

Product : : MONITOR

Bulletin No. : 02-C/M-E0070

Model : All monitor product

Bulletin Date : 29-May-02

ECN Date :

SUBJECT : Monitor repair code and location input standard

Background : Many ASC(Service center) use IRIS code when making service bill after repair.

The repair data is very important to find quality problem and make corrective action to improve quality.

By the way, the symptom code is different by each ASC and subsidiary including wrong code.

So, we release symptom code standard for monitor product.

Please use attached IRIS code standard for monitor from now on.

Parts replacement : use IRIS code by each symptom => see attached sheet

Soldering problem : input defected location code although no parts used.

Adjustment : input(remark) the adjustment action in location column => see attached sheet

* **Did not order parts although parts replacement :** input location code also

* **Model code :** Input(write down) full model code printed on back label (not model name at front cover)

Ex) PG19LS9U/EDC : OK

S/M950P : No Good => cause confusion because there are same model name but different model code.



model name

MODEL CODE

Record model code (not model name)

Model name : All monitor product

Solution :

Application Date : May.29,2002

Application Reference () Only Defected sets () Whole sets ()

Attachment Schematic Diagram () Component Lay-out () Exploded View ()
Mechanical Diagram () None () Others ()

Product Month : Mar~April.2002 **Serial No. (~ from)**

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IRIS Code standard for Monitor product



Use color marked code for monitor product.

	IRIS code & symptom	Monitor symptom	IRIS code & symptom	Monitor symptom
GENERAL	110 Power problem	No power	130 Display function problem	
	111 No power on AC	No power	131 Faulty timer/counter display	
	112 No power when using AC adapter	Adapter problem	132 Faulty lamp/LED operation	LED does not work.
	113 No power when using dry batteries		133 Faulty level meter operation	
	114 No power when using rechargeable batteries		134 Faulty on-screen display operation	Faulty OSD operation
	115 No power from solar cell		135 Electronic tuning display fault	
	116 No power when using a car battery		136 Mechanical tuning display fault	
	117 Short operation time/short battery life		137 Faulty time code display	
	118 Power-off function not working	Switch does not operates	138 Faulty alarm/error display	
	119 No switch-on from standby	Same as left	139 Display dim/too dark	Brightness too dark
	11A Powers up, but no operation	No Video, No Raster	13A Unusual or incorrect message in display	
	11B Cyclic power on/off	Display on/off problem.	13B No backlight	Backlight of LCD monitor
	11C Blowing external fuse		13X Other display function problem	Same as left
	11D Set switches off by itself	Same as left		
	11X Other power problem	Same as left		
	140 Abnormal noise		150 Remote control problem	
	141 CRT discharging noise	CRT noise	151 No remote control operation	for specific LCD monitor
	142 EHT discharging noise		152 Incorrect remote control operation	
	143 Noisy cabinet	Noise form cabinet	153 Remote control programming/learning mode problem	
	144 Noisy transformer	Noise from Trans(FBT...)	154 Poor remote control sensitivity	
	145 Noisy component(s)	Noise from parts	15X Other remote control problem	
	146 Rattle			
	14X Other abnormal noise	Other noise		
	160 Physical damage		170 General function problem	
	161 Damaged cabinet	Outcase crack	171 Faulty clock function	
	162 Damaged handle/clip		172 Faulty sleep function	DPMS mode problem
	163 Damaged control knob(s)/button(s)	Function key damage	173 Faulty timer programming	
164 Damaged door/cover	Same as left	174 Faulty timer recording		
165 Damaged seal		175 Software programming/user adjustment	MICOM program error.	
166 Damaged plug/socket/terminal	Same as left	176 Faulty record mute operation		
167 Damaged lens		177 Faulty programmed playback operation		
168 Damaged cartridge or stylus		178 Faulty memory function		
169 Damaged antenna		179 Faulty input switching		
16A Damaged CRT or viewfinder	CRT damage, broken	17A Faulty output switching		
16B Missing component(s) or ornamental parts		17B Electric shock	Same as left	
16C Printed markings erased/peeled off	Same as left	17C Faulty index search		
16D Set burning/emits smoke	Parts burnt, smoke	17D Wrong language/character set	Same as left	
16E Bubbling/peeling/rusting	Same as left	17E Error code appears		
16F Smell	Same as left	17X Other general function problem	Same as left	
16G Weak/damaged stand	Same as left			
16H Damaged speaker	Same as left	180 Special requirements		
16J Set gets very hot		181 Test and check	Same as left	
16X Other physical damage	Same as left	182 General overhaul		
		183 System/frequency conversion		
		184 Initial setup requested	Same as left	
		185 Modification/circuit change	Same as left	
		186 Wrong set in carton	Same as left	
		187 Accessory missing	Same as left	
		18X Other special requirements	Same as left	
		18Z Symptom not available	Same as left	
PICTURE	310 No picture		320 Picture level problem	
	311 No picture in E to E mode		321 Picture too dark	Same as left
	312 No picture in playback mode		322 Picture too bright	Same as left
	313 No picture in viewfinder		323 Contrast too low	use "321"
	314 No picture, only raster	No Video	324 Contrast too high	use "322"
	315 No raster, black picture	No Video	325 Saturated white or black level	Same as left
	316 Only horizontal line	Same as left	326 Shading on picture	Same as left (ghost..)
	317 Only vertical line	Same as left	327 Only partial picture	Same as left
	318 No picture in LCD		32X Other picture level problem	Same as left
	31X Other 'no picture' problem	Same as left		

IRIS code & symptom		Monitor symptom	IRIS code & symptom		Monitor symptom
330	Picture quality problem		340	Picture noise	
331	Poor picture resolution	Poor focus	341	Snowy picture	Same as left
332	Poor focus	Poor focus	342	Dot noise or dropout on picture	Same as left
333	Ringing on picture	Ringing,Waving display	343	Noise bars on picture	Same as left
334	Excessive smear/lag		344	Blanking lines on picture	Same as left
335	Poor linearity or geometry	Same as left	345	Beating on picture	Same as left
336	Picture size incorrect	Same as left	346	Ghosting on picture	Same as left
337	Incorrect centring of picture	Same as left	347	VCR head switching noise on picture	
338	Picture slanted	Same as left	348	Overmodulation noise	
339	V-size incorrect	Same as left	349	Moir	Moire on CRT
33A	H-size incorrect	Same as left	34A	Mosaic noise	Same as left
33X	Other picture quality problem	Same as left	34X	Other picture noise problem	Same as left
350	Unstable picture		380	Picture display/pickup problem	Unstable picture
351	Sync problem	Same as left	381	Burn mark on display/pickup	Burnt mark on CRT
352	Picture pumping	Same as left	382	Scratch on display/pickup	CRT scratch,
353	Picture jitter	Same as left	383	Dust/dirt on display/pickup	
354	Picture shaking (horizontal or vertical)	Same as left	384	Phosphor/pixel missing on display/pickup	dot defect on CRT or LCD
355	Flickering picture	Same as left	385	Bright point(s) in phosphor/pixel	Bright dot of LCD panel
356	Flashing picture	Same as left	386	Lines across/down image	
357	Cyclic picture muting	Same as left	38X	Other picture display/pickup problem	Same as left
358	Head impact error causing unstable picture				
359	VCR skew/H-shift error				
35A	Frozen picture				
35B	Jumping/repeating picture	Same as left			
35X	Other 'unstable picture' problem	Same as left			
410	No colour	No Color	420	Colour level problem	
411	No colour in E to E mode	No color	421	Weak colour	Same as left
412	No colour in playback mode	No color	422	Excessive colour	Same as left
413	No colour in viewfinder	No color	42X	Other colour level problem	Same as left
414	No colour in part of picture	No color			
41X	Other 'no colour' problem	No color			
430	Poor colour quality		440	Noisy colour	
431	Some or all colours missing	Colour missing	441	Colour noise on a black & white picture	Same as left
432	Poor white balance	Same as left	442	Colour streaking	Same as left
433	Hue problem	Same as left	44X	Other colour noise problem	Same as left
434	Purity error	Same as left	450	Unstable colour	
435	Landing error/white uniformity	Same as left	451	Colour flashing	Same as left
436	Convergence error	Same as left	452	Hue constantly changing	Same as left
437	Registration error		453	Flickering colour	Same as left
438	Pitch moir		454	Colour not locked	
439	Colour shift		45X	Other unstable colour problem	Same as left
43X	Other colour quality problem	Same as left			
510	No audio		610	No mechanical operation	
51X	Other 'no audio' problem	Same as left	61X	Other 'no mechanical operation' problem	Same as left

Repair action and Location standard for monitor product

No	Repair action	Location	Repair Code	
1	Brightness adjust with FBT volume	FBT	C	Electric alignment
2	Focus adjust with FBT volume	FBT	C	Electric alignment
3	Adjust with Soft jig(G/D,Bright,Color,Foc	MICOM	C	Electric alignment
4	Function key adjust	F/KEY	B	Mechanical Alignment
5	CRT retouch (G/D,Purity,C/G..)	CRT	C	Electric alignment
6	Adjust Cabinet	CABINET	B	Mechanical Alignment
7	Remove foreign material or dust (clean)	FOREIGN	J	Remove component(s)
8	Cable adjust (reconnect)	CONNECT	B	Mechanical Alignment
9	Replace broken PCB	PCB CRACK	A	Replacement
10	Exchange due to CRT defect	CRT	Z	Set exchange
11	Exchange due to cabinet damage	CABINET	Z	Set exchange

* Input all location in case of adjustment or soldering repair (No parts used)