



SERVICE BULLETIN

Product : All monitor

Bulletin No. : 01-C/M-E0027

Model :

Bulletin Date : June.8,2001

ECN Date : June.8,2001

SUBJECT : The decision standard of monitor NDF

Background : All the ASC input repair data after repairing defected monitor
 This service bulletin is the standard for decision whether defect or NDF
 Please decide and input repair data based on attached standard,

Cause : Vague standard for defect and NDF

Solution : Refer to attached decision standard and data input process.

Application Date : June,8,2001

(Interchangeability Code : * I.C)

Location No.	OLD (before) Parts		NEW (changed) Parts		* I.C
	SEC Code	Description	SEC Code	Description	

Type	A type	B type	C type	D type	E type	F type
Interchange Type Code (* I.C)	OLD → Early (Parts) (Prod.) NEW → Late (Parts) (Prod.)	OLD → Early (Parts) (Prod.) NEW → Late (Parts) (Prod.)	OLD → Early (Parts) (Prod.) NEW → Late (Parts) (Prod.)	OLD → Early (Parts) (Prod.) NEW → Late (Parts) (Prod.)	Parts Addition (None New)	Parts deletion (Old Del.)

Application Reference () Only Defected sets () Whole sets ()
 Attachment Schematic Diagram () Component Lay-out () Exploded View ()
 Mechanical Diagram () None () Others (0)

Product Month : -all Serial No. (~ from)

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The decision standard of monitor NDF

Remark : "X" - NDF, "W" - Defect "Z" - User's fault / Base on IRIS CODE

ITEM	SPEC CRITERION OF DECISION	CLASS	IRIS CODE		SAMSUNG CODE	
			SYMPTOM	REPAIR	YMPTOM	REPAIR
1.Can't find any defect when checking	Simple checking in case of NDF(No Defect Found) Simple product explaining to customer	X	X181	LU	NDFD	NPRB
2. Claim from customer although product spec-in. .Regarding CDT quality (NF,DF,FST)		X	Input "X" at the first letter of symptom		Input the code	
- Stain (WHITE UNIFORMITY), PURITY	No impurity on one color background(R,G,B)	X				
- Upper PINCUSHION, BARREL	14,15,17" : less than 1.5mm, 19" : less than 2.0mm	X				
- Lower PINCUSHION, BARREL	14,15,17" : less than 2.0mm, 19" : less than 2.5mm	X				
- FOCUS complaint	Clear on center , legible letter on corner point	X				
- BLACK SPOT	DOT TRIO (R,G,B DOT all defect) max 1 point Only one color missing (R,G or B) : max 7 point	X X				
- CONVERGENCE	A Little color mismatch att coner point ; Max 0.45mm	X				
- MOIRE	Can not feel at standard mode or clear when using MOIRE CLEAR fun	X				
. Regarding TFT-LCD PANEL quality						
- BRIGHT DOT	Maximum allowance quantity : 1 point	X				
- DARK DOT	Maximum allowance quantity : ~15 inch : 7 point 17 inch ~ : 10 point	X				
3.Peel off CRT COATING	Until 3 days from purchasing date After 3 days from purchasing date	W Z				
4. Stain due to shock (PURITY, WHITE UNIFORMITY)	Do not recover when run "DEGAUSSING" - Transportation fault	Z				

ITEM	SPEC CRITERION OF DECISION	CLASS	IRIS CODE		SAMSUNG CODE	
			SYMPTOM	REPAIR	SYMPTOM	REPAIR
5. Misunderstanding regarding damper wire of NF chassis		X	X181	LU	NDFD	NPRB
6. The problem caused by PC - Set up error on PC (resolution, refresh rate set up error) - VGA DRIVER set up error - MONITOR DRIVER set up error - Poor display output of Video card - Compatibility problem with PC system		X X X X X	Input "X" at the first letter of symptom ↓	↓	Input the code ↓	↓
7. Set up problem - SIGNAL CABLE connection error - POWER CABLE connection error		Z Z				
8. Enviromental element - Unstable power supply - Unstable display due to high voltage or magetic field	- Unstable display , Be improved when set refresh rate as 60Hz	X				
9. Problem due to other company products - Compatibility with Vido card / defect of assembled PC - PC system problem / VIRUS		Z Z				
10.Outcase defect - F/C,R/C damage - F/C,R/C deformity	Until 3 days from purchasing date After 3 days from purchasing date	Z Z Z				

ITEM	SPEC CRITERION OF DECISION	CLASS	IRIS CODE		SAMSUNG CODE	
			SYMPTOM	REPAIR	YMPTOM	REPAIR
[Mechanical parts damage] - CRT damage, coating peel off - OSD KEY damage, Be pushed to inner side - POWER SW damage, Be pushed to inner side - BOX,CUSHION damage		Z Z Z Z	Input "X" at the first letter of symptom	LU ↓	Input the code ↓	NPRB ↓
11. Using method explanation. - Explain function key operation - SPEC explanation / Other explanation on product		X X	↓	↓	↓	↓
12. Set up error after new good purchasing - PC connection,power cord connection, set-up error after purchasing new good		X	↓	↓	↓	↓

In put as below standard incase of NDF or user's fault which mentioned upper

[In case of IRIS CODE]

- REPAIR CODE : "LU"

- SYMPTOM CODE : Input symptom and mark "X" at the first letter of symptom. Ex) X121

[in case of SAMSUNG CODE]

- REPAIR CODE : "NPRB" or "F1"

- SYMPTOM CODE : Input corresponding symptom code