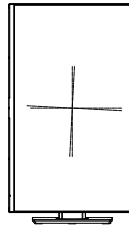
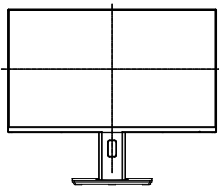
**CAUTION:** Be careful when tilting the monitor. Do not apply excessive pressure.



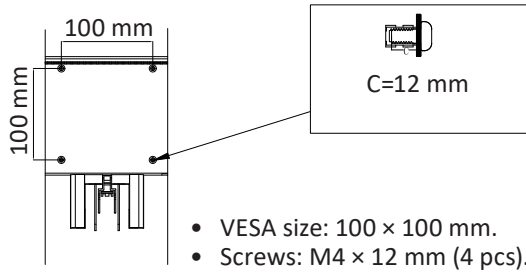
Left/Right:  $45 \pm 3^\circ$



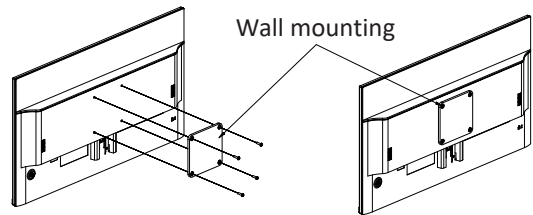
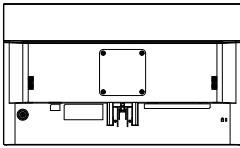
Left/Right:  $90 \pm 3^\circ$



## VESA Mount

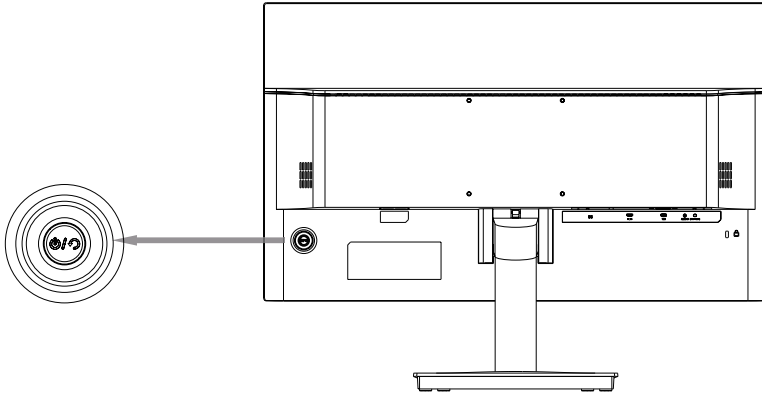


1. Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.
2. Attach the mount to the back panel of the monitor using the 4 screws.



# Operating Instructions

## Control Panel



1. Joystick Up:
  - Opens the Input Source menu.
  - When the OSD menu is open: Moves up the menu.
2. Joystick Down:
  - Opens the Volume menu.
  - When the OSD menu is open: Moves down the menu.
3. Joystick Left:
  - Opens the GameAssist menu.
  - When the OSD menu is open: Returns to the previous menu level.
4. Joystick Right:
  - Opens the Preset Modes settings menu.
  - When the OSD menu is open: Enters the next menu level.
5. Center Button:
  - Short press: Closes the OSD menu.
  - Long press (3 seconds): Turns off the monitor.

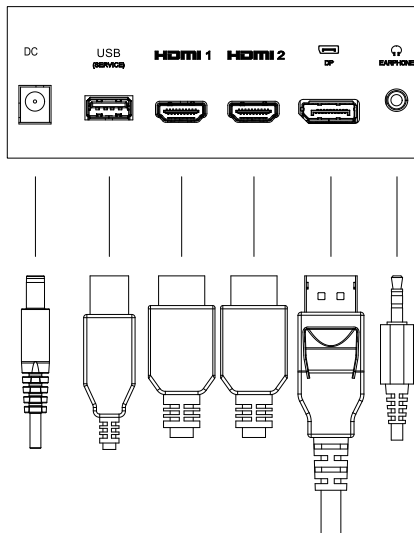
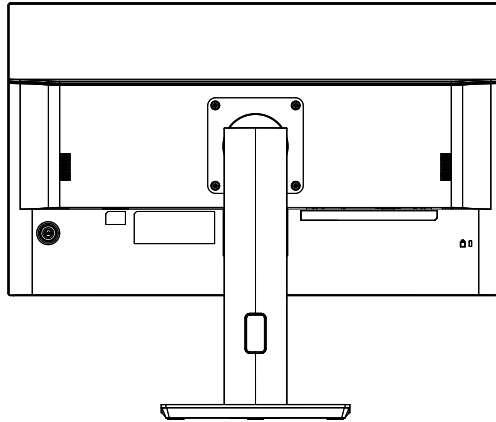
Use the joystick to adjust brightness settings (brightness level, contrast, ECO mode, OverDrive, HDR functions), image settings (horizontal and vertical position, phase, refresh rate, sharpness), color settings (color temperature, etc.), and gaming settings (FreeSync, G-SYNC, Overdrive, Game Assist, HDR, etc.) via the OSD menu.

**CAUTION:** If you select a refresh rate higher than the monitor supports, vertical and horizontal lines will appear on the screen as a protective measure. Set a supported refresh rate on your computer.

## Connecting the Monitor

1. Ensure that the monitor and PC are disconnected from the power source.
2. Connect the signal cable to the corresponding port on the monitor, and the other end to the port on your computer's graphics card. Available connection interfaces: HDMI, DP, AUDIO OUT, USB.
3. To connect the monitor to a grounded power source, plug the power cable connector into the corresponding port on the monitor.
4. Set the resolution and refresh rate in the «Screen Resolution» settings (for Windows OS).

## Connecting Source Devices



## Protection

To protect the display, the monitor will cut off the horizontal and vertical sync signals if the PC's video signal exceeds its supported frequency range. To restore normal operation, adjust your PC's output frequency to a value within the monitor's specified range.

## Cleaning and Maintenance

Wipe the monitor with a soft, damp cloth. Do not use any liquids or chemical agents.

## Troubleshooting Guide

Issue	Possible cause	Solution
No image on screen	Power is not connected or the power cord is not fully inserted	Ensure that the corresponding cables are securely connected and check the power outlet
	The monitor power button is turned off	Press the power button
	The signal cable (HDMI, VGA, DP) is not connected or is connected incorrectly	Ensure that the corresponding cables are securely connected
	The wrong input source is selected	Change the input source using the on-screen menu
Blurry image	Incorrect screen refresh rate	Adjust the refresh rate
	The cable is of poor quality or damaged	Replace the cable
Color distortion	The monitor port or video cable connector is damaged / the cable is not fully inserted	Insert the cable properly. Replace it if necessary
	Incorrect color settings	Adjust the colors using the on-screen menu or restore the default settings
Display flickering	Incorrect screen refresh rate	Adjust the refresh rate
	Unstable power supply or signal interference	Ensure that the cables are at a sufficient distance from the source of interference or try plugging into another outlet
Image on screen is displayed incorrectly or incompletely	The wrong resolution is selected	Set the appropriate display resolution
	Monitor cannot properly recognize the signal	Use the «Auto» function in the on-screen menu

Issue	Possible cause	Solution
Monitor does not recognize the device plugged into the port	The port may be damaged	Try plugging into another connector. If the problem persists, contact an authorized service center
	The device is incompatible with the monitor	Ensure that the device supports the monitor's connectors
Stripes on the image, distorted image	The signal cable is damaged or connected incorrectly	Ensure that the corresponding cable is securely connected or replace it
	Graphics card is faulty	Check the graphics card
	Driver issue	Update or reinstall the drivers

**CAUTION:** If all the above measures did not help solve the problem, immediately stop using the device and contact an authorized service center.

## 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

