

SERVICE BULLETIN

PRODUCT: Computer Monitor
BULLETIN: MON 98-004
MODEL: CKA5227L

SUBJECT: Samtron 5Ei and Samsung SyncMaster 5e

BACKGROUND: Samtron has manufactured a CKA5227L with a 1 year warranty. Samsung has manufactured a CKA5227L with a 3 year warranty. These models should not be confused with each other due to the different warranty periods.

SOLUTION: The monitors are distinguishable in several ways.

Front Cover

Manufacturer :	Samtron	Samsung
Model Name :	5Ei	SyncMaster 5e

Rear Label

Manufacturer :	Samtron	Samsung
Model Name :	5Ei	SyncMaster 5e
Serial Number :	H4XJ??????	HCCH?????? H1EH??????

Serial Number Definition - The 2nd digit will state the factory location. For example, Samtron designates the number 4 as their location. Samsung designates the letter C or 1 as their factory location.

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