

MAKITSO BLADE FAQ

- 1. How thick is the unit excluding the base?**
1.75" thick.
- 2. What is the depth of the back compartment where a 3rd party device can be installed?**
Inner panel depth is 1.25" but the cover can flex slightly and can fit ~1.5". We have extended back panels as an option that increase the depth to 1.75" with a locking compartment door.
- 3. Can I install a 3rd party device in the back of the unit without any cords coming out?**
Yes! As long as the power adapter is not too big to fit in the back compartment of the Blade. Typically, the only cord that would need to run out of the unit is the power cord for the 3rd party device, but there is a power out outlet built into our Power board. You can use this outlet to run your 3rd party device and keep all cables nice, neat, and tucked away in the back compartment.
- 4. What are the recommended Operating systems?**
Recommended Operating systems are Windows, Chrome OS, Android, or Linux. Not currently recommended for use: Mac/OSX
- 5. Is the touch screen an actual touch screen monitor or is it an overlay with additional hardware?**
Capacitive touch mesh is built into the glass. Just like smart phones. There is no additional hardware. Units either come with or without touch option, it is not possible to add touch to the unit later.
- 6. What is the warranty?**
1 Year on electronic components. 3 years of frame/housing.
- 7. What is the repair process? What will be the customer's out of pocket cost?**
Depends on the issue. Call first for troubleshooting. If physical repair or replacement of parts needs to be done, RMA process will be used. Customer is responsible for return shipping. If issue is covered under warranty we will repair or replace and ship back.
- 8. Is the optional header panel lit?**
No. It is a clear plexiglass designed to be vinyl wrapped or otherwise covered by the end user.
- 9. What is your turnaround time for custom units or units out of stock?**
Our typical turnaround time for custom/built to order units or for any units that are currently out of stock is 6-8 weeks minimum.
- 10. Can unit be used outdoors?**
No. all digital items are rated for indoor use only.
- 11. Can I rotate the screen or change resolution?**
There is no rotation or resolution setting at the hardware level for our screen. Any rotation would be done through android rotation apps (If using our Android Interface) or through your 3rd party device (If using our PRO interface). Our screens will display resolutions up to 4k(UHD) at 9:16 aspect ratio. Any change to the output resolution is determined by the signal sent by the device.