

## General Product Frequently Asked Questions

**Q. How do I register my TV?**

A. Hitachi does not require a product registration. In the event of warranty service, please keep reference of your model number, serial number and proof of purchase.

**Q. My product is out of warranty and I need support.**

A. Please contact a local service center for support with your out of warranty Hitachi Product. You can find a service center in your area here: [Hitachi Service Center Locator](#)

**Q. What information do I need when I call in for assistance?**

A. You will need your model and serial number. Your model number can be found on the front cover of the owner's guide OR on the back of the TV on a white sticker. The serial number can also be found on the same white sticker on the back of the TV.

**Q. I am looking for a replacement part or accessory for my out of warranty Hitachi Product.**

A. Please contact a Hitachi Parts Distributor for more information on locating a part for your Hitachi Product. You can find a Hitachi Parts Distributor here: [Hitachi Parts Distributor Locator](#)

**Q. My remote control is not working anymore. Where can I purchase a replacement remote for my Hitachi TV?**

A. You can find all of our Authorized Parts Distributors here: [Hitachi Parts Distributor Locator](#)

**Q. Where can I purchase a stand for my Hitachi TV?**

A. You can purchase a replacement stand from one of our Authorized Parts Distributors here: [Hitachi Parts Distributor Locator](#)

**Q. My Hitachi Product isn't getting any power.**

A. Please try plugging your Hitachi Product into another outlet. If you are using a power strip, please plug your set directly into the wall for best results. You can also try to unplug your set, hold the power button down on the set for 10 seconds and plug the set back in. If this does not work you will need to contact a service center for assistance. See our Service Center list here: [Hitachi Service Center Locator](#)

**Q. Where can I find the software upgrade for my TV?**

A. If your TV has a software upgrade available, you can find it here: [Hitachi Product Pages](#).

Locate your TV by your model number to find the software upgrade along with step-by-step download and installation instructions.