

# IRIS TABLES

*Rev. 06 (2004 / 03)*

## Example of use

FLAG	SYMPTOM CODE	PART NUMBER	REFERENCE NUMBER	SECTION or NTF CODE	PCB	DEFECT CODE	REPAIR CODE	QTY
□	□□□□	□□□□□□□□□□□□□□□□	□□□□□□□□□□	□□□□	□□□□□□□□	□□	□□	□

*FLAG* : INDICATES THE ONE MAJOR SYMPTOM / PART COMBINATION BY "1".

(\*1)

### CAUTION

THE "X" EXTENDED SYMPTOM CODES (\*-\*\*X) SHOULD ONLY BE USED TO INDICATE THAT A SUITABLE SYMPTOM DESCRIPTION IS NOT AVAILABLE IN THE CONCERNED SYMPTOM GROUP.

### NOTE

IN CASE OF A NON-TECHNICAL FAULT, THE NON-TECHNICAL FAULT CODE MUST BE ENTERED IN THE LOCATION FORESEEN FOR THE SECTION / NTF CODE.

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**1** CONSTANTLY

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**2** INTERMITTENTLY

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**3** AFTER A WHILE

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**4** IN A HOT ENVIRONMENT

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**5** IN A COLD ENVIRONMENT

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**6** WHEN SWITCHING

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**7** UNDER VIBRATION

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**8** IN A DAMP / WET / RAINY / SNOWY ENVIRONMENT

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**9** IN A DRY ENVIRONMENT

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**A** DUE TO PHYSICAL DAMAGE

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**B** AFTER LIGHTNING STRIKE

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**C** ONLY CERTAIN STATION(S) / SOFTWARE / MODE / CHANNELS / FREQUENCY BAND / NETWORK(S)

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**D** ONLY ON CERTAIN STANDARDS OR SYSTEMS

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**E** ONLY ON ONE CHANNEL

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**F** ONLY WITH CERTAIN INPUT(S)

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**G** ONLY ON CERTAIN OUTPUT(S)

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**H** IN STANDBY / IDLE / OFF MODE

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**J** AT EDIT POINT

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**K** WHEN INTERCONNECTED, USED WITH SPECIFIC EXTERNAL EQUIPMENT, ADAPTER KIT

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**L** LIQUID CONTAMINATION

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**M** FOR A SHORT WHILE AFTER SWITCH-ON

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**N** AFTER MAKING A COPY

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**O** UNDER STRESSED CONDITIONS / HIGH LOAD

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**P** AT SWITCH-OFF

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**Q** ONLY WHILE SENDING / WRITING

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**R** ONLY WHILE RECEIVING / READING

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**S** ONLY WITH CERTAIN MEDIA

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**T** ONLY WHEN ACCESSING A SPECIFIC AREA OF THE MEDIUM

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**U** ONLY AT CERTAIN GEOGRAPHICAL LOCATION(S)

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**110 POWER PROBLEM OR NOT OPERATING**

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- 111 NO POWER
  - 112 NO POWER WHEN USING AC ADAPTER
  - 113 NO POWER WHEN USING DRY BATTERIES
  - 114 NO POWER WHEN USING RECHARGEABLE BATTERIES
  - 115 NO POWER FROM SOLAR CELL
  - 116 NO POWER WHEN USING A CAR BATTERY
  - 117 SHORT OPERATION TIME / SHORT BATTERY LIFE
  - 118 POWER-OFF FUNCTION NOT WORKING
  - 119 NO SWITCH-ON FROM STANDBY
  - 11A POWERS UP BUT NO OPERATION
  - 11B CYCLIC POWER ON / OFF
  - 11C BLOWING EXTERNAL (MAINS) FUSE
  - 11D SET SWITCHES OFF BY ITSELF
  - 11E BACKUP BATTERY PROBLEM
  - 11F NOT OPERATING
  - 11G NO AUTOMATIC SWITCH ON / OFF
  - 11H PROTECTION SWITCH / FUSE IN SET TRIGGERS
  - 11J RECHARGEABLE BATTERY NOT RECOGNIZED
  - 11K SET START-UP TOO SLOW
  - 11X OTHER POWER PROBLEM
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**120 CHARGING PROBLEM**

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121 NO BATTERY CHARGING

122 INCOMPLETE BATTERY CHARGE

123 CHARGING TIME TOO LONG

12X OTHER CHARGING PROBLEM

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## **130 DISPLAY FUNCTION PROBLEM**

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- 131 NO OR FAULTY DISPLAY
  - 132 FAULTY LAMP / LED OPERATION
  - 133 FAULTY LEVEL METER OPERATION
  - 134 NO OR FAULTY ON-SCREEN DISPLAY OPERATION
  - 135 ELECTRONIC TUNING DISPLAY FAULT
  - 136 MECHANICAL TUNING DISPLAY FAULT
  - 137 FAULTY TIME CODE DISPLAY
  - 138 FAULTY ALARM / ERROR DISPLAY
  - 139 DISPLAY DIM / TOO DARK / PARTIAL / FLICKERING / BAD COLOUR ETC.
  - 13A UNUSUAL OR INCORRECT MESSAGE IN DISPLAY
  - 13B NO BACKLIGHT
  - 13C BEEPS / NO DISPLAY
  - 13D WARNING LIGHT DOES NOT WORK
  - 13E WARNING LIGHT LIGHTS UP
  - 13F MISSING SEGMENT(S)
  - 13X OTHER DISPLAY FUNCTION PROBLEM
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**140 ABNORMAL NOISE**

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- 141 CRT DISCHARGING NOISE
  - 142 EHT DISCHARGING NOISE
  - 143 NOISY CABINET / CRACKING TRAYS
  - 144 NOISY TRANSFORMER / HUMMING
  - 145 NOISY COMPONENT(S)
  - 146 RATTLE
  - 147 CLICKING
  - 148 CLOCK NOISE
  - 149 CRACKING
  - 14A WHISTLING
  - 14X OTHER ABNORMAL NOISE
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**150 REMOTE CONTROL PROBLEM**

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151 NO REMOTE CONTROL OPERATION

152 INCORRECT REMOTE CONTROL OPERATION

153 REMOTE CONTROL PROGRAMMING / LEARNING MODE PROBLEM

154 POOR REMOTE CONTROL SENSITIVITY

15X OTHER REMOTE CONTROL PROBLEM

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**160 PHYSICAL DAMAGE**

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- 161 DAMAGED / DEFORMED CABINET / PANEL / GLASS
  - 162 DAMAGED HANDLE / CLIP
  - 163 DAMAGED CONTROL KNOB(S) / BUTTON(S) / KEYPAD
  - 164 DAMAGED DOOR / COVER
  - 165 DAMAGED SEAL
  - 166 DAMAGED PLUG / SOCKET / TERMINAL / CONNECTOR / CARD HOLDER
  - 167 DAMAGED LENS
  - 168 DAMAGED CARTRIDGE OR STYLUS
  - 169 DAMAGED ANTENNA
  - 16A DAMAGED CRT / VIEWFINDER / LCD DISPLAY
  - 16B MISSING COMPONENT(S) OR ORNAMENTAL PARTS
  - 16C PRINTED MARKINGS ERASED / PEELED OFF
  - 16D SET BURNING / EMITS SMOKE
  - 16E EXTERNAL SURFACE DAMAGE  
(BUBBLING / PEELING / RUSTING / SCRATCHED / SHARP EDGES)
  - 16F SMELL
  - 16G WEAK / DAMAGED STAND
  - 16H DAMAGED SPEAKER
  - 16J SET GETS VERY HOT / PARTS MELTING
  - 16K FOREIGN SUBSTANCE ON / IN UNIT
  - 16L BURNING MARKS
  - 16M INTERNAL SURFACE DAMAGE  
(BUBBLING / PEELING / RUSTING / SCRATCHED)
  - 16N DAMAGED POWER CABLE
  - 16P DAMAGED ACCESSORY
  - 16R DISCOLOURATION
  - 16X OTHER PHYSICAL DAMAGE
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## **170 GENERAL FUNCTION PROBLEM**

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- 171 FAULTY CLOCK FUNCTION
  - 172 FAULTY SLEEP FUNCTION
  - 173 FAULTY TIMER PROGRAMMING
  - 174 FAULTY TIMER OPERATION
  - 175 PROGRAMMING / USER ADJUSTMENT PROBLEM
  - 176 FAULTY RECORD MUTE OPERATION
  - 177 FAULTY PROGRAMMED PLAYBACK OPERATION
  - 178 FAULTY MEMORY FUNCTION
  - 179 FAULTY INPUT SWITCHING
  - 17A FAULTY OUTPUT SWITCHING
  - 17B ELECTRIC SHOCK / STATIC DISCHARGE
  - 17C FAULTY SEARCH FUNCTION (INDEX / VIEW / TITLE / CHAPTER / TRACK ...)
  - 17D WRONG LANGUAGE / CHARACTER SET
  - 17E ERROR CODE APPEARS IN DISPLAY
  - 17F SWITCH NOT OPERATING
  - 17G PEDAL NOT OPERATING
  - 17H FAULTY STANDBY MODE
  - 17J FAULTY HIBERNATION MODE
  - 17K NO AUDIBLE WARNING SIGNAL
  - 17L FAULTY OPERATION OF PARENTAL LOCK / KEYLOCK FUNCTION
  - 17M FAULTY MODE SWITCHING
  - 17N MENU FUNCTION PROBLEM
  - 17P FAULTY USER CONTROL FUNCTION
  - 17Q FAULTY FLASHLIGHT / LAMP OPERATION
  - 17R REGION-CODE / SECURITY-RELATED PROBLEM (DVD AMONGST OTHERS)
  - 17X OTHER GENERAL FUNCTION PROBLEM
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## **180 SPECIAL REQUIREMENTS**

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- 181 TEST AND CHECK
  - 182 GENERAL OVERHAUL
  - 183 SYSTEM / FREQUENCY CONVERSION
  - 184 INITIAL SETUP / INSTALLATION REQUESTED
  - 185 MODIFICATION / CIRCUIT / INSTALLATION CHANGE
  - 186 WRONG PRODUCT IN CARTON
  - 187 ACCESSORY MISSING
  - 188 UNABLE TO CONNECT PARTS / TO ASSEMBLE
  - 189 WRONG COLOUR
  - 18B BATTERY MOUNTING PROBLEM
  - 18C SOFTWARE / FIRMWARE UPGRADE REQUESTED
  - 18D SET CAUSES MALFUNCTIONS IN OTHER SETS
  - 18X OTHER SPECIAL REQUIREMENTS
  - 18Z SYMPTOM NOT AVAILABLE
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**210 NO RECEPTION OR CONNECTION**

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211 NO AM RECEPTION

212 NO FM RECEPTION

213 NO SW RECEPTION

214 NO VHF RECEPTION

215 NO UHF RECEPTION

216 NO BS RECEPTION

217 NO CS RECEPTION

218 NO HDTV RECEPTION

219 NO GPS / QPS RECEPTION

21A NO RECEPTION OF DIGITAL BROADCASTING

21B NO IR RECEPTION

21C NO DIAL TONE

21D NO MODEM / TELEPHONE / FAX CONNECTION

21E MODEM / TELEPHONE NOT ANSWERING / NO CARRIER

21F NO NETWORK CONNECTION / NETWORK INITIALIZATION FAILS

21X OTHER 'NO RECEPTION' PROBLEM

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**220 POOR RECEPTION OR CONNECTION**

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221 POOR AM RECEPTION

222 POOR FM RECEPTION

223 POOR SW RECEPTION

224 POOR VHF RECEPTION

225 POOR UHF RECEPTION

226 POOR BS RECEPTION

227 POOR CS RECEPTION

228 POOR HDTV RECEPTION

229 POOR GPS / QPS RECEPTION

22A POOR RECEPTION OF DIGITAL BROADCASTING

22B POOR IR RECEPTION

22X OTHER 'POOR RECEPTION' PROBLEM

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**230 TRANSMISSION / CONNECTION PROBLEM**

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- 231 NO TRANSMISSION / CONNECTION
  - 232 POOR TRANSMISSION / CONNECTION
  - 233 TRANSMISSION LEVEL TOO HIGH
  - 234 NO TRANSMISSION BETWEEN BASE UNIT AND HANDSET
  - 235 POOR TRANSMISSION BETWEEN BASE UNIT AND HANDSET
  - 236 NO IR TRANSMISSION
  - 237 ONE-SIDED CONNECTION
  - 238 MODEM / TELEPHONE HANGS UP IMMEDIATELY ONCE CONNECTED
  - 239 MODEM / TELEPHONE DROPS LINE DURING CONNECTION
  - 23A NO OR FAULTY TRANSMISSION CONFIRMATION / LOGGING
  - 23X OTHER TRANSMISSION / CONNECTION PROBLEM
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**240 NOISY RECEPTION / TRANSMISSION**

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241 LINE NOISE

242 OSCILLATION

243 INTERSTATION INTERFERENCE

24X OTHER NOISY RECEPTION / TRANSMISSION PROBLEM

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**250 UNSTABLE RECEPTION / TRANSMISSION**

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251 TUNING DRIFT

252 FADING

253 INTERMITTENT LINE / LINE BREAKING OFF

254 NO OR UNSTABLE CONNECTION COMBINED  
WITH "WEAK SIGNAL STRENGTH" INDICATION

25X OTHER UNSTABLE RECEPTION / TRANSMISSION PROBLEM

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**260 TUNING / NAVIGATION PROBLEM**

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261 MANUAL TUNING PROBLEM

262 AUTOMATIC TUNING PROBLEM

263 INCORRECT TUNING

264 TUNING MEMORY / PHONEBOOK / ADDRESS BOOK PROBLEM

265 VEHICLE POSITION DIFFERENT FROM MAP DATA

266 WRONG MAP DATA

267 MAP NOT DISPLAYED

26X OTHER TUNING / NAVIGATION PROBLEM

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**270 SPECIAL COMMUNICATION PROBLEM**

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- 271 FAULTY DIALLING
  - 272 FAULTY CHANNEL SELECTION
  - 273 FAULTY AUTO-ANSWER OPERATION
  - 274 FAULTY MESSAGE READ-OUT FUNCTION
  - 275 FAULTY AUTODIAL / REDIAL MEMORY
  - 276 FAULTY SPEECH PROCESSING / NO VOICE RECOGNITION
  - 277 NO RINGING TONE / VIBRATION
  - 278 LOUD / WEAK RINGING TONE
  - 279 MODEM / TELEPHONE STUCK OFF HOOK
  - 27A FAX DOES NOT WORK PROPERLY
  - 27B MODEM CAUSES PROBLEM WITH PHONE
  - 27C NO MODEM / TELEPHONE DIAL TONE
  - 27D CALL TRANSFER PROBLEM
  - 27E REPORT / JOURNAL FUNCTION PROBLEM
  - 27X OTHER SPECIAL COMMUNICATION PROBLEM
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**280 SPECIAL RECEPTION PROBLEM**

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- 281 FAULTY STEREO RECEPTION
  - 282 FAULTY MAIN CHANNEL (A) FUNCTION
  - 283 FAULTY SUB-CHANNEL (B) FUNCTION
  - 284 FAULTY SSB RECEPTION
  - 285 FAULTY RDS / VPS / PDC / XDS OPERATION
  - 286 FAULTY TELETEXT / CLOSE CAPTION / EPG RECEPTION
  - 287 FAULTY SATELLITE / RTTY RECEPTION
  - 288 FAULTY FAX OPERATION
  - 289 MODEM NOT RECOGNIZED BY SYSTEM
  - 28A FAULTY CALL CHARGE / CALL TIME FUNCTION
  - 28B FAULTY HANDS-FREE OPERATION
  - 28C SET LOCKED
  - 28D FAULTY ANTENNA CONTROL
  - 28X OTHER SPECIAL RECEPTION PROBLEM
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**310 NO PICTURE**

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- 311 NO PICTURE IN E TO E MODE
  - 312 NO PICTURE IN PLAYBACK MODE
  - 313 NO PICTURE IN VIEWFINDER
  - 314 NO PICTURE / ONLY RASTER
  - 315 NO RASTER / BLACK PICTURE
  - 316 ONLY HORIZONTAL LINE
  - 317 ONLY VERTICAL LINE
  - 318 NO PICTURE IN LCD
  - 319 NO 2ND (OR HIGHER) MONITOR DISPLAY
  - 31X OTHER 'NO PICTURE' PROBLEM
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**320 PICTURE LEVEL PROBLEM**

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- 321 PICTURE TOO DARK
  - 322 PICTURE TOO BRIGHT
  - 323 CONTRAST TOO LOW
  - 324 CONTRAST TOO HIGH
  - 325 SATURATED WHITE OR BLACK LEVEL
  - 326 SHADING ON PICTURE
  - 327 ONLY PARTIAL PICTURE
  - 32X OTHER PICTURE LEVEL PROBLEM
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**330 PICTURE QUALITY PROBLEM**

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- 331 POOR PICTURE RESOLUTION
  - 332 POOR FOCUS
  - 333 RINGING ON PICTURE
  - 334 EXCESSIVE SMEAR / LAG
  - 335 POOR LINEARITY OR GEOMETRY
  - 336 PICTURE SIZE INCORRECT
  - 337 INCORRECT CENTRING OF PICTURE
  - 338 PICTURE SLANTED
  - 339 V-SIZE INCORRECT
  - 33A H-SIZE INCORRECT
  - 33X OTHER PICTURE QUALITY PROBLEM
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**340 PICTURE NOISE**

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- 341 SNOWY PICTURE
  - 342 DOT NOISE OR DROPOUT ON PICTURE
  - 343 NOISE BARS ON PICTURE
  - 344 BLANKING LINES ON PICTURE
  - 345 BEATING ON PICTURE
  - 346 GHOSTING ON PICTURE
  - 347 VCR HEAD SWITCHING NOISE ON PICTURE
  - 348 OVERMODULATION NOISE
  - 349 MOIRÉ
  - 34A MOSAIC NOISE
  - 34B SCRAMBLED PICTURE
  - 34X OTHER PICTURE NOISE PROBLEM
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**350 UNSTABLE PICTURE**

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351 SYNC PROBLEM

352 PICTURE PUMPING

353 PICTURE JITTER

354 PICTURE SHAKING (HORIZONTAL OR VERTICAL)

355 FLICKERING PICTURE

356 FLASHING PICTURE

357 CYCLIC PICTURE MUTING

358 HEAD IMPACT ERROR CAUSING UNSTABLE PICTURE

359 VCR SKEW / H-SHIFT ERROR

35A FROZEN PICTURE

35B JUMPING / REPEATING PICTURE

35X OTHER 'UNSTABLE PICTURE' PROBLEM

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**360 POOR PICTURE RECORDING**

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- 361 NO PICTURE RECORDING
  - 362 NO ERASURE PROTECTION FOR VIDEO
  - 363 PREVIOUS VIDEO RECORDING NOT BEING ERASED
  - 364 UNWANTED ERASURE OF PICTURE
  - 365 NO CAMERA RECORDING
  - 366 ONLY ONE FIELD PER FRAME BEING RECORDED
  - 367 RECORDS ONLY A FEW PICTURES
  - 36X OTHER PICTURE RECORDING PROBLEM
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**370 SPECIAL PICTURE FUNCTION PROBLEM**

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- 371 EDITING PROBLEM
  - 372 FAULTY FADING / WIPER OPERATION
  - 373 FAULTY NEGATIVE / POSITIVE SWITCHING FUNCTION
  - 374 FAULTY SUPERIMPOSE / TELOP OPERATION
  - 375 FAULTY PICTURE IN PICTURE / DIGITAL PICTURE OPERATION
  - 376 FAULTY PICTURE TRANSMISSION
  - 377 FAULTY DIGITAL SHUTTER FUNCTION
  - 378 FAULTY GENLOCK FUNCTION
  - 379 FAULTY FLASH / STROBE FUNCTION
  - 37A FAULTY DIGITAL PICTURE / ZOOMING FUNCTION
  - 37B FAULTY AUTO-EDIT FUNCTION
  - 37C FAULTY PICTURE STABILIZER FUNCTION
  - 37D FAULTY PICTURE CAPTURE FUNCTION
  - 37E FAULTY SUBTITLING FUNCTION
  - 37F FAULTY VARIABLE SPEED PLAYBACK
  - 37G FAULTY VIEW / MULTI-ANGLE SWITCHING
  - 37H FAULTY ASPECT RATIO SWITCHING
  - 37J THUMBNAIL OR INDEX PICTURE PROBLEM
  - 37K NO BLANKING SCREEN
  - 37L FAULTY 'LOW LIGHT' FUNCTION
  - 37X OTHER SPECIAL PICTURE FUNCTION PROBLEM
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**380 PICTURE DISPLAY / PICKUP PROBLEM**

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- 381 BURN MARK ON DISPLAY / PICKUP
  - 382 SCRATCH ON DISPLAY / PICKUP
  - 383 DUST / DIRT ON DISPLAY / PICKUP
  - 384 PHOSPHOR / PIXEL MISSING ON DISPLAY / PICKUP
  - 385 BRIGHT POINT(S) IN PHOSPHOR / PIXEL
  - 386 LINES ACROSS / DOWN IMAGE
  - 387 OUT OF SPECS PIXEL DEFAULTS
  - 388 BACKGROUND BURNT IN
  - 389 ONE OR MORE VERTICAL / HORIZONTAL LINES MISSING
  - 38A ABNORMAL LIGHT EMISSION OF THE DISPLAY
  - 38X OTHER PICTURE DISPLAY / PICKUP PROBLEM
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**410 NO COLOUR**

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411 NO COLOUR IN E TO E MODE

412 NO COLOUR IN PLAYBACK MODE

413 NO COLOUR IN VIEWFINDER

414 NO COLOUR IN PART OF PICTURE

41X OTHER 'NO COLOUR' PROBLEM

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**420 COLOUR LEVEL PROBLEM**

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421 WEAK COLOUR

422 EXCESSIVE COLOUR

42X OTHER COLOUR LEVEL PROBLEM

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**430 POOR COLOUR QUALITY**

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- 431 SOME OR ALL COLOURS MISSING
  - 432 POOR WHITE BALANCE
  - 433 HUE PROBLEM
  - 434 PURITY ERROR
  - 435 LANDING ERROR / WHITE UNIFORMITY
  - 436 CONVERGENCE ERROR
  - 437 REGISTRATION ERROR
  - 438 PITCH MOIRÉ / RAINBOW PATTERN
  - 439 COLOUR SHIFT
  - 43X OTHER COLOUR QUALITY PROBLEM
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**440 NOISY COLOUR**

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441 COLOUR NOISE ON A BLACK & WHITE PICTURE

442 COLOUR STREAKING

443 COLOUR BARS ON PICTURE

44X OTHER COLOUR NOISE PROBLEM

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**450 UNSTABLE COLOUR**

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451 COLOUR FLASHING

452 HUE CONSTANTLY CHANGING

453 FLICKERING COLOUR

454 COLOUR NOT LOCKED

45X OTHER UNSTABLE COLOUR PROBLEM

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**460 POOR COLOUR RECORDING**

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461 NO COLOUR RECORDING

462 NOISY COLOUR RECORDING

46X OTHER COLOUR RECORDING PROBLEM

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**470 SPECIAL COLOUR FUNCTION PROBLEM**

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471 FAULTY AUTOMATIC WHITE BALANCE

472 FAULTY COLOUR EFFECTS FUNCTION

47X OTHER SPECIAL COLOUR FUNCTION PROBLEM

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**510 NO AUDIO**

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- 511 NO SOUND IN E TO E MODE
  - 512 NO PLAYBACK OF OUTGOING MESSAGE(S) (OGM)
  - 513 NO PLAYBACK OF INCOMING MESSAGE(S) (ICM)
  - 514 NO AUDIO PLAYBACK
  - 515 NO SOUND FROM HANDSET
  - 516 NO SOUND FROM SPEAKER
  - 517 NO SOUND FROM EARPHONE / HEADPHONE
  - 518 NO MICROPHONE SOUND
  - 519 NO SOUND FROM DIGITAL OUTPUT
  - 51X OTHER 'NO AUDIO' PROBLEM
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**520 AUDIO LEVEL PROBLEM**

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521 LOW AUDIO LEVEL

522 EXCESSIVE AUDIO LEVEL

523 BALANCE PROBLEM

524 FADER PROBLEM

525 AUDIO LEVEL REMAINING / NO MUTING

52X OTHER AUDIO LEVEL PROBLEM

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**530 AUDIO QUALITY**

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531 POOR FREQUENCY RESPONSE

532 DISTORTED AUDIO

533 NO OR POOR TREBLE

534 NO OR POOR BASS

535 EARPHONE / HEADPHONE AUDIO POOR

53X OTHER AUDIO QUALITY PROBLEM

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**540 NOISY AUDIO**

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541 HUM

542 HISS

543 CROSSTALK

544 STATIC / POP OR CLICK NOISE

545 BUZZ, NOISE FROM PICTURE TUBE OR DEFLECTION

546 SCRATCHING NOISE

547 IGNITION NOISE

548 WHISTLING / MULTIPATH NOISE

549 DATA / DIGITAL NOISE

54X OTHER AUDIO NOISE PROBLEM

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**550 UNSTABLE AUDIO**

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- 551 JUMPING OR REPEATING AUDIO
  - 552 AUDIO PUMPING OR BREATHING
  - 553 AUDIO DROPOUTS
  - 554 CYCLIC AUDIO MUTING
  - 555 WOW AND FLUTTER
  - 556 HOWLING / ACOUSTIC FEEDBACK
  - 557 ECHO IN SOUND
  - 55X OTHER UNSTABLE AUDIO PROBLEM
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**560 POOR AUDIO RECORDING**

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561 AUDIO NOT BEING RECORDED

562 NO ERASURE PROTECTION FOR AUDIO

563 PREVIOUS AUDIO RECORDING NOT BEING ERASED

564 UNWANTED ERASURE OF AUDIO

565 MESSAGE NOT BEING RECORDED

566 DISTORTED AUDIO RECORDING

56X OTHER AUDIO RECORDING PROBLEM

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**570 POOR SPECIAL AUDIO FUNCTION**

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- 571 FAULTY FADE OPERATION
  - 572 FAULTY ECHO OPERATION
  - 573 FAULTY MIXING OPERATION
  - 574 FAULTY REPEAT MODE OPERATION
  - 575 FAULTY AUDIO PROCESSING
  - 576 FAULTY SYNC RECORDING OPERATION
  - 577 FAULTY DBB / DOL OPERATION
  - 578 FAULTY NOISE REDUCTION OPERATION
  - 579 FAULTY AUDIO DUB FUNCTION
  - 57A FAULTY TITLE PROGRAMMING
  - 57B FAULTY MICROPHONE CONTROL
  - 57C FAULTY PITCH CONTROL
  - 57X OTHER SPECIAL AUDIO FUNCTION PROBLEM
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**580 STEREO / MULTI-MODE OPERATION**

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581 NO STEREO OPERATION

582 POOR CHANNEL SEPARATION

583 DIFFERENCE IN PHASE BETWEEN CHANNELS

584 PROBLEM WITH SURROUND SOUND MODE

585 PROBLEM WITH PCM AUDIO MODE

586 PROBLEM WITH COMPRESSED DIGITAL AUDIO DATA

58X OTHER STEREO / MULTI-MODE PROBLEM

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**610 NO MECHANICAL OPERATION**

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611 NO ROTATION OF MOTOR / DISC

612 NO FORWARD OPERATION

613 NO REVERSE OPERATION

614 NO FAST FORWARD OR REWIND FUNCTION

615 NO LOADING

616 NO UNLOADING OR EJECTING

617 NO AUTO SHUT-OFF OPERATION

618 TONEARM DOES NOT MOVE

619 DISC NOT BEING EJECTED

61A MAGAZINE OR MODULE LOADING / UNLOADING

61B CONTROL / SWITCH NOT WORKING

61X OTHER 'NO MECHANICAL OPERATION' PROBLEM

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**620 IRREGULAR MECHANICAL OPERATION**

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621 IRREGULAR ROTATION

622 IRREGULAR FORWARD MODE

623 IRREGULAR REVERSE OPERATION

624 IRREGULAR FAST FORWARD OR REWIND FUNCTION

625 IRREGULAR LOADING OF MEDIA

626 IRREGULAR UNLOADING OR EJECTING

627 IRREGULAR AUTO SHUT-OFF OPERATION

628 IRREGULAR TONEARM MOVEMENT

629 IRREGULAR EJECTION OF DISC

62A IRREGULAR DIRECTION CHANGE

62B FAULTY DISC CHANGE OPERATION

62X OTHER 'IRREGULAR MECHANICAL OPERATION' PROBLEM

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**630 SPEED PROBLEM**

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631 SPEED TOO FAST

632 SPEED TOO SLOW

633 SPEED UNADJUSTABLE

63X OTHER SPEED PROBLEM

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**640 MECHANICAL NOISE**

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- 641 ROTATION NOISE / DRUM NOISE
  - 642 MOTOR NOISE
  - 643 WIND / AIR NOISE
  - 644 SQUEALING
  - 645 FAN NOISE
  - 646 DISC SCRAPING
  - 647 NOISY TAPE LOADING
  - 648 GEAR NOISE
  - 649 CONTROL OR SWITCH NOISY
  - 64A GRINDING
  - 64B RUMBLING
  - 64C VIBRATION NOISE
  - 64D NOISE FROM LENS MECHANISM
  - 64X OTHER MECHANICAL NOISE PROBLEM
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**650 MECHANICAL INSTABILITY**

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651 UNEVEN FEET

652 FAULTY HINGE

653 VIBRATING / JUMPING

654 PARTS LOOSE

655 DAMAGED WHEEL(S)

656 POOR HANDSET / CRADLE POSITION

65X OTHER MECHANICAL INSTABILITY PROBLEM

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**660 DAMAGE TO MEDIA**

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- 661 TAPE GETS SCRATCHED
  - 662 DISC GETS SCRATCHED
  - 663 TAPE GETS CHEWED / WRINKLED
  - 664 TAPE JAMMED OR BROKEN
  - 665 TAPE GETS CURLED
  - 666 SLACK TAPE
  - 667 TAPE STICKING
  - 66X OTHER SOFTWARE DAMAGE PROBLEM
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**670 MECHANICAL OPERATION PROBLEM**

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- 671 FAULTY START / STOP OPERATION
  - 672 FAULTY PAUSE OPERATION
  - 673 FAULTY AUTOMATIC PROGRAM SEARCH
  - 674 FAULTY CUE / REVIEW MODE
  - 675 FAULTY SLOW MOTION OPERATION
  - 676 FAULTY HIGH-SPEED SCANNING MODE
  - 677 FAULTY SPEED COPY FUNCTION
  - 678 FAULTY REPEAT OPERATION
  - 679 FAULTY RECORD REVIEW MODE
  - 67A FAULTY AMS OPERATION
  - 67B AUTO-REVERSE MALFUNCTION
  - 67C FAULTY END DETECTION
  - 67D FAULTY DISC SIDE (A-B SELECT) SWITCHING
  - 67X OTHER MECHANICAL OPERATION PROBLEM
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**680 LENS PROBLEM**

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681 FOCUS PROBLEM

682 ZOOM PROBLEM

683 IRIS PROBLEM

684 MACRO PROBLEM

685 FOREIGN SUBSTANCE / DUST INSIDE LENS

68X OTHER LENS PROBLEM

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**710 NO DATA PROCESSING OPERATION**

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711 NO INITIAL SCREEN

712 SYSTEM DOES NOT RESET

713 SYSTEM DOES NOT BOOT UP

714 NO OPERATION FROM PLUG-IN MODULE / PERIPHERAL

715 NO KEYBOARD OPERATION

716 NO OPERATION FROM OTHER INPUT / OUTPUT DEVICE

717 NO DATA STORAGE OPERATION

718 NO DATA COMMUNICATION

719 ERROR MESSAGE DISPLAY

71A HDD BOOT FAILURE

71B FDD BOOT FAILURE

71C CD/DVD DISC BOOT FAILURE

71X OTHER 'NO DATA PROCESSING' PROBLEM

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## **720 FAULTY DATA PROCESSING OPERATION**

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- 721 INCORRECT DATA
  - 722 OPERATING SYSTEM RESET WHILE BEING USED
  - 723 OPERATING SYSTEM LOCKS OUT / CRASHES / HANGS
  - 724 FAULTY OPERATION OF PLUG-IN MODULE, MEMORY CARD, ETC.
  - 725 FAULTY KEYBOARD OPERATION
  - 726 FAULTY OPERATION OF OTHER INPUT / OUTPUT DEVICE
  - 727 FAULTY DATA STORAGE OPERATION
  - 728 FAULTY DATA COMMUNICATION
  - 729 MEMORY ERROR
  - 72A REQUIRES 'SETUP' AT BOOTING
  - 72B OPERATING SYSTEM BOOT-UP ONLY IN SAFE MODE
  - 72C OPERATING SYSTEM START-UP SLOW
  - 72D OPERATING SYSTEM CANNOT BE INSTALLED
  - 72X OTHER 'FAULTY DATA PROCESSING' PROBLEM
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**730 DATA DISPLAY PROBLEM**

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- 731 INCORRECT CHARACTER DISPLAY
  - 732 MISSING DISPLAY CHARACTERS
  - 733 FAULTY GRAPHIC DISPLAY
  - 734 FAULTY SWITCHING BETWEEN GRAPHIC / CHARACTER MODE
  - 735 FAULTY PROMPT / CURSOR OPERATION
  - 736 DATA DISPLAY COLOUR INCORRECT
  - 737 NO PAGING OR SCROLL MODE
  - 73X OTHER DATA DISPLAY PROBLEM
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**740 KEYBOARD / POINTING DEVICE / TOUCHSCREEN**

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741 MOUSE / TRACKBALL / TRACKPAD / TOUCHSCREEN NOT WORKING

742 KEYBOARD / TOUCHSCREEN LOCKS UP

743 POINTING DEVICE LOCKS UP

744 STICKY / HARD TO PRESS KEY(S) / TOUCHSCREEN

745 INOPERATIVE KEY(S)

746 POINTING DEVICE / TOUCHSCREEN NOT TRACKING PROPERLY

747 POINTING DEVICE / TOUCHSCREEN JITTERY

748 LEFT OR RIGHT CLICK BUTTON INOPERATIONAL

749 TRACKPAD / TOUCHSCREEN SURFACE DAMAGED

74A KEYBOARD KEY(S) DAMAGED

74B NO KEYPAD TONE

74X OTHER KEYBOARD / POINTING DEVICE / TOUCHSCREEN PROBLEM

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**750 PERIPHERAL PROBLEM (NON-STORAGE)**

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- 751 PERIPHERAL DOES NOT INITIALIZE
  - 752 COMMUNICATION FAILURE WITH PERIPHERAL
  - 753 INTERNAL PERIPHERALS FAILURE
  - 754 EXTERNAL PERIPHERALS FAILURE
  - 755 NETWORK CARD ERROR
  - 756 PERIPHERAL FAILS SELF TEST
  - 75X OTHER PERIPHERAL PROBLEM
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## **760 DATA STORAGE PROBLEM**

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761 FORMATTING PROBLEM

762 DATA ON STORAGE MEDIUM BEING LOST

763 FRAME MEMORY PROBLEM

764 READ / WRITE ERRORS

765 HARD OR OPTICAL DISC DRIVE PROBLEM

766 FLOPPY DRIVE PROBLEM

767 CD / DVD-ROM DRIVE PROBLEM

768 TAPE PROBLEM

769 MEDIUM WILL NOT MOUNT / CANNOT ACCESS

76A DISCS EXCHANGE PROBLEM

76B READ / WRITE OPERATION VERY SLOW

76C MEMORY CARD / SIM CARD STORAGE PROBLEM

76X OTHER DATA READ / WRITE PROBLEM

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**770 SPECIAL DATA PROCESSING FUNCTION PROBLEM**

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771 FAULTY SELF-DIAGNOSTIC MODE

772 FAULTY WORD PROCESSING FUNCTION

773 FAULTY GRAPHIC EDIT FUNCTION

774 PROGRAM / APPLICATION CANNOT BE INSTALLED

775 PRELOADED PROGRAM CANNOT BE STARTED UP

776 NOT PRELOADED PROGRAM CANNOT BE STARTED UP

777 VIRUS ALARM

778 MESSAGING FUNCTION PROBLEM

779 APPLICATION START-UP CANNOT FINALIZE

77A APPLICATION START-UP SLOW

77B SOFTWARE RECOVERY PROBLEM

77X OTHER 'SPECIAL DATA FUNCTION' PROBLEM

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**780 INTERFACE PROBLEM**

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781 USB INTERFACE PROBLEM

782 PARALLEL INTERFACE PROBLEM

783 SCSI INTERFACE PROBLEM

784 SERIAL INTERFACE PROBLEM

785 INCOMPATIBLE WITH OTHER SYSTEMS

786 AUDIO / VIDEO INTERFACE PROBLEM

787 i.LINK / FIREWIRE / IEEE1394 INTERFACE PROBLEM

788 WIRELESS LAN / BLUETOOTH / INFRARED / HOTSYNC INTERFACE PROBLEM

789 DOCKING STATION / PORT REPLICATOR / EXTERNAL DEVICE PROBLEM

78X OTHER INTERFACE PROBLEM

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**810 NO PRINT / COPY / SCAN OPERATION**

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811 NOT PRINTING

812 NO COMMUNICATION WITH PRINTER

813 PAPER NOT LOADING

814 NO PAPER FEED (INTERNAL FUNCTION)

815 NO IMAGE FIXATION

816 NO DOCUMENT FEEDING

817 SCANNER NOT WORKING

818 NO OPERATION OF PAPER FEED MODULE (EXTERNAL)

819 NO SORTER/FINISHER FUNCTION

81X OTHER 'NO PRINT / COPY / SCAN' PROBLEM

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**820 ERRONEOUS PRINT / COPY / SCAN OPERATION**

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821 PRINT IMAGE REVERSED (NEGATIVE / POSITIVE)

822 IRREGULAR PAPER FEED

823 ERRONEOUS PRINT MODE SWITCHING

824 COPY TOO DARK

825 COPY TOO BRIGHT

826 BLACK COPY

827 WHITE COPY

828 POOR COLOUR LEVELS

829 IRREGULAR DOCUMENT FEED

82A FAULTY CORRECTION FUNCTION

82B POOR SCANNING QUALITY

82X OTHER PRINT / COPY / SCAN OPERATION PROBLEM

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**830 POOR PRINT QUALITY**

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- 831 INCORRECT PRINTING POSITION
  - 832 LOW PRINT CONTRAST
  - 833 EXCESSIVE PRINT CONTRAST
  - 834 BLURRED PRINT IMAGE
  - 835 PRINT IMAGE NOT SHARP
  - 836 DOTS MISSING IN PRINT IMAGE
  - 837 COLOUR STREAKING
  - 838 NO COLOUR IN PART OF IMAGE
  - 839 PRINT IMAGE / COPY INCOMPLETE
  - 83A FAULTY CALIBRATION
  - 83B INK DRIPPING / SPLASHING
  - 83X OTHER PRINT QUALITY PROBLEM
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**840 NOISY PRINTING**

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841 PRINTING NOISE LINES

842 DIRTY PRINTING

843 UNPLEASANT SMELL (OZONE)

844 BLACK LINES / STRIPES IN FEED DIRECTION

845 WHITE LINES / STRIPES IN FEED DIRECTION

846 BLACK LINES / STRIPES ACROSS FEED DIRECTION

847 WHITE LINES / STRIPES ACROSS FEED DIRECTION

84X OTHER 'NOISY PRINTING' PROBLEM

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**850 UNSTABLE PRINTER OPERATION**

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851 UNSTABLE PAPER LOADING

852 UNSTABLE MULTI-PAPER LOADING

853 INCORRECT LINE-UP OF CHARACTERS

854 WRONG DETECTION OF ORIGINAL DOCUMENT FORMAT

85X OTHER 'UNSTABLE PRINTER OPERATION' PROBLEM

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**860 RIBBON / PAPER PROBLEMS**

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- 861 RIBBON BROKEN
  - 862 RIBBON STUCK / STICKING
  - 863 RIBBON DERAILED
  - 864 PAPER STUCK / STICKING TO MECHANISM
  - 865 PAPER JAM
  - 866 DOCUMENT JAM
  - 867 ERRONEOUS 'NO INK / TONER' MESSAGE
  - 868 FAULTY PAPER CUTTING FUNCTION
  - 869 TOO SHORT INK / TONER LIFETIME
  - 86A PAPER SKEW / WRINKLE / FOLDING
  - 86B DOCUMENT SKEW / WRINKLE / FOLDING
  - 86X OTHER RIBBON / PAPER PROBLEM
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**880 FAULTY FONT / CHARACTER FUNCTIONS**

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881 INCORRECT CHARACTERS OR IMAGE

882 INCORRECT CHARACTER SIZE

883 FONT LOADING PROBLEM

88X OTHER FAULTY FONT / CHARACTER FUNCTION PROBLEM

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## COMMON

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**ANT** ANTENNA SECTION  
**APR** SIGNAL PROCESSING (ANALOG)  
**BCH** BATTERY CHARGING SECTION  
**CLK** CLOCK / TIMER SECTION  
**CTR** CONTROL PANEL  
**DEN** DECODER / ENCODER SECTION  
**DPR** SIGNAL PROCESSING (DIGITAL)  
**EEP** EEPROM SECTION  
**ERA** ERASE CIRCUIT  
**FLX** FLEXIBLE PRINTED CIRCUIT BOARD  
**HFS** HIGH FREQUENCY SECTION (RF)  
**IDS** INFORMATION DISPLAY SECTION  
**IFC** IF CIRCUIT  
**INP** SIGNAL INPUT SECTION  
**IRD** INFRARED (IRDA) SECTION  
**OUT** SIGNAL OUTPUT SECTION

**PRG** PROGRAMMING SECTION  
**PRT** PROTECTION CIRCUIT  
**PSP** POWER SUPPLY PRIMARY  
**PSS** POWER SUPPLY SECONDARY  
**PSU** POWER SUPPLY  
**PWA** POWER AMP SECTION  
**REM** REMOTE CONTROL SECTION  
**RFU** BOOSTER / RF UNIT  
**SET** TOTAL PRODUCT  
**SFT** MEDIUM / SOFTWARE (TAPE / DISC / ETC.)  
**SNS** SENSOR UNIT  
**SVO** SERVO SECTION  
**SYS** SYSTEM CONTROL / LOGIC SECTION  
**TUN** TUNING SECTION  
**TXT** TEXT PROCESSING  
**WIR** LEAD WIRE

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## **SOUND-RELATED**

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**APA** AUDIO PROCESSING (ANALOG)

**APD** AUDIO PROCESSING (DIGITAL)

**HPN** HEADPHONE UNIT

**MIC** MICROPHONE SECTION

**SPK** SPEAKER

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## PICTURE-RELATED

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<b>CAM</b>	CAMERA CIRCUIT
<b>CPA</b>	COLOUR PROCESSING (ANALOG)
<b>CPD</b>	COLOUR PROCESSING (DIGITAL)
<b>CRT</b>	PICTURE TUBE
<b>DDC</b>	DISPLAY DRIVE CIRCUIT
<b>DFH</b>	DEFLECTION HORIZONTAL
<b>DFL</b>	DEFLECTION CIRCUIT
<b>DFV</b>	DEFLECTION VERTICAL
<b>FPK</b>	FOCUS PACK
<b>HDR</b>	HORIZONTAL DRIVE
<b>IMG</b>	IMAGE DISPLAY UNIT
<b>LCD</b>	LCD SECTION
<b>LMP</b>	LAMP / FLASH SECTION
<b>STA</b>	STATIC BLOCK
<b>VPA</b>	VIDEO PROCESSING (ANALOG)
<b>VPD</b>	VIDEO PROCESSING (DIGITAL)
<b>VWF</b>	VIEWFINDER

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## **PRINTING / SCANNING MECHANISM**

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<b>ADU</b>	DOCUMENT HOLDER SECTION
<b>ASF</b>	DOCUMENT FEEDER SECTION (EXTERNAL)
<b>CON</b>	CONSUMABLE / SUPPLY SECTION
<b>DVS</b>	DEVELOPMENT SECTION
<b>FUS</b>	FIXATION/FUSING
<b>MCF</b>	MANUAL FEEDER
<b>PRO</b>	PRINT PROCESSING
<b>SOF</b>	SORTER / FINISHER

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## DATA OPERATION- AND PC-RELATED

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<b>DKS</b>	DOCKING STATION OR PORT REPLICATOR
<b>FMW</b>	FIRMWARE
<b>IDE</b>	IDE INTERFACE SECTION
<b>ILN</b>	i.LINK (IEEE1394 / FIREWIRE) SECTION
<b>ISA</b>	ISA SECTION
<b>JST</b>	JOYSTICK / NAVIGATION INTERFACE
<b>KBD</b>	KEYBOARD (SEPARATE)
<b>MCD</b>	MEMORY CARD SECTION
<b>MDM</b>	MODEM SECTION
<b>MEM</b>	MEMORY CIRCUIT
<b>NIF</b>	NETWORK INTERFACE (WIRED)
<b>PAR</b>	PARALLEL PORT
<b>PCC</b>	PC CARD
<b>PCI</b>	PCI SECTION
<b>SCS</b>	SCSI PORT
<b>SDR</b>	SOFTWARE DEVICE DRIVER / PATCH
<b>SER</b>	SERIAL PORT
<b>SWA</b>	SOFTWARE APPLICATION
<b>SWO</b>	SOFTWARE OPERATING SYSTEM
<b>USB</b>	USB PORT
<b>WLS</b>	WIRELESS / BLUETOOTH CONTROLLER UNIT

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## MECHANICAL

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**ARM** ARM MECHANISM  
**BZL** BEZEL  
**CBT** CABINET  
**CDS** CD DRIVE MECHANISM  
**CHA** CHASSIS  
**CHG** CHANGER SECTION  
**DDM** DISC DRIVE MECHANISM  
**DVD** DVD DRIVE MECHANISM  
**EXC** EXTERNAL CONNECTOR  
**FDD** FLOPPY DISC DRIVE  
**FXT** FIXATION SECTION  
**HCM** HEAD CARRIAGE MECHANISM  
**HDD** HARD DISC DRIVE  
**HOL** CASSETTE HOLDER  
**INC** INTERNAL CONNECTOR  
**INK** INK UNIT  
**LDG** LOADING MECHANISM  
**LMN** LENS MECHANISM  
**MDS** MD DRIVE MECHANISM  
**MIR** MIRROR SECTION

**OPU** OPTICAL PICK-UP UNIT  
**PCS** PAPER CASSETTE  
**PFM** PAPER FEED MECHANISM  
**PIN** PINCH ROLLER / LEVER  
**PRI** PRINT BLOCK / DRUM  
**PUD** PICK-UP DEVICE  
**RFM** RIBBON FEED MECHANISM  
**RHD** ROTARY HEAD(S)  
**SCN** SCANNING SECTION  
**SHD** STATIONARY HEAD(S)  
**SLD** SLED MECHANISM  
**SRS** SUPPLY REEL SECTION  
**TCH** TOUCHPAD / TOUCHSCREEN UNIT  
**TDM** TAPE DRIVE MECHANISM  
**THR** THREADING MECHANISM  
**TNR** TENSION REGULATOR  
**TPT** TAPE PATH  
**TRS** TAKE-UP REEL SECTION  
**XXX** CABINET / COSMETIC PARTS

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**A** WORN OUT  
(OR GENERAL MECHANICAL DEFECT)

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**A1** MISOPERATING

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**B** DIRTY / CLOGGED

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**C** MECHANICALLY MISALIGNED

---

**D** CUT / BROKEN

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**D2** PICTURE TUBE BROKEN NECK

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**E** DEFORMED

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**F** SNAPPED

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**G** SCRATCHED / DENTED /  
SHARP EDGES

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**G1** PICTURE TUBE, SCRATCHES OR  
EXTERNAL DAMAGE

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**H** CRACKED / PEELED /  
CORRODED / MELTED

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**I** LOOSE / OFF / STRIPPED

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**I2** LOOSE PARTS IN TUBE  
(VISIBLE OR NOT)

---

**J** SHAKY / UNSTABLE

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**K** LEAKING (MECHANICAL)

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**K3** PICTURE TUBE LEAK (NO VACUUM)

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**L** DRY (NO LUBRICANT)

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**M** FOREIGN OBJECT

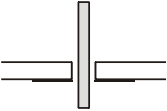
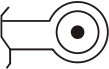
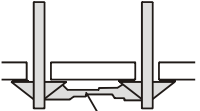
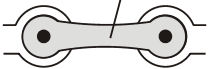
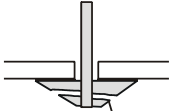
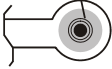
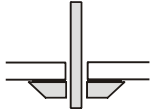
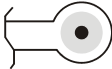
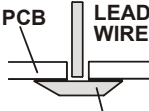
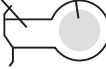
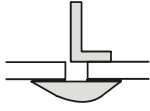
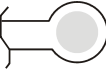
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<b>N</b>	DEFECTIVE ELECTRICAL COMPONENT / MODULE
<b>O</b>	BURNT / ARCING / MISSING PIXELS
<b>O1</b>	PICTURE TUBE GEOMETRY OUT OF SPEC
<b>O2</b>	PICTURE TUBE CONVERGENCE OUT OF SPEC
<b>O3</b>	PICTURE TUBE FOCUS DEFECTIVE
<b>O4</b>	PICTURE TUBE PURITY PROBLEM
<b>O5</b>	PICTURE TUBE EHT (HIGH VOLTAGE) SHORT CIRCUIT
<b>O6</b>	PICTURE TUBE EHT (HIGH VOLTAGE) FLASHOVER
<b>O7</b>	OUT-OF-SPEC PIXEL DEFECTS IN DISPLAY
<b>O8</b>	DEFLECTION COIL DEFECTIVE
<b>O9</b>	NOISE FROM PICTURE TUBE OR DEFLECTION COIL
<b>P</b>	ELECTRICALLY MISALIGNED / WRONG SETTING
<b>Q</b>	SHORT CIRCUIT
<b>Q1</b>	PICTURE TUBE SHORT CIRCUIT
<b>R</b>	OPEN CIRCUIT
<b>R1</b>	PICTURE TUBE OPEN CIRCUIT
<b>S</b>	LEAKING (ELECTRICAL)
<b>S1</b>	PICTURE TUBE LEAKING (ELECTRICAL)
<b>T</b>	BAD CONTACT / CONNECTION
<b>T1</b>	BAD EARTH CONNECTION
<b>U</b>	OPEN PATTERN
<b>V</b>	CRACKED PRINTED CIRCUIT BOARD
<b>W</b>	COLD OR NO SOLDERING
<b>W1</b>	MISSING SOLDER
<b>W2</b>	BRIDGED SOLDERING
<b>W3</b>	CRACKS IN SOLDER

<b>W4</b>	SOLDER DID NOT STICK TO COMPONENT
<b>W5</b>	COMPONENT DID NOT CONTACT SOLDER
<b>W6</b>	LEAD WIRE / FLAT CABLE IS BENT / WRONG COMPONENT POSITION
<b>Y</b>	WRONG COMPONENT / MODULE
<b>Z</b>	MISSING COMPONENT / MODULE
<b>1</b>	SOFTWARE PROBLEM
<b>11</b>	LOSING DATA FROM MEMORY
<b>12</b>	FAULTY PROGRAM SETTING / INSTALLATION
<b>13</b>	SOFTWARE DEFECTIVE OR INCOMPLETE
<b>14</b>	SOFTWARE SETUP PROBLEM
<b>15</b>	NO IDENTIFICATION / AUTHENTICATION OF PRODUCT OR USER
<b>16</b>	MAP DATA ERROR
<b>2</b>	EXHAUSTED / LOW EMISSION
<b>3</b>	NO PROBLEM FOUND (SET WITHIN SPEC)
<b>4</b>	NO PROBLEM FOUND – CUSTOMER MISUNDERSTANDING
<b>5</b>	NO PROBLEM FOUND – LOCAL CONDITIONS
<b>51</b>	FAULTY MAINS VOLTAGE
<b>6</b>	UNABLE TO DIAGNOSE FAULT
<b>7</b>	INCORRECTLY WIRED / ASSEMBLED
<b>72</b>	PREVIOUS, INCOMPLETE OR INCORRECT, ATTEMPT TO REPAIR
<b>73</b>	DAMAGE / DEFECT DURING REPAIR PROCESS
<b>81</b>	INCORRECT EQUIPMENT CONNECTION
<b>9</b>	CUSTOMER MISUSE
<b>93</b>	UNAUTHORIZED MODIFICATION



## EXAMPLES OF BAD SOLDERING DEFECT CODES (ALSO FOR SMD PARTS)

W1	W2	W3	W4	W5	W6
 	 	 	 	 	 
NO CONTACT BECAUSE OF MISSING SOLDER	ADJACENT LEAD WIRES ARE CONNECTED BY SOLDER BRIDGE	THERE ARE CRACKS IN THE SOLDER SECTION	LEAD WIRE MOVES FREELY UP AND DOWN	LEAD WIRE DID NOT REACH THE FOIL SIDE OF THE PCB	LEAD WIRE / FLAT CABLE IS BENT / WRONG COMPONENT POSITION

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<b>A</b>	REPLACEMENT
<b>A2</b>	MODULE REPLACEMENT
<b>AX</b>	REPLACEMENT BY A 'SCRAP' COMPONENT
<b>B</b>	MECHANICAL ALIGNMENT
<b>C</b>	ELECTRICAL ALIGNMENT
<b>D</b>	RESOLDERING
<b>D1</b>	REFITTING / PUTTING BACK IN POSITION (CONNECTOR / TUBE ...)
<b>E</b>	CLEANING
<b>F</b>	LUBRICATION
<b>G</b>	REPAIRED ELECTRICAL PARTS
<b>H</b>	REPAIRED MECHANICAL PARTS
<b>I</b>	MODIFICATION REQUESTED BY MANUFACTURER
<b>J</b>	REMOVED
<b>K</b>	ADDED
<b>L</b>	FUNCTIONAL CHECK
<b>M</b>	SPECIFICATION MEASUREMENT
<b>N</b>	MAINTENANCE
<b>O</b>	REFURBISHING / RECONDITIONING
<b>P</b>	PREVENTIVE PARTS REPLACEMENT
<b>Q</b>	PREVENTIVE ACTION WITHOUT PARTS REPLACEMENT
<b>U</b>	EXPLANATION FOR CUSTOMER

---

<b>V</b>	COST ESTIMATION REFUSED
<b>W</b>	COST ESTIMATION WITH PARTS
<b>X</b>	COST ESTIMATION WITHOUT PARTS
<b>Y</b>	RETURN WITHOUT REPAIR
<b>Y1</b>	SCRAPPED
<b>Y2</b>	SCRAPPED WITH REFUND
<b>Y3</b>	PRODUCT TRANSPORT / FORWARDING
<b>Y4</b>	PRODUCT INSTALLATION
<b>Z</b>	SET EXCHANGE
<b>Z1</b>	PRODUCT EXCHANGE (REPAIR TOO EXPENSIVE)
<b>Z2</b>	PRODUCT EXCHANGE (TOO MANY VISITS / REPAIRS)
<b>Z3</b>	PRODUCT EXCHANGE (PARTS NOT AVAILABLE)
<b>Z4</b>	PRODUCT EXCHANGE (IMPOSSIBLE TO REPAIR)
<b>Z5</b>	PRODUCT EXCHANGE (ON REQUEST OF RETAILER)
<b>Z6</b>	PRODUCT EXCHANGE (ON REQUEST OF MANUFACTURER)
<b>Z7</b>	PRODUCT ACCESSORY EXCHANGE
<b>1</b>	SOFTWARE CORRECTION / RESET
<b>2</b>	SOFTWARE UPGRADE
<b>3</b>	PRODUCT UPGRADE (ON REQUEST)

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- 111 DIFFICULTY WITH INITIAL TUNING
  - 112 DIFFICULTY TUNING TV TO VCR
  - 113 DIFFICULTY MAPPING, NAMING OR STORING CHANNELS
  - 11X OTHER DIFFICULTY WITH PRODUCT SETUP
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- 121 NO BATTERY FITTED
  - 122 INCORRECT BATTERY USED
  - 123 BATTERY INSTALLED INCORRECTLY
  - 124 INCORRECT POWER SUPPLY USED
  - 125 POWER SUPPLY CONNECTED IMPROPERLY
  - 126 INCORRECT ACCESSORY USED
  - 12X OTHER DIFFICULTY WITH PERIPHERALS / MEDIA SETUP
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- 131 CUSTOMER DID NOT READ "QUICK START" GUIDE
  - 132 CUSTOMER DID NOT READ INSTRUCTION MANUAL
  - 133 WRONG EXPLANATION IN INSTRUCTION MANUAL
  - 134 CONFUSING TECHNICAL SPECIFICATION
  - 13X OTHER SETUP PROBLEM RELATED TO  
CUSTOMER PERCEPTION / DOCUMENTATION
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- 141 NOT PROPERLY CONNECTED TO AERIAL
  - 142 VCR NOT PROPERLY CONNECTED TO TV
  - 143 SURROUND SOUND SYSTEM NOT PROPERLY CONNECTED
  - 144 INCORRECT ANTENNA USED
  - 145 INCORRECT CONNECTION LEAD USED
  - 14X OTHER SETUP PROBLEM RELATED TO CONNECTIVITY
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151 CUSTOMER NOT REGISTERED WITH PROVIDER

15X OTHER SETUP PROBLEM RELATED TO PROVIDER

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- 211 OPERATING UNDER EXTREME TEMPERATURE / HUMIDITY CONDITIONS
  - 212 OPERATING UNDER EXTREME LIGHTING CONDITIONS
  - 213 OPERATING UNDER ADVERSE BACKGROUND NOISE
  - 214 MAINS VOLTAGE OUT OF SPEC
  - 21X OTHER LOCAL CONDITIONS AFFECTING THE PRODUCT
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221 BATTERY DISCHARGED

222 INTERFERENCE FROM PERIPHERAL EQUIPMENT  
CONNECTED / NOT CONNECTED

223 REMOTE USED OUT OF WORKABLE AREA

22X OTHER LOCAL CONDITIONS AFFECTING PERIPHERALS / MEDIA

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231 AFTER CHECKING SYMPTOM NOT FOUND

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- 241 POOR SIGNAL STRENGTH IN AREA
  - 242 EQUIPMENT OUTSIDE SERVICE AREA
  - 243 SIGNAL INTERFERENCE CONNECTED / NOT CONNECTED
  - 244 INCORRECT LOCATION OF SURROUND SPEAKERS
  - 245 BAD ANTENNA INSTALLATION
  - 24X OTHER LOCAL CONDITIONS AFFECTING RECEPTION / OPERATION
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- 251 NO PDC / VPS / SHOWVIEW SERVICE AVAILABLE
  - 252 NO NICAM / STEREO SERVICE AVAILABLE
  - 253 NO WIDESCREEN SERVICE AVAILABLE
  - 254 NO RDS SERVICE AVAILABLE
  - 255 NO DAB / DVB SERVICE AVAILABLE
  - 25X OTHER MISSING SERVICE
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- 311 CONFUSING LAYOUT OF USER CONTROLS ON SET
  - 312 USER CONTROLS ON SET TOO SMALL TO OPERATE
  - 313 POOR MARKINGS ON USER CONTROLS / CONNECTIONS
  - 314 POOR/ CONFUSING INFO ON DISPLAY
  - 31X OTHER PROBLEM DUE TO OPERATIONAL COMPLEXITY OF SET
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321 CONFUSING LAYOUT OF USER CONTROLS ON REMOTE

322 USER CONTROLS ON REMOTE TOO SMALL TO OPERATE

32X OTHER PROBLEM DUE TO OPERATIONAL COMPLEXITY OF PERIPHERAL

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331 DIFFICULTY OPERATING THE SET

332 DIFFICULTY OPERATING THE REMOTE COMMANDER

333 DIFFICULTY OPERATING TIMER RECORDING

334 DIFFICULTY OPERATING TELETEXT

335 DIFFICULTY SETTING THE CLOCK

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- 341 SCART LEAD NOT CONNECTED – NO AV CHANNEL
  - 342 SUPPLIED LEAD CONNECTED INCORRECTLY
  - 343 INCORRECT USE OF DIGITAL CONNECTION
  - 344 INCORRECT IEEE1394 CONNECTION
  - 34X OTHER PROBLEM DUE TO COMPLEXITY OF CONNECTIONS
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411 SOFTWARE INCOMPATIBILITY WITH CUSTOMER PRODUCT

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421 POOR QUALITY STORAGE MEDIUM USED

422 DAMAGED STORAGE MEDIUM USED

423 INCORRECT FORMAT MEDIUM USED

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431 PRODUCT DOES NOT MEET CUSTOMER EXPECTATION

432 PICTURE QUALITY DOES NOT MEET CUSTOMER EXPECTATION

433 AUDIO QUALITY DOES NOT MEET CUSTOMER EXPECTATION

434 COSMETIC QUALITY DOES NOT MEET THE CUSTOMER EXPECTATION

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441 SOFTWARE INCOMPATIBILITY WITH OTHER PRODUCT

442 SIGNAL INCOMPATIBILITY WITH OTHER PRODUCT

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451 INCORRECT SOFTWARE VERSION