



SERVICE BULLETIN

PRODUCT: CRT Monitor
BULLETIN: MON00-007
MODEL: ALL MODELS

SUBJECT: Warranty Claims

BACKGROUND: Samsung is revising the method of inputting defect, repair, and location codes into the Warranty NARDA Claims.

- 1) Defect Codes – defect codes such as NONE will no longer be accepted and must be as accurate as possible with the given EIA codes. Defect codes must be listed in the appropriate box on the NARDA claim. Defect codes have been found floating in the Customer Complaint box.
- 2) Repair Codes – Repair codes must be as accurate as possible, not confusing mechanical with electrical alignments and internal with external. Repair codes must be listed in the appropriate box on the NARDA claim. Repair codes have been found listed in the Explanation of Service Performed box.
- 3) Location Codes - Location code NISM no longer will be accepted. Location codes must be listed in the appropriate box on the NARDA claim. Location codes have been found randomly placed all over the NARDA claims.

The change is being made in order to increase data accuracy input to our database.

Disclaimer: This information is provided “as is” without warranty of any kind either expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

SOLUTION: Please observe the following guidelines and refer to NARDA form example on page 3.

1) Defect Codes:

1A) Codes must be derived from the information provided by the customer or by the actual symptom observed by the technician. See Example 1.

1B) List the defect code in the DEFECT CODE box. See Example 1.

2) Repair Codes:

2A) Codes must input into the MFG CODE/REF box. See Example 2

3) Location Codes:

3A) When replacing a part the location code must be input to the NARDA claim to the right of PART NO. See Example 3

3B) When performing work to a component other than replacing it the location code must be input to the NARDA claim in the PART NO/REF NO box. See Example 4.

3C) Performing a necessary alignment do to a customer complaint, using soft-jig or any other factory alignment jig which will set the monitor to within factory specifications, use the EPROM location usually IC203. Check service manual for the appropriate IC location. See Example 4.

PARTS LIST:

Original Method			New Method		
QTY.	PART NO./REF NO.	PART DESCRIPTION	QTY.	PART NO./REF NO.	Description

PRESS FIRMLY YOU ARE MAKING 6 COPIES

PRINTED IN U.S.A.

FORM 515 ORDER FROM: NARDA, INC. / NASD, P.O. BOX 1861, YORK, PA 17408 OR CALL TOLL FREE 1-800-242-8878 FAX 1-717-792-4702

NOT VALID AS CUSTOMER RECEIPT IN CALIFORNIA

© NARDA, INC. / NASD 1992

LABOR WARRANTY PARTS WARRANTY NO WARRANTY

CLAIM NO.

17114RT-3

BRAND _____ (1)

SERVICE CENTER NO. _____

(PLEASE PRINT)
CUSTOMER'S NAME (LAST NAME FIRST) _____ (2) FIRST NAME _____ (13)

ADDRESS _____ (2)

MODEL NO. _____ (14)

CITY _____ STATE _____ ZIP CODE _____ AREA CODE _____ PHONE NUMBER _____ (2)

SERIAL NO. _____ (14)

CUSTOMER'S COMPLAINT _____ DEFECT CODE
RASV

Example 1 Picture has bend in the top and bottom (3)

DEALER'S NAME _____ (4) CITY _____

DATE PURCHASED
MO. _____ DAY _____ YR. _____ (15)

SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)

DATE SERVICE REQUESTED
MO. _____ DAY _____ YR. _____ (16)

ADJUSTMENTS OR ALIGNMENTS LOOSE CONNECTIONS PART(S) REPLACED OTHER

DATE SERVICE COMPLETED
MO. _____ DAY _____ YR. _____ (17)

EXPLANATION OF SERVICE PERFORMED _____ (6) MFG. CODE / REF. SOLD _____

Example 2 Ref: IC203 resoldered

TIME STARTED _____ TIME COMPLETED _____ (7) TIME ON JOB _____

CHECK PRODUCT WORKED ON
TV COLOR BW
VCR (18)
STEREO
OTHER

QTY. _____ PART NO. / REF. NO. _____ (8) PART DESCRIPTION _____

Example 3

1 1201-001315 / IC101 IC-VIDEO AMP

Example 4

_____ / IC203

CHECK REPAIR CATEGORY
(19) MINOR INTER. MAJOR
CARRY IN SERV.
ON SITE SERV.
CENTER SERVICE
CRT REPLACE.
STOCK MERCH.

SERVICE WAS SATISFACTORILY COMPLETED _____ (9) _____ (10)

TOTAL LABOR CHARGE _____ (20)

CUSTOMER'S SIGNATURE _____ (11) TECHNICIAN'S SIGNATURE _____

TOTAL PARTS CHARGE _____ (21)

SERVICE CENTER _____ (11)
SAMSUNG ELECTRONICS AMERICA
FACTORY SERVICE DEPT.
ONE SAMSUNG PLACE
LEDGEWOOD, NJ 07852
(201) 691-6218

DISTRIBUTOR INFORMATION
NAME _____ (12)
CODE _____

OTHER _____ (22)

SALES TAX _____ (23)

GRAND TOTAL _____ (24)

CLAIM NO.
17114RT-3

ORIGINAL - MAIL TO MANUFACTURER

- COPY 1
- COPY 2
- COPY 3
- COPY 4
- COPY 5

CUSTOMER'S CLAIM CHECK

SERVICE CENTER _____

PICK UP DATE _____

A.M.
P.M.

CLAIM NO.

17114RT-3