# Symptomtable







CODE  1 Constantly		1 - NO ACTION 2 - LEVEL 3 - QUALITY		4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL	
2 Intermittently		110 - Power problem or not operating	120 - Charging problem / Level problem	130 - Display function problem	140 - Abnormal noise	150 - Remote control problem	160 - Physical damage	170 - General function problem	180 - Special requirements	190 - Smell
3 After a while		111 - No power	121 - No battery charging	131 - No or faulty display	141 - CRT discharging noise	151 - No remote control operation	161 - Damaged / deformed cabinet / panel / glass	171 - Faulty clock function	181 - Test and check	191 - Burning smell
4 In a hot environment 5 In a cold environment		112 - No power when using AC adapter	122 - Incomplete battery charge	132 - Faulty lamp / LED operation	142 - EHT discharging noise	152 - Incorrect remote control operation	162 - Damaged handle / Clip / transport strap	172 - Faulty sleep function	182 - General overhaul	192 - Greasy smell
6 When switching		113 - No power when using dry batteries 114 - No power when using rechargeable batteries	123 - Charging time too long 124 - Insufficient heating / temperature	133 - Faulty level meter operation 134 - No or faulty on-screen display operation	143 - Noisy cabinet / cracking trays  144 - Noisy transformer / humming	153 - Remote control programming / learning mode problem	163 - Damaged control knob(s) / button(s) / keypad  164 - Damaged door / cover	173 - Faulty timer programming 174 - Faulty timer operation	183 - System / frequency conversion  184 - Initial setup / installation requested	193 - Rubber smell 194 - Rotten / waste
7 Under vibration		115 - No power from solar cell	(not specific)	135 - Electronic tuning display fault	145 - Noisy component(s)	154 - Poor remote control sensitivity	165 - Damaged seal	175 - Programming / user adjustment problem	185 - Modification / circuit / installation change	water smell
In a damp / wet / rainy / snowy		116 - No power when using a car battery	125 - Excessive heating / temperature (not specific)	136 - Mechanical tuning display fault	146 - Rattle	155 - Remote operation problem via Mobile device APP	166 - Damaged plug / socket / terminal / connector / card holder	176 - Faulty record mute operation	186 - Wrong product in carton	195 - Plastic smell 196 - Chlorine smell
environment		117 - Short operation time / short battery life 118 - Power-off function not working	126 - Insufficient cooling (not specific)	137 - Faulty time code display  138 - Faulty alarm / error display	147 - Clicking 148 - Clock noise	156 - Remote operation problem via Bluetooth	167 - Damaged lens 168 - Damaged cartridge or stylus	177 - Faulty programmed playback operation 178 - Faulty memory function	187 - Wrong or missing accessory  188 - Unable to connect parts / to assemble	197 - Purifier smell
9 In a dry environment		119 - No switch-on from standby	127 - Excessive cooling (not specific)  128 - Wireless charging malfunction	139 - Display dim / too dark / partial / flickering / bad	149 - Cracking	157 - Remote operation problem via WiFi	169 - Damaged antenna	179 - Faulty input switching	189 - Wrong colour	<b>198</b> - Gas smell
A Due to physical damage		11A - Powers up but no operation	12X - Other charging problem	colour etc.  13A - Unusual or incorrect message in display	14A - Whistling	158 - Mobile device APP poor / unstable / too slow connection to main unit	16A - Damaged CRT / viewfinder / LCD display	17A - Faulty output switching	18A - Colour mismatch	199 - Ammonia smell 19A - Fuel / oil smell
B After lightning strike		11B - Cyclic power on / off  11C - Blowing external (mains) fuse		13B - No, partial, or uneven backlight	14B - Bubbling, boiling 14C - Murmuring	159 - Mobile device APP crashes / impossible to connect	16B - Missing component(s) or ornamental part(s)  16C - Printed markings erased / peeled off	17B - Electric shock / static discharge 17C - Faulty search function (index / view / title / chapter / track)	18B - Battery mounting problem  18C - Software / Firmware upgrade requested	19B - Soot smell
Only certain station(s) / software / mode / channels / frequency band /		11D - Set switches off by itself		13C - Acoustic signal, no display	14D - Gurgling	15X - Other remote control problem	16D - Set burning / emits smoke	17D - Wrong language / character set	18D - Set causes malfunctions in other sets	19X - Other specific "smell" problem
network(s)		11E - Backup battery problem		13D - Warning light does not work  13E - Warning light lights up	14E - Sizzling		16E - External surface damage (bubbling / peeling / rusting / scratched / sharp edges)	17E - Error code / signal appears in display	18E - Calibration / alignment requested	
D Only on certain standards or systems	闏	11F - Not operating 11G - No automatic switch on / off		13F - Missing segment(s)	14F - Squealing 14G - Grinding		16F - Smell	17F - Switch / keypad / regulator not operating 17G - Pedal not operating	18X - Other special requirements  18Z - Symptom not available	
E Only on one channel		11H - Internal protection switch / fuse in set triggers		13G - Problem with ambient light	14H - Rumbling		16G - Weak / damaged stand	17H - Faulty standby mode	Total - Symptom flot available	
F Only with certain input(s)	$\  \ $	11J - Battery not recognized		13X - Other display function problem	14I - Pumping noise		16H - Damaged speaker  16J - Set gets very hot / parts melting	17J - Faulty hibernation mode		
G Only on certain output(s)		11K - Set start-up too slow 11X - Other "power problem or not operating" problem			14X - Other "abnormal noise" problem		16K - Foreign substance on / in unit	17K - No audible warning signal 17L - Faulty operation of parental lock / keylock function		
H In standby / idle / off mode		11L - Set switches ON by itself					16L - Burning marks	17M - Faulty mode switching		
I At switch-on		11M - Set reboots / restarts itself unexpectedly					16M - Internal surface damage (bubbling / peeling / rusting / scratched)	17N - Menu function problem		
J At edit point							16N - Damaged power cable	170 - No interior lighting		
When interconnected, used with specific external equipment, adapter							16P - Damaged accessory 16R - Discolouration	17P - Faulty user control function 17Q - Faulty flashlight / lamp operation		
kit							16R - Discolouration  16S - Consumer hurt	17R - Region-code / security-related problem (DVD a.o.)		
L Liquid contamination							16T - Damaged / defect filter	175 - Temperature not adjustable		
M For a short while after switch-on							16U - Packaging	17T - Program blocked 17U - Faulty steam		
N After making a copy							16X - Other physical damage 16V - Wrinkled Display	17V - Not weighing		
O Under stressed conditions / high load							200 mmaco sispicy	17W - Accessory doesnt work		
P At switch-off								17X - Other general function problem		
Q Only while sending / writing		210 - No reception or connection	220 - Poor reception or connection	230 - Transmission / connection problem	240 - Noisy reception / transmission	250 - Unstable reception / transmission	260 - Tuning / Navigation problem	270 - Special communication problem	280 - Special reception problem	
R Only while receiving / reading		211 - No AM reception 212 - No FM reception	221 - Poor AM reception 222 - Poor FM reception	231 - No transmission / connection 232 - Poor transmission / connection	241 - Line noise 242 - Oscillation	251 - Tuning drift 252 - Fading	261 - Manual tuning problem 262 - Automatic tuning problem	271 - Faulty dialling 272 - Faulty channel selection	281 - Faulty stereo reception 282 - Faulty main channel (A) function	
S Only with certain media		213 - No SW reception	223 - Poor SW reception	233 - Transmission level too high	243 - Interstation interference	253 - Intermittent line / line breaking off	263 - Incorrect tuning	273 - Faulty auto-answer operation	283 - Faulty sub-channel (B) function	
T Only when accessing a specific area of the medium		214 - No VHF reception	224 - Poor VHF reception	234 - No transmission between base unit and handset	24X - Other noisy reception / transmission	254 - No or unstable connection combined with "weak signal strength" indication	264 - Tuning memory / Phonebook / Address book problem	274 - Faulty message read-out function	284 - Faulty SSB reception	
U Only at certain geographical location(s)	$\  \ _{2}$	215 - No UHF reception 216 - No BS reception	225 - Poor UHF reception 226 - Poor BS reception	235 - Poor transmission between base unit and handset 236 - No IR transmission	producti	25X - Other unstable reception / transmission	265 - Vehicle position different from map data 266 - Wrong map data	275 - Faulty autodial / redial memory 276 - Faulty speech processing / No voice (control) recognition	285 - Faulty RDS / VPS / PDC / XDS operation 286 - Faulty teletext / close caption / EPG reception	
V After product update / upgrade		217 - No CS reception	227 - Poor CS reception	237 - One-sided connection		problem	267 - Map not displayed	277 - No ringing tone / vibration	287 - Faulty satellite / RTTY reception	
X Extended IRIS code line (advanced)		218 - No HDTV reception	228 - Poor HDTV reception	238 - Modem / telephone hangs up immediately once connected			268 - Vehicle position does not move or moves when it should not	278 - Loud / weak ringing tone	288 - Faulty fax operation	
		219 - No GPS / QPS reception 21A - No reception of digital broadcasting	229 - Poor GPS / QPS reception  22A - Poor reception of digital	239 - Modem / telephone drops line during connection			269 - Cannot search by entered criteria 26A - Problem to calculate desired route	279 - Modem / telephone stuck off hook 27A - Fax does not work properly	289 - Modem not recognized by system  28A - Faulty call charge / call time function	
		21B - No IR reception	broadcasting	23A - No or faulty transmission confirmation / logging			26B - Auto reroute does not work	278 - Nodem causes problem with phone	28B - Faulty hands-free operation	
		21C - No dial tone	22B - Poor IR reception 22C - Poor / interrupted Internet / Network	23X - Other transmission / connection problem			26C - No or too slow traffic info display	27C - No modem / telephone dial tone	28C - Set locked	
		21D - No modem / telephone / fax connection 21E - Modem / telephone not answering / no carrier	connection				26X - Other tuning / navigation problem	27D - Call transfer problem 27E - Report / Journal function problem	28D - Faulty antenna control 28X - Other special reception problem	
		21F - No network / Internet connection / network	22X - Other poor reception problem					27F - Faulty Video phone / conference function	28E - Faulty Subtitle function	
		initialization fails  21X - Other no reception problem						27X - Other special communication problem		
	HE	310 - No picture	320 - Picture level problem	330 - Picture quality problem	340 - Picture noise	350 - Unstable picture	360 - Poor picture / video recording	370 - Special picture function problem	380 - Picture display / CCD-Sensor problem	
		311 - No picture in E to E mode	321 - Picture too dark	331 - Poor picture resolution	341 - Snowy picture	<b>351</b> - Sync problem	361 - No picture / video recording	371 - Editing problem	381 - Burn mark on display / CCD-Sensor	
		312 - No picture in playback mode	322 - Picture too bright	332 - Poor focus	342 - Dot noise or dropout on picture	352 - Picture pumping	362 - No erasure protection for video	372 - Faulty fading / wiper operation	382 - Scratch on display / CCD-Sensor	
		313 - No picture in viewfinder 314 - No picture / only raster	323 - Contrast too low 324 - Contrast too high	333 - Ringing on picture 334 - Excessive smear / lag	343 - Noise bars on picture 344 - Blanking lines on picture	353 - Picture jitter 354 - Picture shaking (horizontal or vertical)	363 - Previous video recording not being erased 364 - Unwanted erasure of picture	373 - Faulty negative / positive switching function 374 - Faulty superimpose / telop operation	383 - Dust / dirt on display / CCD-Sensor 384 - Phosphor / pixel missing on display / CCD-Sensor	
		315 - No raster / black picture	325 - Saturated white or black level	335 - Poor linearity or geometry	345 - Beating on picture	355 - Flickering picture	365 - No camera recording	375 - Faulty Picture in Picture / digital picture operation	385 - Bright, dark, or flashing pixels	
		316 - Horizontal line (bar) problem	326 - Shading on picture	336 - Picture size incorrect	346 - Ghosting on picture	356 - Flashing picture	366 - Only one field per frame being recorded	376 - Faulty picture transmission	386 - Lines across / down image	
		317 - Vertical line (bar) problem 318 - No picture in LCD	327 - Only partial picture 328 - Solarization effect on picture	337 - Incorrect centring of picture 338 - Picture slanted	347 - VCR head switching noise on picture 348 - Overmodulation noise	357 - Cyclic picture muting 358 - Head impact error causing unstable	367 - Records only a few pictures 368 - Built-in Camera problem / defect	377 - Faulty digital shutter function 378 - Faulty genlock function	387 - Out of specs pixel defaults 388 - Background burnt in	
		319 - No 2nd (or higher) monitor display	32X - Other picture level problem	339 - V-size incorrect	349 - Moiré	picture	36X - Other picture recording problem	379 - Faulty geriock function	389 - One or more bright or dark lines	
	#	31X - Other no picture problem		33A - H-size incorrect	34A - Mosaic noise	359 - VCR skew / H-shift error 35A - Freezing picture / Display		37A - Faulty digital picture / zooming function	38A - Abnormal light emission of the display	
	3   E			33B - Ghosting in 3D Mode	34B - Scrambled picture	35B - Jumping / repeating picture		37B - Faulty auto-edit function	38X - Other picture display / CCD-Sensor problem	
	=	•		33X - Other picture quality problem	34C - Clouding, "MURA"  34X - Other picture noise problem	35X - Other unstable picture problem		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		
								37M - Faulty picture format conversion 2D<>3D 37X - Other special picture function problem		
	HE	410 - No colour	420 - Colour level problem	430 - Poor colour quality	440 - Noisy colour	450 - Unstable colour	460 - Poor colour recording	470 - Special colour function problem		
		411 - No colour in E to E mode	421 - Weak colour	431 - Some or all colours missing	441 - Colour noise on a black & white	451 - Colour flashing	461 - No colour recording	470 - Special colour function problem 471 - Faulty automatic white balance		
		412 - No colour in playback mode	422 - Excessive colour	432 - Poor white balance	picture  442 - Colour streaking	452 - Hue constantly changing	462 - Noisy colour recording	472 - Faulty colour effects function		
		413 - No colour in viewfinder	42X - Other colour level problem	433 - Hue problem	442 - Colour streaking 443 - Colour bars on picture	453 - Flickering colour	46X - Other colour recording problem	47X - Other special colour function problem		
	4 8	414 - No colour in part of picture 41X - Other no colour problem		434 - Purity error 435 - Landing error / white uniformity	44X - Other colour noise problem	454 - Colour not locked  45X - Other unstable colour problem				
		·		436 - Convergence error						
				437 - Registration error						
				438 - Pitch moiré / rainbow pattern 439 - Colour shift						
				439 - Colour snift 43X - Other colour quality problem						
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EXTENDED SYMPTOM CODE (\*1) 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

# Symptomtable







1 Constantly		1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL CATEGORIES
2 Intermittently		"								CATEGORIES
3 After a while		510 - No audio	520 - Audio level problem	530 - Audio quality	540 - Noisy audio	550 - Unstable audio	560 - Poor audio recording	570 - Poor special audio function	580 - Stereo / multi-mode operation	
4 In a hot environment		511 - No sound in E to E mode 512 - No playback of outgoing message(s) (OGM)	521 - Low audio level 522 - Excessive audio level	531 - Poor frequency response 532 - Distorted audio	541 - Hum 542 - Hiss / rustle / background noise	551 - Jumping or repeating audio 552 - Audio pumping or breathing	561 - Audio not being recorded	571 - Faulty fade operation 572 - Faulty echo operation	581 - No stereo operation 582 - Poor channel separation	
5 In a cold environment		513 - No playback of incoming message(s) (ICM)	523 - Balance problem	533 - No or poor treble	543 - Crosstalk	553 - Audio dropouts	562 - No erasure protection for audio 563 - Previous audio recording not being	573 - Faulty mixing operation	583 - Difference in phase between	
6 When switching		514 - No audio playback	524 - Fader problem	534 - No or poor bass	544 - Static / pop or click noise	554 - Cyclic audio muting	erased	574 - Faulty repeat mode operation	channels	
7 Under vibration		515 - No sound from handset	525 - Audio level remaining / no muting	535 - Earphone / headphone audio	545 - Buzz, noise from picture display or deflection	555 - Wow and flutter	564 - Unwanted erasure of audio	575 - Faulty audio processing	584 - Problem with surround sound mode	
	[ ] e	516 - No sound from speaker	52X - Other audio level problem	poor	546 - Scratching noise	556 - Howling / acoustic feedback	565 - Message not being recorded	576 - Faulty sync recording operation	585 - Problem with PCM audio mode	
8 In a damp / wet / rainy / snowy environment	٩	517 - No sound from earphone / headphone		536 - Audio delay / lip-sync problem  53X - Other audio quality problem	547 - Ignition noise	557 - Echo in sound	566 - Distorted audio recording  56X - Other audio recording problem	577 - Faulty DBB / DOL operation	586 - Problem with compressed	
9 In a dry environment		518 - No microphone sound		53X - Other audio quality problem	548 - Whistling / multipath noise	55X - Other unstable audio problem	36X - Other audio recording problem	578 - Faulty noise reduction operation	digital audio data	
A Due to physical damage		519 - No sound from digital output			549 - Data / digital noise			579 - Faulty audio dub function	58X - Other stereo / multi-mode problem	
		51X - Other no audio problem			54X - Other audio noise problem			57A - Faulty title programming 57B - Faulty microphone control		
B After lightning strike								57C - Faulty Pitch control		
Only certain station(s) / software / mode / channels /								57X - Other special audio function problem		
frequency band / network(s)	-								] 	
Only on certain standards or		610 - No mechanical operation	620 - Irregular mechanical operation	630 - Speed problem	640 - Mechanical noise	650 - Mechanical instability	660 - Damage to media	670 - Mechanical operation problem	680 - Lens problem	690 - Damaged door / lid
systems		611 - No rotation of motor / disc / swivel 612 - No forward operation	621 - Irregular rotation 622 - Irregular forward mode	631 - Speed too fast 632 - Speed too slow	641 - Rotation noise / drum noise 642 - Motor noise	651 - Uneven feet 652 - Faulty hinge	661 - Tape gets scratched	671 - Faulty start / stop / braking operation	681 - Focus problem 682 - Zoom problem	691 - Damaged door
E Only on one channel		613 - No reverse operation	623 - Irregular reverse operation	632 - Speed too slow 633 - Speed unadjustable	643 - Wind / air noise	652 - Faulty ninge	662 - Disc gets scratched 663 - Tape gets chewed / wrinkled	672 - Faulty pause operation 673 - Faulty automatic program search	683 - Iris problem	panel
F Only with certain input(s)		614 - No fast forward or rewind function	624 - Irregular fast forward or rewind function	63X - Other speed problem	644 - Squealing	654 - Part(s) loose	664 - Tape jammed or broken	674 - Faulty cue / review mode	684 - Macro problem	692 - Damaged freezer compartment lid
G Only on certain output(s)		615 - No loading	<b>625</b> - Irregular loading of media		645 - Fan noise	655 - Wheel defect	665 - Tape gets curled	<b>675</b> - Faulty slow motion operation	685 - Foreign substance / dust inside	693 - Door does not
H In standby / idle / off mode		616 - No unloading or ejecting	626 - Irregular unloading or ejecting		646 - Disc scraping	656 - Poor handset / cradle position	666 - Slack tape	676 - Faulty high-speed scanning mode	lens	close properly 694 - Door cannot be
At switch-on		617 - No auto shut-off operation	627 - Irregular auto shut-off operation		647 - Noisy tape loading	657 - Leakage general	667 - Tape sticking	677 - Faulty speed copy function	68X - Other lens problem	opened / heavy to open
	III _	618 - Tonearm does not move	628 - Irregular tonearm movement		648 - Gear noise	658 - Waterproof problem	66X - Other software damage problem	678 - Faulty repeat operation		695 - Damaged door gasket
J At edit point	ISE	619 - Disc not being ejected	629 - Irregular ejection of disc		649 - Control or switch noisy	65X - Other mechanical instability problem		679 - Faulty record review mode		696 - Damaged door
When interconnected, used  With specific external	6 ¥	61A - Magazine or module loading / unloading 61B - Control / switch not working	62A - Irregular direction change 62B - Faulty disc change operation		64A - Grinding 64B - Rumbling			67A - Faulty AMS operation 67B - Auto-reverse malfunction		frame
equipment, adapter kit	MEC	61C - Open / close problem of door / panel / drawer	62C - Faulty automatic cord rewinder		64C - Vibration noise			67C - Faulty end detection		697 - Damaged door glass
L Liquid contamination	-	/ tray	<b>62X</b> - Other irregular mechanical operation problem		64D - Noise from lens mechanism			67D - Faulty disc side (A-B select) switching		698 - Door falls off
For a short while after switch-		61D - No fan / ventilation			64X - Other mechanical noise problem			67X - Other mechanical operation problem		699 - Faulty door switch
on		61X - Other no mechanical operation problem								69A - Door slanted
N After making a copy										69B - Damaged hinge
Under stressed conditions /										<b>69C</b> - Malfunctioning door locking device
high load										69D - Noise when
P At switch-off										opening / closing door 69X - Other "damaged
Q Only while sending / writing										door / lid" problem
R Only while receiving / reading		710 - No data processing operation	720 - Faulty data processing operation	730 - Data display problem	740 - Keyboard / pointing device / touchscreen	750 - Peripheral problem (non-	760 - Data storage problem	770 - Special data processing function problem	780 - Interface problem	
S Only with certain media		711 - No initial screen	721 - Incorrect data	731 - Incorrect character display	741 - Mouse / trackball / trackpad / touchscreen	storage)	761 - Formatting problem	771 - Faulty self-diagnostic mode	781 - USB interface problem	
Only when accessing a specific		712 - System does not reset	722 - Operating system reset / crashes while being	732 - Missing display characters	not working	751 - Peripheral does not initialize	762 - Data on storage medium being lost	772 - Faulty word processing function	782 - Parallel interface problem	
area of the medium		713 - System does not boot up	723 - Operating system locks out / crashes / hangs	733 - Faulty graphic display	742 - Keyboard / touchscreen locks up  743 - Pointing device locks up	752 - Communication failure with peripheral / IoT device	763 - Frame memory problem	773 - Faulty graphic edit function	783 - SCSI interface problem	
Only at certain geographical		714 - No operation from plug-in module / peripheral	while idle / Standby	734 - Faulty switching between graphic / character mode	744 - Sticky / hard to press key(s) / touchscreen	753 - Internal peripherals failure	764 - Read / write errors	774 - Program / application cannot be installed	784 - Serial interface problem	
location(s)		715 - No keyboard operation	724 - Faulty operation of plug-in module, memory	735 - Faulty prompt / cursor	745 - Inoperative key(s)	754 - External peripherals failure	765 - Hard or optical disc drive problem	775 - Preloaded program cannot be started up	785 - Incompatible with other systems	
V After product update / upgrade	یاا	716 - No operation from other input / output device	card, etc. 725 - Faulty keyboard operation	operation	746 - Pointing device / touchscreen not tracking	755 - Network card error	766 - Floppy drive problem 767 - CD / DVD-ROM drive problem	776 - Not preloaded program cannot be started up	786 - Audio / video interface problem	
x Extended IRIS code line	NS	717 - No data storage operation	726 - Faulty operation of other input / output device	736 - Data display colour incorrect	properly / Sluggish	756 - Peripheral fails self test	768 - Tape problem	777 - Virus alarm	787 - i.Link / Firewire / IEEE1394	
(advanced)	CES	718 - No data communication	727 - Faulty data storage operation	737 - No paging or scroll mode 738 - Does not display media titles	747 - Pointing device / touchscreen jittery 748 - Left or right click button inoperational	75X - Other peripheral problem	769 - Medium not recognized / cannot	778 - Messaging function problem / SMS / MMS	interface problem  788 - LAN / Wifi problem	
	/   윤	719 - Error message display	728 - Faulty data communication / data synchronisation	or content	749 - Trackpad / touchscreen surface damaged		access	779 - Application start-up cannot finalize	789 - Docking station / port replicator / external device problem	
	IA	71A - HDD boot failure 71B - FDD boot failure	729 - Memory error	739 - Incorrect values shown on display	<b>74A</b> - Keyboard key(s) damaged		76A - Discs exchange problem 76B - Read / write operation very slow	77A - Application start-up slow 77B - Software recovery problem	II I	
	A	71C - CD/DVD disc boot failure	72A - Requires setup at booting	73X - Other data display problem	74B - No keypad tone		76C - Memory card problem	77C - Password / access protection problem	78A - Bluetooth / infrared problem 78B - NFC problem	
		71D - Operation process freezing	72B - Operating system boot-up only in safe mode		74C - Biomedical Sensor problem		<b>76D</b> - SIM card problem	77D - Self-Diagnosis Reports pre-failure notice	78X - Other interface problem	
		71X - Other no data processing problem	<b>72C</b> - Operation control too slow / sluggish / freezing		74D - Sensor problem for user authentification 74E - Alert Sensor - false alarm		76X - Other data read / write problem	77X - Other special data function problem		
			72E - Mobile payment malfunction		74E - Alert Sensor - false alarm 74F - Alert Sensor - no or poor detection					
			72D - Operating system cannot be installed 72X - Other faulty data processing problem		74X - Other keyboard / pointing device /					
			72X - Other faulty data processing problem		touchscreen problem					
					74G - Proximity Sensor problem					
		810 - No print / copy / scan operation	820 - Erroneous print / copy / scan operation	830 - Poor print quality	840 - Noisy printing	850 - Unstable printer operation	860 - Ribbon / paper problems		880 - Faulty font / character functions	
		811 - Not printing	821 - Print image reversed (negative / positive)	831 - Incorrect printing position	841 - Printing noise lines	851 - Unstable paper loading	861 - Ribbon broken		881 - Incorrect characters or image	
		812 - No communication with printer	822 - Irregular paper feed	832 - Low print contrast	842 - Dirty printing	852 - Unstable multi-paper loading	862 - Ribbon stuck / sticking		882 - Incorrect character size	
	N N	813 - Paper not loading	823 - Erroneous print mode switching	833 - Excessive print contrast	843 - Unpleasant smell (ozone)	853 - Incorrect line-up of characters	863 - Ribbon derailed		883 - Font loading problem	
	/ 80	814 - No paper feed (internal function) 815 - No image fixation	824 - Copy too dark 825 - Copy too bright	834 - Blurred print image 835 - Print image not sharp	844 - Black lines / stripes in feed direction 845 - White lines / stripes in feed direction	854 - Wrong detection of original document format	864 - Paper stuck / sticking to mechanism 865 - Paper jam		88X - Other faulty font / character function problem	
	8 4	816 - No document feeding	826 - Black copy	836 - Dots missing in print image	846 - Black lines / stripes across feed direction	85X - Other unstable printer operation problem	866 - Document jam			
	5	817 - Scanner not working	827 - White copy	837 - Colour streaking	847 - White lines / stripes across feed direction	operation problem	867 - Erroneous no ink / toner message			
	Ξ	818 - No operation of paper feed module (external)	828 - Poor colour levels	838 - No colour in part of image	84X - Other noisy printing problem		868 - Faulty paper cutting function			
	<b>8</b>	819 - No Sorter/Finisher Function	829 - Irregular document feed	839 - Print image / copy incomplete			869 - Too short ink / toner lifetime			
		81X - Other no print / copy / scan problem	82A - Faulty correction function	83A - Faulty calibration			86A - Paper skew / wrinkle / folding			
			82B - Poor scanning quality	83B - Ink Dripping / Splashing			86B - Document skew / wrinkle / folding			
[]			82X - Other print / copy / scan operation problem	83X - Other print quality problem			86X - Other ribbon / paper problem			

CONDIT

CONDITION MAIN SYMPTOM CODE CODE

EXTENDED SYMPTOM CODE (\*1) 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

Symptomtable







CODE  1 Constantly					Ī			7 - SPECIAL
2 Intermittently		1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	FUNCTIONS
3 After a while		A10 - No function	A20 - Operational problem	A30 - Washing / cleaning poor performance	A40 - Noise	A50 - Leakage and inlet / outlet damage	A60 - Damaged parts	
4 In a hot environment		A11 - No heating A12 - No water draining / pumping out	A21 - Pumping out improperly  A22 - Insufficient water inlet	A31 - Not clean A32 - Tea and coffee stains	A44 - Spinning noise A4X - Other noise problem	A51 - Water leakage A52 - Steam emission	A61 - Damaged tableware basket A62 - Damaged rinse aid chamber / cover	
5 In a cold environment		A13 - No rinsing / no circulation	A23 - Insufficient drying / spinning	A33 - Lime deposits	AAA Galer Holse problem	A53 - Foaming	A63 - Damaged detergent chamber / cover	
6 When switching		A14 - No drying	A24 - Excessive salt consumption	A34 - Food rests		A54 - Damaged hose	A64 - Damaged fluff filter	
7 Under vibration		A15 - No salt consumption A16 - No clear rinse / softening agent consumption	A25 - Excessive clear rinse consumption  A26 - Excessive detergent consumption	A35 - Granular deposits A36 - Dim and dull glasses		A55 - Air emission A57 - Drum lid damaged / opened	A6X - Other damaged parts problem	
In a damp / wet / rainy / snowy environment		A17 - No detergent consumption	A27 - Takes excessive water	A37 - Stripes / stains on tableware		A58 - Drum blocked		
9 In a dry environment	<u>9</u>	A18 - No water inlet	A28 - Program flow too fast / slow	A38 - Rust on cutlery		A59 - Condenser blocked		
A Due to physical damage	<u>k</u>	A19 - No air drain A1A - No water in container	A29 - Water in soft rinsing chamber  A2A - Improper spinning	A39 - Wrinkled laundry A3A - Burnt laundry		A5X - Other leakage and inlet / outlet damage problem		
B After lightning strike	وَ 🗚	A1B - No spinning	A2B - Program knob remains in every position	A3B - Laundry hot and dry				
Only certain station(s) /	<del> </del>	A1C - Stops during program flow	A2C - Takes detergent only partially	A3C - Laundry hot and damp				
c   software / mode / channels / frequency band / network(s)	≸	A1D - Continues via stop  A1E - Continues without stopping	A2D - Takes softening agent immediately  A2E - Water enters and drains off immediately	A3D - Laundry damaged  A3X - Other "washing / cleaning poor performance" problem				
Only on certain standards or		A1F - Program stops and pumps constantly	A2G - Drying time too long	ASA - Other washing / cleaning poor performance problem				
systems		A1G - Water inlet not stopped	A2H - Wrong drum positioning					
E Only on one channel		A1H - Heating up without water A1J - No water through flow / blockage	A2X - Other operational problem					
F Only with certain input(s)		A1K - No whitening agent consumption						
G Only on certain output(s)		A1L - No softener consumption						
H In standby / idle / off mode	ЦЦ	A1X - Other no function problem						
At switch-on	AN	B10 - No function	B20 - Operational problem	B30 - Cooling / Heating poor performance	B40 - Water / ice / noise problem	B50 - Leakage	860 - Damaged parts	
At edit point		B11 - No cooling B12 - No freezing	B22 - Insufficient freezing B26 - Excessive freezing	B32 - Rotted / damaged food B33 - Ice cream too hard	B41 - Condensation inside	B51 - Fuel, Oil leakage B52 - Soot leakage	B61 - Damaged evaporator  B62 - Temperature adjustment stuck	
When interconnected, used with specific external	TAB	B13 - No warming up	B29 - Insufficient ventilation power	B34 - Insufficient ice cube quality	cabinet B42 - Ice build up	B53 - Smoke emission	B63 - Selection switch defective	
equipment, adapter kit	g	B16 - No defrosting	B2A - Ventilation power only at one side	B35 - Condensed water on food	B44 - Water inside cabinet	B54 - Water leakage	B64 - Filter holder defective	
L Liquid contamination	N S	B17 - No dehumidification B19 - Ventilator does not switch off	B2B - Ventilation power not adjustable B2C - Compressor operating all the time	B3X - Other "cooling / heating poor performance" problem	B45 - Noisy compressor	B5X - Other leakage problem	B6X - Other damaged parts problem	
For a short while after switch- on		B1A - No ice production	B2D - Insufficient filter operation		B46 - Noisy magnet switch B47 - Noisy thermostat			
N After making a copy	B	B1B - No crushed ice production	B2X - Other operational problem		B4X - Other water / ice / noise			
Under stressed conditions /	2	B1C - No cold water production B1X - Other no function problem			problem			
high load	│    ₹	Size office in the leading problem						
P At switch-off	8							
Q Only while sending / writing  R Only while receiving / reading	HEATIN							
S Only with certain media								
Only when accessing a specific	COOLING							
area of the medium								
Only at certain geographical location(s)		C10 - No function C11 - Oven does not warm up	C20 - Operational problem C21 - Uneven cooking	C30 - Cooking / Baking poor performance C31 - Bad cooking / baking performance		C50 - Leakage C51 - Heat emission / leakage	C60 - Damaged parts C61 - Defective cooking plate grid	C70 - Gas circuit problems C71 - Gas hose damaged
V After product update / upgrade		C12 - Heating element does not work	C22 - Regulators do not work	C32 - Food burnt		C52 - Damp / condensation / dirt on door glass	C62 - Hot plate slanted	C72 - Gas socket damaged
Extended IRIS code line		C13 - All hot plates do not work	C23 - One regulator does not work	C33 - Uneven browning results		C53 - Gas leakage	C63 - Damaged / stained / discoloured hob	C73 - Pressure regulator damaged
(advanced)		C14 - One hot plate does not work C15 - Hot plate extension does not work	C24 - Unstable / bad flames C25 - Insufficient heating up (hob / hot plate)	C34 - Poor Microwave cooking C35 - Poor Grill cooking		C54 - Microwave leakage C55 - Oil splash	C64 - Oven ignition switch damaged C65 - Hot plate ignition switch damaged	C74 - Gas cylinder
		C16 - Hot air circulation defective	C26 - Excessive heating up (hob / hot plate)	C36 - Poor Convection cooking		C5X - Other leakage problem	C66 - Oven switch / knob damaged	damaged C75 - Gas / Service valve
	<u>9</u>	C17 - Microwave section defective	C27 - Insufficient heating (oven)	C37 - Poor Steam cooking			C67 - Discoloured switch / knob	damaged
	ᆙ	C18 - Grill defective C19 - No ignition	C28 - Excessive heating (oven) C29 - Cooking time too long	C38 - Poor cooking in combination mode C3X - Other "cooking / baking poor performance" problem			C69 - Temperature sensor problem C6A - Damaged gas ignition device	C7X - Other gas circuit problem
	°	C1A - No rotation of stirrer / deflector / antenna	C2A - Baking time too long				C6B - Damaged / discoloured cavity	
		C1B - No rotation of turntable	C2B - Cooling fan running too long				C6X - Other damaged parts problem	
		C1C - No heat residual indication C1D - No cleaning cycle	C2C - Flame goes out C2D - Insufficient cleaning					
		C1E - Spit doesnt turn	C2E - Spit turns incorrectly					
		C1G - No pressure C1X - Other no function problem	C2F - Flashing / sparking visible C2X - Other operational problem					
					<u> </u>	<u> </u>	<u> </u>	
	SING	J10 - No function J11 - No kneading	J20 - Operational problem J21 - Insufficient kneading	J30 - Poor performance / processing J31 - Bad baking / toasting performance		J50 - Leakage J51 - Leakage of the bowl	J60 - Damaged parts   J61 - Damaged rotary arm	
		J12 - No blending	J22 - Insufficient blending	J3X - Other "poor performance / processing"		J52 - Leakage of jar	J62 - Damaged bowl	
	జై	J13 - No beating (beating whisk)	J23 - Insufficient beating (beating whisk)			J5X - Other "leakage" problem	J63 - Damaged basket	
	8	J14 - No mixing J15 - No chopping	J24 - Insufficient mixing J25 - Insufficient chopping				J6X - Other damaged parts" problem	
	)   S	J16 - No latching (rotary arm)	J26 - Insufficient latching (rotary arm)					
		J17 - No slicing	J27 - Insufficient slicing					
	₹	J18 - No mincing J1X - Other "no function" problem	J28 - Insufficient mincing J29 - Handle malfunction					
	<u>4</u>		J2X - Other "operational" problem					
	CHEN							
		K10 - No function	K20 - Operational problem	K30 - Poor care performance / results				
	A H	K11 - No heating K12 - No hot air circulation	K21 - Insufficient air flow K22 - Cuff pressure too low	K31 - Incorrect weight K32 - Incorrect range / measurement units				
	3	K13 - No measuring	K23 - Nozzle problem	K33 - Bad shaving performance				
	BAB	K14 - No reception or link	K24 - Oral Irrigator problem	K34 - Bad cutting performance				
	R	K15 - No audio / video K1X - Other "no function" problem	K25 - Poor reception Audio / video  K2X - Other "operational problem"	K35 - Poor auto clean function K36 - Blade worn-out				
	5		K26 - ECG Electrocardiogram Sensor/Read Malfunction	K37 - Outer foil worn-out				
	K ELTH		K27 - Blood Pressure Sensor/Read Malfunction	K38 - Hair is pulled				
	│ ∥ ≝		K28 - Menstrual Cycle Tracking Malfunction	K39 - Burning sensation (on skin) K3A - Enduser Pain				
	CARE			K3B - Incorrect food mixing				
				K3C - Bad measurement result K3D - Bad Sound				
	PERSONAL			K3D - Bad Sound K3E - Bad Video				
				K3F - Interference				
				K3X - Other "Poor care performance / result" problem				



CONDITION MAIN SYMPTOM CODE CODE

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# Symptomtable







Constantly     Intermittently		1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
3 After a while 4 In a hot environment 5 In a cold environment 6 When switching 7 Under vibration In a damp / wet / rainy / snowy	L	L10 - No function L11 - Brush drive doesnt work L12 - No suction L1X - Other "no function" problem	L20 - Operational problem L21 - Floor nozzle problem L22 - Faulty Beater Brush operation L23 - Suction not adjustable L24 - Doesnt find base station (robot vacuum cleaner) L25 - No edge and stair recognition (robot vacuum clean L2X - Other "operational problem"	L30 - Poor cleaning performance / results L31 - Bad cleaning performance L32 - Bad moving L33 - Insufficient suction L34 - Exhaust air too hot L3X - Other "poor cleaning performance / results" probl		L50 - Leakage L51 - Air leakage L52 - Water leakage L53 - Dust emission L5X - Other "leakage" problem	L60 - Damaged parts L61 - Dust bag defect L62 - Accessory locking problem L63 - Curve tube problem L64 - Drive belt damaged L6X - Other damaged parts" problem	
B environment  June to physical damage  A Due to physical damage  After lightning strike  C Only certain station(s) / software / mode / channels / frequency band / network(s)  D Only on certain standards or systems  E Only on one channel  F Only with certain input(s)  G Only on certain output(s)  H In standby / idle / off mode  I At switch-on  J At edit point	м	M10 - No function M11 - Pump doesnt work M12 - No spray (water or steam) M13 - No steam production M14 - Turbo function not working M15 - Steam selection does not work M1X - Other "no function" problem	M20 - Operational problem M21 - Insufficient steam pressure M22 - Too much steam M23 - Continuous steaming M24 - Too fast water consumption M25 - Handle too hot M26 - Hose too hot M27 - Insufficient ventilation M2X - Other "operational problem"	M30 - Ironing / poor performance M31 - Soleplate stuck M32 - Drop water out soleplate M33 - Burns or scorches clothes M34 - Bad gliding M35 - Scaling soleplate / boiler M36 - Brown spots / stains on the clothes M37 - Difficult to fill M38 - Condensation M39 - Soleplate stain, cannot be cleaned M3A - White particles come out of base / soleplate M3B - Does not remove wrinkles M3C - Appliance too heavy M3D - Printing wears off M3E - Handle sharp edges M3F - Insufficient smoothing M3X - Other "ironing / poor performance" problem	M40 - Noise / Unstable M41 - Unstable table M42 - Unstable iron M4X - Other "noise / unstable" problem	M50 - Leakage M51 - Water leakage M52 - Steam leakage M53 - Water runs out of water tank M54 - Steam leaks from the generator M55 - Water drips from ironing board M56 - Water runs out of generator M57 - Water-/ damp leakage on damp hose M5X - Other "leakage" problem	M60 - Damaged parts M61 - Damage on the soleplate M62 - Iron housing crack M63 - Generator housing crack M64 - Water tank crack M65 - Soleplate coating peel off/wear M66 - Steam hose/hose-cord damaged/frayed M67 - Damaged Collar clamp M68 - Damaged Button bar clamp M6X - Other damaged parts* problem	
When interconnected, used with specific external equipment, adapter kit  L Liquid contamination  M For a short while after switchon  N After making a copy  Under stressed conditions / high load  P At switch-off  Q Only while sending / writing  R Only while receiving / reading  S Only with certain media  T Only when accessing a specific area of the medium  U Only at certain geographical location(s)  V After product update / upgrade	2	N10 - No function N11 - No cold drink N12 - No hot drink N13 - Grinder does not work N14 - Pump doesnt work N15 - The coffee does not flow N16 - No gaz / bubble N17 - Capsule or disk does not fit N18 - No milk froth production N1X - Other "no function" problem	N20 - Operational problem N21 - Time too long N22 - Insufficient froth N23 - Too much froth N24 - Pressure too high N25 - Pressure too low N26 - Problem with descaling program N27 - Problem with cleaning program N28 - Problem with combi program (cleaning and descaling) N29 - Beverage outlet instable N2A - Milk froth outlet instable N2B - Reverse liquid in water tank N2C - Scaling N2D - Wrong volume dispensed N2E - Problem with filter holder N2F - Overflowing N2G - Splashing N2H - Dripping N2X - Other "operational problem"	N30 - Beverage / poor performance N31 - Bad taste beverage N32 - Coffee powder in cup or coffee pot N33 - Bad grinding N34 - Drip tray full too fast N35 - Coffee too thin N36 - Coffee too strong N37 - Coffee powder in appliance N38 - Coffee powder in appliance N39 - Incorrect bubbling N30 - Milk not hot enough (Milk preparing accessory) N31 - Milk not hot enough (Milk preparing accessory) N32 - Milk froth too cold N33 - Insufficient milk froth consistency N34 - Insufficient coffee cream N35 - Incorrect mixed beverage N3X - Other "beverage / poor performance" problem		N50 - Beverage leakage N5X - Other " beverage leakage"		
X Extended IRIS code line (advanced)		P10 - No function P11 - No hammer P12 - No impact P13 - No brake P14 - No cutting P15 - No mulching P1X - Other "no function" problem	P20 - Operational problem P21 - Insufficient impact P22 - Insufficient pressure P23 - Insufficient brake P24 - Poor Bit holding P25 - Clutch blocking P26 - Chuck problem P2X - Other "operational problem"	P30 - Tools / poor performance / results P31 - Slanted cutting P3X - Other "tools / poor performance / results" proble			P60 - Damaged parts P61 - Battery extraction problem P62 - Blade problem P63 - Reflector problem P64 - Damaged case P65 - Valve problem P6X - Other damaged parts" problem	





			Section	ncodes			
	COMMON	I			GENERAL WG		WASHING / DRYING
ANT	Antenna section		DATA OPERATION- AND PC-RELATED	G00	Whole product without defect	W01	Regeneration valve
APR	Signal processing (analog)	CIP	CI+ / CAM	G01	Control / Front / top panel	W02	Water dispenser / Side tank / IWMS (Integrated Washing Management System)
BCH	Battery charging section	DKS	Docking station or port replicator	G02 G03	Knob / button (pop in/out)	W03	Detergent compartment / Detergent/Rinse aid dispenser
CLK CTR	Clock / timer section Control panel	FMW	Firmware  IDE interface section	G03	Bezel / disc Timer/Programmer / Main switch	W04	Water softening device
DEN	Decoder / Encoder section	ILN	i.Link (IEEE1394 / Firewire) section	G05	Selector switch	W05	Overflow protection device
DPR	Signal processing (digital)	ISA	ISA section	G06	Indicating lamps/ Clock Display	W06	Level container
EEP	EEProm section	JST	Joystick / Navigation interface	G07	Indicator lamps / LED	W07	Circulation pump
ERA	Erase circuit	KBD	Keyboard (separate)	G08	Wiring	W08	Drain/Outlet pump
FLX	Flexible printed circuit board	MCD	Memory Card section	G09	Terminal	W09	Tachometer / Circulation pump
HFS	High frequency section (RF)	MDM	Modem section	G10	Mains suppressor	W10	Upper/Lower spray arm Bearings / Bearing seal
IDS	Information display section	MEM	Memory circuit	G11 G12	Timer Main control PCP / Circuit heard / Control panel	W13	Drum Tub
IFC	IF circuit	NIF   PAR	Network interface (wired)	G12	Main control PCB / Circuit board / Control panel  Motor control PCB / Main circuit board	W14	Door positioning device
INP IRD	Signal input section	PCC	Parallel port PC card	G14	Push button / Fast freeze switch / Programmer selector switch	W15	Boot gasket
OUT	Infrared (IrDA) section Signal output section	PCI	PCI section	G15	Push button on/off / Main switch / Touch panel/PCB	W16	Transport protection
PRG	Programming section	scs	SCSI port	G16	Microswitch		COOLING
PRT	Protection circuit	SDR	Software device driver / patch	G17	Door/Lid switch	C01	Fridge compressor
SP	Power supply primary	SER	Serial port	G18	Heating element / Upper grill element / Browner	C02	Freezer compressor
SS	Power supply secundary	SWA	Software application / APP	G19	Lower (base element)	C03	Fridge evaporator
SU	Power supply	SWO	Software operating system	G20	Defrost heater	C04	Freezer evaporator
WA	Power amp section	USB	USB port	G21	Heating element / Dry heating element / Anti-condensation heater	C05	Freezer / Fridge system
EM	Remote control section	WLS	Wireless / Bluetooth controller unit	G22	Motor	C06	Capillary tube
FU	Booster / RF unit		MECHANICAL	G23	Starting device , Capacitor	C07	Dryer
ET	Total product	1 !	Arm mechanism	G24 G25	Motor overheat/overload protection Cooling fan assembly / Fan motor	C08	Service tube
FT NS	Medium / Software (tape / disc / etc.)	BZL	Bezel	G25	Warm air fan motor / Cooling motor fan blade	C09	Lockring connector
VO	Sensor unit Servo section	CBT	Cabinet	G26	Tub / Inner liner / Container/inner casing / oven cavity	C10 C11	Fridge thermostat Freezer thermostat
YS	System control / Logic section	CDS	CD drive mechanism	G28	Insulation thermal / acoustic	C11	Defrost thermostat
UN	Tuning section	CHA	Changer section	G29	Front/right counterweight	C12	Thermometers
XT	Text processing	DDM	Changer section Disc drive mechanism	G30	Tub/Door seal / Gasket	C14	Icemaker with parts
/IR	Lead wire	DVD	DVD drive mechanism	G31	Shock absorber, Spring	C15	Drain heater
	SOUND-RELATED	EXC	External connector	G32	Hose tub/pump & Softener/Sump hose	C16	Drink dispenser
PA	Audio processing (analog)	FAN	Fan / cooling	G33	Water system / Hoses		COOKING
PD	Audio processing (digital)	FDD	Floppy disc drive	G34	Filter/Manifold / Outlet filter	H01	Cut out switch / Thermal cut out /
PN	Headphone unit	FXT	Fixation section	G35	Condenser / Dry condenser duct	H02	Hob panel / glass
1IC	Microphone section	нсм	Head carriage mechanism	G36 G37	Water inlet valve Inlet hose	H03	Tap gas
PK	Speaker	HDD	Hard disc drive	G38	Drain/Outlet hose / Drip channel / tube	H04	Feeding gas
BR	Vibrator section PICTURE-RELATED	HOL	Cassette holder	G39	Non return valve	H05	Injector gas
AM	Camera circuit	INC	Internal connector	G40	Thermostats	H06	Oven Gas burner
PA	Colour processing (analog)	LDG	Ink unit Loading mechanism	G41	Level control device	H07	Radiant hot plate
PD	Colour processing (digital)	LNM	Lens mechanism	G42	Gas burner (except oven cavity burner)	H08	Inductor
RT	Picture display	MDS	MD drive mechanism	G43	Gas ignition device	H09 H10	Inner glass Middle glass
DC	Display Drive circuit	MIR	Mirror section	G44	Thermocouple	H11	Upper grill canopy
DFH	Deflection horizontal	OPU	Optical pick-up unit	G45	Casing/Cabinet with parts / Side panel	H12	Tray / Broil pan
DFL	Deflection circuit	PCS	Paper cassette	G46	Side panel	H13	Rotisserie motor
ÞΓV	Deflection vertical	PFM	Paper feed mechanism	G47	Base/Bottom frame / Casing/wrapper / Housing / Body	H14	Catalyst
PK	Focus pack	PIN	Pinch roller / lever	G48	Feet/roller feet / wheel	H15	Magnétron
IDR	Horizontal drive	PRI	Print block / drum	G49 G50	Top panel / Upper cover panel Door and door parts / lid / Glass / Outer glass	H16	Diode high voltage
MG	Image display unit	PUD	Pick-up device (analog)	G51	Freezer comp. door w. hinge / Inside of door / Gate	H17	Capacitor high voltage
.CD .MP	LCD section Lamp / flash section	RFM	Ribbon feed mechanism	G52	Trim frame	H18	Transformer low voltage
/PA	Video processing (analog)	RHD	Rotary head(s)	G53	Hinge	H19	Transformer high voltage
PD	Video processing (digital)	SCN	Scanning section Stationary head(s)	G54	Door rack/Shelf	H20	Strier
TA	Static block	SLD	Sled mechanism	G55	Baskets/Racks / Detergent drawer/box		Noise filter Protector of waves
WF	Viewfinder	SHU	Shutter Section	G56	Handle	1122	
	PRINTING/SCANNING MECHANISM	SRS	Supply reel section	G57	Glass/plastic/Wire shelves & Flap trim	501	GARMENT CARE
DU	Document holder section	тсн	Touchpad / Touchscreen unit	G58	Evaporator tray	S01 S02	Soleplate Steam valve
SF	Document Feeder Section (external)	TDM	Tape drive mechanism	G59 G60	Basket guide rails/runner Installation problem	502	Water spray / steam spray
ON	Consumable/Supply Section	THR	Threading mechanism	G61	Wrong usage	504	Ironing board
VS US	Development Section	TNR	Tension regulator	G62	Instruction for use	505	Steam cord
US ICF	Fixation/Fusing Manual Feeder	TPT	Tape path Take-up reel section	G63	Lighting		FLOOR CARE
RO	Print Processing	XXX	Cabinet / cosmetic parts	G64	Accessories	F01	
OF	Sorter/Finisher			G65	Fuse	F02	Butt
LE OF		=		G66	Finger / Hook lock of door	F03	Hosepipe
	SYMPTOM- PART NO REE NO SE	ECTION OR	PCB DEFECT REPAIR QTY	G67	Weigh modulate	F04	Nozzle
	CODE PART NO. REF. NO	NTF	DDDDDD DD DD DD	G68	Battery charger / transformer	F05	Tube
1	412 11 1 11111111111 R123 T		A 2 2 C1 Z1	G69 G70	Battery Tank	F06	Communication interface
3	641 34 5 6789XXXXXXXX 111	ELAC: INDIC:	TES THE ONE MAJOR SYMPTOM/PART COMBINATION BY '1'	G71	Mechanical pump	F07	Base station Movement sensor
		FLAG: INDICA	TES THE ONE MAJOR STRETORIERARI COMBINATION BT '1'	G72	Electrical pump	F08	Camera
				G73	Cord winder	103	
				G74	Safety valve	P01	BEVERAGE Filter holder
				G75	Power supply cord	501	-
				G76	Cap	1/04	KITCHEN APPLIANCE / FOOD PROCESSING
				G77	Boiler		bread carrier
				G78	Nozzle		grill plate bunwarmer
				G79 G80	Pressure clamp / jaw Distributor	KU3	
				G81	Lid	F	PERSONAL CARE / HEALTH CARE
				G82	Mil	1:	Cutting block
				G83	Remote	P05	Removal of hair block
				G84	Knife / grater / blade / mixing blade	P06	Laser Lamp
				G85	Transmission / pulley / driving belt / pinion	PU/	
				G86	Jack		BABY CARE
				G87	Pot / jug / bowl		Element ultra sonic
				G88	Cooling module		Transmitter radio / TV Receiver radio / TV
				G89	Solenoid valve	IMU3	
				G90	Software	Fac	POWER TOOLS / GARDENING
				G91	Packaging Lower cover panel		Chuck Gearbox

## EXTENDED CONDITION CODES

X11	At door
X12	At washing chamber
X13	At filter section
X14	At drawer
X15	At input section
X16	At output section
X17	At upper side
X18	At lower side
X19	At front side
X1A	At rear side
X1B	At left side
X1C	At right side
X1D	At inner side
X1E	At outer side
X1F	At back left
X1G	At back middle
X1H	At back right
X1J	At front left
X1K	At front middle
X1L	At front right
X1X	Other specific location
X21	During filling
X22	During prewashing
X23	During prerinsing
X24	During washing / cleaning
X25	During heating
X26	During rinsing
X27	During postrinsing / clearrinsing
X28	While pumping out
X29	When spinning during washing
X2A	During final spinning
X2B	During drying
1	While drum is turning
X2D	While drum is stopped
X2E	While taking water
1	During soaking program
X2X	Other specific point in washing dishwashing program or operation
1	While opening or closing the door or tray
1	During oven operation
1	During microwave operation
1	During hot plate operation
1	During roasting
	During baking
	During grilling
1	During self-cleaning
1	Other specific point in cooking program or operation
1	During ice making / crushing
1	During water dispensing
1	During superfrost
1	During defrosting
	During cooling While running for
	While running fan
	During compressor stopped Other preside point in refrigerator / freezen preblem or energtion
X4X	Other specific point in refrigerator / freezer problem or operation

09

Q1

Short circuit

CRT / Display short circuit

Noise from CRT / Display or deflection coil

## **Section - Defect - Repair Codes**

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Lead wire / flat cable is bent / wrong component position





		Defectcodes	
		MECHANICAL	
Α	Worn out (or general mechanical defect)		
<b>A1</b>	Malfunction		rp Edges
В	Dirty / clogged		cked / peeled / corroded / melted
C1	Too wide		cked / peeled
C2	Too narrow		roded
D	Cut / broken		t / colour mismatch
D1	Split / torn		se / off / stripped
02	CRT broken neck		welded or glued / broken weld
E	Deformed		se parts in tube (visible or not)
F	Snapped		ky / unstable
F1	Stuck / jammed		not levelled properly
F2	Tight	J2 Vibra	ating
F4	Kinked / bent / squeezed	K3 CRT	leak (no vacuum)
G	Scratched / dented / sharp edges	1!	(no lubricant)
G1	Display, scratches or external damage		ked / clogged
G2	Dented	O Burr	nt / arcing / missing pixels
G3	Sharp Edges	V Crac	cked printed circuit board
		ELECTRICAL	
16	Map data error	I	
2	Exhausted / low emission		/ Display open circuit
51	Faulty mains voltage		ring (electrical)
N	Defective electrical component / module		leaking (electrical)
01	CRT geometry out of spec	T Bad	contact / connection
02	CRT convergence out of spec	T1 Bad	earth connection
03	CRT focus defective	U Ope	n pattern
04	CRT / Display purity problem		or no soldering [NO LONGER USED]
)5	CRT EHT (High Voltage) shortcircuit	W1 Miss	ing solder
)6	CRT EHT (High Voltage) flashover		ged soldering
)7	Out-of-spec pixel defects in display	W3 Crac	cks in solder
)8	Deflection coil defective	W4 Sold	ler did not stick to component
-0	Deliection con delective	W5 Com	ponent did not contact solder

W6

Bridged soldering

Q1	CRT / Display short circuit	X	Bridged Soldering
R	Open circuit	Y	Wrong component / module
R1	CRT / Display open circuit	Z	Missing component / module
	REPAIR	RCODES	
1	Software correction / reset		lu · ·
11	Formatted	N	Maintenance
2	Software upgrade	0	Refurbishing / reconditioning
3	Product upgrade (on request)	P	Preventive parts replacement
4	Remote resolution	Q	Preventive action without parts replacement
41	Remote resolution by interaction with enduser	Q1	Preventive software update
42	Remote resolution by connection to the product	R1	Return / reimbursement (repair too expensive)
Α	Component Replacement	R2	Return / reimbursement (too many visits / repairs)
A1	Refilling	R3	Return / reimbursement (parts not available)
A2	Module replacement	R4	Return / reimbursement (impossible to repair)
AF	Free of cost part	R5	Return / reimbursement (on request of retailer)
AN	New defective part	R6	Return / reimbursement (on request of manufacturer)
AR	Replacement with a refurbished component	R7	Return / reimbursement (commercial agreement)
AX	Replacement by a scrap component	R8	Return / reimbursement (spare part exhausted)
В	Mechanical alignment	R9	Return / reimbursement (spare part not created)
С	Electrical alignment	U	Explanation for customer
C1	Software adjustment by internal service menu	V	Cost estimation refused
C2	Software adjustment by external service tool	W	Cost estimation with parts
СЗ	Firmware recovery	X	Cost estimation without parts
C4	Data Backup and Restore	Y	Return without repair
C5	Calibration	Y1	Scrapped
D	Resoldering	Y2	Scrapped with refund
D1	Refitting / putting back in position (connector / tube)	Y3	Product transport / forwarding
D2	Welding	Y4	Product installation
E	Cleaning	Z	Set exchange
F	Lubrication	Z0	Product exchange (commercial agreement)
G .	Repaired electrical parts	Z1	Product exchange (repair too expensive)
H	Repaired mechanical parts	Z2	Product exchange (too many visits / repairs)
i	Modification requested by manufacturer	Z3	Product exchange (parts not available)
11	Setup for gas	Z4	Product exchange (impossible to repair)
<u>  -</u>	Removed	Z5	Product exchange (on request of retailer)
K	Added	<b>Z6</b>	Product exchange (on request of manufacturer)
ì	Functional check	Z7	Product accessory exchange
M	Specification measurement	Z8	Product exchange (spare part exhausted)
N N	Maintenance	<b>Z9</b>	Product exchange (spare part not created)
	Profitedurice		





	1 - PRODUCT	2 - PERIPHERALS / MEDIA	3 - CUSTOMER PERCEPTION / DOCUMENTATION	4 - CONNECTIVITY	5 - SERVICE PROVIDER
INSTALL & SETUP	111 - Difficulty with initial tuning 112 - Difficulty tuning TV to VCR 113 - Difficulty mapping, naming or storing channels 11X - Other difficulty with Product setup  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 / me		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	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	151 - Customer not registered with provider 15X - Other setup problem related to provider
2 LOCAL CONDITIONS	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	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	231 - After checking symptom not found	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	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
COMPLEXITY	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	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	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	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	
SOFTWARE / QUALITY		421 - Poor quality storage medium used 422 - Damaged storage medium used 423 - Incorrect format medium used	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 435 - Noise level does not meet customer expectation	441 - Software incompatibility with other product 442 - Signal incompatibility with other product	<b>451</b> - Incorrect software version

NOTE: IN CASE OF A NON-TECHNICAL FAULT, THE NON-TECHNICAL FAULT CODE MUST BE ENTERED IN THE LOCATION FORESEEN FOR THE SECTION CODE

# **Extended** Symptomcodes





	ANALOG		ANALOG		ANALOG	ANALOG		ANALOG			ANALOG		
	AO - Operating Mode		Application Mode		AF - Frequency Band		AI - I/O Connections		AM - Mounting Device		AX - Accessory		
AO1	!	AA1 TEXT MODE		AF1		AI1	CINCH AUDIO	AM1	NO SPECIAL MOUNTING		POWER ADAPTER		
AO2	PAUSE	AA2 LOCK MODE		,		AI2	CINCH VIDEO	AM2	STAND	AX2	CHARGER		
AO3	RECORD	AA3 CHILD LOCK	A			AI3	SCART	AM3	WALL MOUNTED	AX3	REMOTE CONTROL		
A04	FAST FORWARD	AA4 ON SCREEN D	DISPLAY   A	٩F4	SW	AI4	RGB	AM4	CEILING MOUNTED	AX4	HEADPHONE		
AO5	FAST REWIND	AA5 TIME-SLIP	A	AF5	VHF	AI5	COMPOSITE (CVBS / FBAS)	AM5	CAR MOUNTED	AX5	EARPHONE		
A06	REVERSE	AA6 Q-LINK / SMAI	RTLINK / NEXT VIEW LINK   A	AF6	UHF	AI6	COMPONENT	AM6	PULT INSTALLATION	AX6	SPEAKER		
A07	CUE	AA7 EXTERNAL LIN	vk    A	AF7	n/a	AI7	S-VIDEO / HOSIDEN	AM7	BELOW THE TABLE	AX7	ANTENNA		
AO8	TRACK SKIP	AA8 SHOWVIEW /	VIDEO PLUS	AF8	n/a	AI8	YUV	AM8	CARRYING CASE	AX8	MICROPHONE		
AO9	REVIEW	AA9 VPS	A	AF9	n/a	AI9	AC POWER	AM9	CARRYING POCKET	AX9	TUNER		
AOA	COPY	AAA EPG	A	٩FA	n/a	AIA	DC POWER	AMA	NECK BAND	AXA	SAT RECEIVER		
AOB	HIGH SPEED COPY	AAB RDS	A	AFB	n/a	AIB	1.5MM	AMB	TRIPOD	AXB	GPS RECEIVER		
AOC	TIMER PLAY	AAC   CD TEXT	A	AFC	n/a	AIC	2.5MM	AMC	BELT	AXC	POWER AMPLIFIER		
AOD	TIMER RECORD	AAD ID 3 TAG	į į́A	AFD	n/a	AID	3.5MM	AMD	STRAP	AXD	DISPLAY / MONITOR		
AOE	RANDOM	AAE LINK MODE	į įa	4FE	n/a	AIE	6.3MM	AME	HANDLE	AXE	CARD / SIGNAL ADAPTER		
AOF	SLOW MOTION	AAF n/a	į į́A	AFF	n/a	AIF	BNC	AMF	RAIN COVER	AXF	FLASHLIGHT		
AOG	STILL PICTURE	AAG n/a	į į́A	AFG	n/a	AIG	HEADPHONE	AMG	DIVING COVER	AXG	CAMERA		
АОН	PIP - PICTURE IN PICTURE	AAH n/a	A	4FH	n/a	AIH	MICROPHONE	АМН	HANDSFREE KIT	AXH	LENS UNIT		
AOI	AUTOMATIC PICTURE MODE	AAI n/a	į į́A	٩FI	n/a	AII	SPEAKER	AMI	n/a	AXI	FILTER		
AOJ	ASPECT MODE	AAJ n/a	A	٩FJ	n/a	AIJ	CENTRE	AMJ	n/a	AXJ	CAR KIT		
AOK	SURROUND SOUND	AAK n/a	A	4FK	n/a	AIK	FRONT	AMK	n/a	AXK	POWER CABLE		
AOL	LOUDNESS ON	AAL n/a	į įA	AFL	n/a	AIL	REAR	AML	n/a	AXL	SIGNAL CABLE		
AOM	XBS SOUND	AAM n/a	A	4FM	n/a	AIM	SUBWOOFER	AMM	n/a	AXM	STYLUS / PICKUP		
AON	ZOOM	AAN n/a	A	٩FN	n/a	AIN	RF	AMN	n/a	AXN	GLASSES / EYEWEAR		
A00	WIDE	AAO n/a	A	AFO	n/a	AIO	XLR	АМО	n/a	AXO	Sensor		
AOP	TELE	AAP n/a	A	4FP	n/a	AIP	REMOTE	AMP	n/a	AXP	SET TOP BOX		
AOQ	MENU MODE	AAQ n/a	į įa	4FQ	n/a	AIQ	EDIT	AMQ	n/a	AXQ	n/a		
AOR	MEMORY	AAR n/a	A	4FR	n/a	AIR	SYSTEM CONNECTION	AMR	n/a	AXR	n/a		
AOS	RESUME	AAS n/a	į įa	AFS	n/a	AIS	n/a	AMS	n/a	AXS	n/a		
AOT	HIBERNATION	AAT n/a	j ja	AFT	n/a	AIT	n/a	AMT	n/a	AXT	n/a		
AOU	n/a	AAU n/a	į į́A	٩FU	n/a	AIU	n/a	AMU	n/a	AXU	n/a		
AOV	n/a	AAV n/a	į į́A	4FV	n/a	AIV	n/a	AMV	n/a	AXV	n/a		
AOW	n/a	AAW n/a	į į́A	٩FW	n/a	AIW	n/a	AMW	n/a	AXW	n/a		
AOX	OTHER	AAX OTHER	<u> </u>	٩FX	OTHER	AIX	OTHER	AMX	OTHER	AXX	OTHER		
	DIGITAL		DIGITAL		DIGITAL		DIGITAL		DIGITAL		DIGITAL		

DIGITAL	DIGITAL	DIGITAL	DIGITAL	DIGITAL	DIGITAL
DO - Operating Environment / Function	DP - Program Type	DN - Networking Environment	DI - I/O Connections	DH - System Environment Hardware	DS - System Environment Software
		DN1 TERRESTRIAL ANTENNA			
DO1 BIOS	DP1 WORD PROCESSING	DN2 CABLE NETWORK	DI1   SERIAL RS232 / COM	DH1 MAINBOARD	DS1 BIOS VERSION
DO2 DOS	DP2 SPREADSHEET	DN3 DVB-T	DI2 PARALLEL / CENTRONICS	DH2 PROCESSOR	DS2 PARTITION NUMBER
DO3 WINDOWS	DP3 PRESENTATION	DN4 DVB-S	DI3 USB	DH3 DISK DRIVE	DS3 PORT NAME AND NUMBER
DO4 LINUX	DP4 DATABASE	DN5 DVB-S2 (HD/UHD)	DI4 PS2	DH4 HARD DISK	DS4 IRQ NUMBER
DO5 UNIX	DP5 PICTURE EDITING	DN6 DVB-C	DI5 VGA	DH5 INTERNAL MEMORY	DS5 SYSTEM DRIVER TYPE + VERSION
DO6 MAC	DP6 VIDEO EDITING	DN7 DVB-H	DI6 DVI	DH6 GRAPHIC CARD	DS6 RUNNING SERVICE NAME
DO7 OS2	DP7 AUDIO EDITING	DN8 VoIP (Voice over IP)	DI7 COAX	DH7 CONTROLLER	DS7 TASK / PROCESS NAME
DO8 ANDROID	DP8 E-MAIL PROGRAM	DN9 SATELLITE AUDIO	DI8 OPTICAL	DH8 GAME CONTROLLER	DS8 CERTIFICATE NAME / TYPE
DO9 n/a	DP9 INTERNET PROGRAM	DNA SATELLITE VIDEO	DI9 HDMI	DH9   NETWORK ADAPTER	DS9 PROTOCOL TYPE
DOA n/a	DPA GAME PROGRAM	DNB SATELLITE	DIA HI-8	DHA MODEM	DSA DISPLAY MODE / RESOLUTION
DOB n/a	DPB CD-/DVD BURN PROGRAM	DNC DIAL-UP MODEM	DIB   IEEE 1394 / FIRE WIRE	DHB PCMCIA ADAPTER	DSB CODE TABLE
DOC n/a	DPC   FILE MANAGER PROGRAM	DND ISDN CONNECTION	DIC NETWORK / DATA	DHC USB DEVICE	DSC LANGUAGE SETTING
DOD MMS	DPD FORMATTING PROGRAM	DNE DSL CONNECTION	DID IRDA	DHD STANDARD MOUSE	DSD COUNTRY SETTING
DOE E-MAIL	DPE VIRUS SCANNER	DNF GPRS	DIE PC-CARD SLOT	DHE OPTICAL / LASER MOUSE	DSE n/a
DOF SMS	DPF FIREWALL	DNG UMTS (3G)	DIF PCMCIA	DHF TOUCH PAD	DSF n/a
DOG SMTP	DPG   NETWORK PROGRAM	DNH DECT	DIG PORT REPLICATOR	DHG TRACK BALL	DSG n/a
DOH POP3	DPH HOST PROGRAM	DNI GSM (2G)	DIH IDE	DHH TOUCH SCREEN	DSH n/a
DOI APPLE OS	DPI SYSTEM OPERATION PROGRAM	DNJ DAB	DII SCSI	DHI DISPLAY / MONITOR	DSI n/a
DOJ NOVELL	DPJ COMMUNICATION PROGRAM	DNK GPS	DIJ SO BUS	DHJ PRINTER	DSJ n/a
DOK n/a	DPK DEVICE DRIVER SOFTWARE	DNL LAN	DIK D-SUB 15-PIN	DHK SCANNER	DSK n/a
DOL n/a	DPL VIRUS PROGRAM / INFECTED	DNM ETHERNET	DIL D-SUB 9-PIN	DHL KEYBOARD	DSL n/a
DOM n/a	DPM NON-STANDARD PROGRAM	DNN BLUETOOTH	DIM ARC	DHM APP on mobile device	DSM n/a
DON n/a	DPN n/a	DNO INFRARED / IRDA	DIN ATMOS	DHN ROUTER	DSN n/a
DOO n/a	DPO n/a	DNP WIRELESS / W-LAN	DIO   IPTV (Internet protocol)	DHO n/a	DSO n/a
DOP n/a	DPP n/a	DNQ WAN (WIDE AREA NETWORK)	DIP DISPLAY PORT	DHP n/a	DSP n/a
DOQ n/a	DPQ n/a	DNR BROADBAND	DIQ n/a	DHQ n/a	DSQ n/a
DOR n/a	DPS n/a	DNS INTERNET	DIR n/a	DHR n/a	DSR n/a
DOS n/a	DPT n/a	DNT NFC	DIS n/a	DHS n/a	DSS n/a
DOT n/a	DPU n/a	DNU DVB-T2	DIT n/a	DHT n/a	DST n/a
DOU n/a	DPV n/a	DNV LTE (4G)	DIU n/a	DHU n/a	DSU n/a
DOV n/a	DPW n/a	DNW   5G	DIV n/a	DHV n/a	DSV n/a
DOW n/a	DPY n/a	DNX OTHER Networking Environment	DIW n/a	DHW n/a	DSW n/a
DOX OTHER	DPX OTHER	DNY HBBTV	DIX OTHER	DHX OTHER	DSX OTHER
<del></del>	· · · · ·	DNZ MHEG	i ——	· — ·	· · · · ·
		·	•		

	MEDIA	MEDIA		FORMAT		FORMAT	FORMAT	FORMAT	
	MA - Analog	MD - Digital		FA - Audio		FV - Video	FD - Data		FC - AV Codec
	RECORD DISC	MD1   HI-8 VIDEO		!	FV1	!	FD1 ZIP	FC1	
MA2	AUDIO TAPE	MD2 DVC-VIDEO	FA2	MONO	FV2	NTSC	FD2 XLS	FC2	ATRAC
MA3	AUDIO MICRO TAPE	MD3 TAPE	FA3	DOLBY	FV3	SECAM	FD3 DOC	FC3	MPEG2
MA4	VIDEO TAPE / VHS	MD4 CD-ROM	FA4	DOLBY PRO LOGIC	FV4	HDTV	FD4 PPT	FC4	MPEG4
MA5	VIDEO TAPE / VHS-C	MD5 DVD-ROM	FA5	DOLBY DIGITAL	FV5	16:9 FORMAT	FD5 JPG	FC5	DIVX
MA6	VIDEO TAPE / S-VHS	MD6 CD-RW	FA6	DTS	FV6	14:9 FORMAT	FD6 EXIF	FC6	DVD-AUDIO
MA7	VIDEO TAPE / S-VHS-C	MD7 DVD+RW	FA7	SDDS CINEMA SOUND	FV7	4:3 FORMAT	FD7 RAR	FC7	DVD-VIDEO
MA8	VIDEO TAPE 8 MM	MD8 DVD-RW	FA8	THX	FV8	50 HZ	FD8 n/a	FC8	VCD (VIDEO CD)
MA9	VIDEO TAPE HI-8	MD9 DVD-RAM	FA9	PCM	FV9	60 HZ	FD9 n/a	FC9	SVCD
MAA	THERMAL PAPER	MDA DVD+R	FAA	DAB	FVA	100HZ	FDA n/a	FCA	SACD (SUPER AUDIO CD)
MAB	PLAIN PAPER	MDB DVD-R	FAB	n/a	FVB	SP - NORMAL	FDB n/a	FCB	MVCD
MAC	PAPER PHOTO QUALITY	MDC HD-DVD	FAC	n/a	FVC	LP - LONG PLAY	FDC n/a	FCC	HDCD
MAD	GLOSSY PHOTO PAPER	MDD BLU RAY DISC (BD)	FAD	n/a	FVD	EP - EXTRA LONG PLAY	FDE n/a	FCD	AAC
MAE	TRANSPARENCIES (OVERHEAD)	MDE   MULTI MEDIA CARD	FAE	n/a	FVE	XP - EXTRA HIGH QUALITY	FDF n/a	FCE	HD-DV
MAF	COLOURED PAPER	MDF MEMORY STICK	FAF	n/a	FVF	CINEMASCOPE	FDG n/a	FCF	HIGHMAT
MAG	ENVELOPE	MDG SD MEMORY CARD	FAG	n/a	FVG	LETTERBOX	FDH n/a	FCG	WMA
MAH	LABEL	MDH SD MEMORY CARD MINI	FAH	n/a	FVH	ZOOM MODE	FDI n/a	FCH	ВМР
MAI	CARTON	MDI CF MEMORY CARD	FAI	n/a	FVI	3D MODE	FDJ n/a	FCI	JPG
MAJ	SLIDE	MDJ CF HDD	FAJ	n/a	FVJ	n/a	FDK n/a	FCJ	EXIF
MAK	PHOTO FILM	MDK   FLASH MEMORY	FAK	n/a	FVK	n/a	FDL n/a	FCK	TIFF
MAL	n/a	MDL INTERNAL MEMORY	FAL	n/a	FVL	n/a	FDM n/a	FCL	REGION CODE
MAM	n/a	MDN   FLOPPY DISK	FAM	n/a	FVM	n/a	FDN n/a	FCM	WMV
MAN	n/a	MDO HARD DISK	FAO	n/a	FVN	n/a	FDO n/a	FCN	n/a
MAO	n/a	MDP STREAMER TAPE	FAP	n/a	FVO	n/a	FDP n/a	FCO	n/a
MAP	n/a	MDQ CD MULTI SESSION	FAQ	n/a	FVP	n/a	FDQ n/a	FCP	n/a
MAQ	n/a	MDR VLP	FAR	n/a	FVQ	n/a	FDR n/a	FCQ	n/a
MAR	n/a	MDT VIDEO CD	FAS	n/a	FVR	n/a	FDS n/a	FCR	n/a
MAS	n/a	MDU n/a	FAT	n/a	FVS	n/a	FDT n/a	FCS	n/a
MAT	n/a	MDV n/a	FAU	n/a	FVT	n/a	FDU n/a	FCT	n/a
MAU	n/a	MDW n/a	FAV	n/a	FVU	n/a	FDV n/a	FCU	n/a
MAV	n/a	MDY n/a	FAW	n/a	FVV	n/a	FDW n/a	FCV	n/a
MAW	n/a	MDZ n/a	FAY	n/a	FVW	n/a	FDY n/a	FCW	n/a
MAX	OTHER	MDX OTHER	FAX	OTHER	FVX	OTHER	FDX OTHER	FCX	OTHER

Extended

LOCATION VARIOUS VARIOUS Symptomcodes VARIOUS VARIOU

LOCATION	VARIOUS	various Symptom co	des various	VARIOUS DIGITALEUROPE VARIOUS		
L - LOCATION	VT - Time / Colour	VC - Battery / Consumption material	VP - Physical Environment	VS - Situation	VF - Free Te	ext Input
VT1 MORNING	G   VC1   NIC	CD BATTERY VP1	EXTREME HEAT	VS1 INSIDE	VF1 ERROR CODE	
VT2 NOON	VC2   NIM	MH BATTERY   VP2	EXTREME COLD	VS2 OUTSIDE	VF2 OPERATION TIME	
VT3 AFTERNOC	OON   VC3   LITH	THIUM ION BATTERY VP3	EXTREME HUMIDITY	VS3 AT THE BEACH	VF3 INSTALLATION DATE	E
VT4 EVENING	S   VC4   LITE	THIUM BATTERY VP4	EXTREME DRY	VS4 IN THE MOUNTAINS	VF4   SOFTWARE VERSION	N
VT5 NIGHT	VC5 ALK	KALINE BATTERY VP5	HIGH PRESSURE	VS5 UNDER WATER	VF5 PRODUCTION DATE	/CODE
VT6 SPRING	VC6 ZIN	NC-AIR BATTERIES VP6	LOW PRESSURE	VS6 IN AN AIRPLANE	VF6 CHANNEL	
VT7 SUMMER	VC7 MEI	RCURY BATTERY VP7	HIGH SPEED	VS7 ON A BOAT	VF7 FREQUENCY	
VT8 AUTUMN	VC8 PB	BATTERY VP8	LOW SPEED	VS8 IN A TRAIN	VF8   SPECIFIC MEDIUM T	YPE
VT9 WINTER	VC9 PRO	ODUCT SPECIFIC BATTERY VP9	AT HIGH POWER / VOLTAGE	VS9 IN A CAR	VF9 RELATED KEY	İ
VTA WHITE	VCA INK	COLOUR   VPB	AT LOW POWER / VOLTAGE	VSA ON A (MOTOR)BIKE	VFA COMPONENTS ID NU	JMBER
VTB BLACK	VCB INK	K BLACK VPC	HIGH NOISE LEVEL	VSB USED IN FOREIGN COUNTRY	VFB MODIFICATION TYPE	į į
L10 TOP LEFT VTC RED	vcc  tor	NER     VPE	LOW NOISE LEVEL	VSC AT THE BEGINNING	VFC RELATED MENU ITEI	м
L20 TOP MIDDLE VTD GREEN	VCD   THE	ERMAL TRANSFER FOIL VPF	SILENCE	VSD AT THE END	VFD RELATED OPERATIO	N / MODE
L30 TOP RIGHT VTE BLUE	VCE THE	ERMAL TRANSFER PAPER   VPG	MUSIC	VSE WHILE DRIVING	VFE CAR VEHICLE ID	i
L40 CENTER LEFT VTF YELLOW	VCF   FILT	TER   VPH	SPEECH	VSF WHILE WALKING	VFF MILEAGE / KILOMET	RE COUNT
L50 CENTER MIDDLE VTG MAGENTA	A   VCG   BAC	.G   IVPI	SMALL ROOM	VSG WHEN NOT MOVING	VFG OPERATING DISTAN	CE
L60   CENTER RIGHT   VTH   PURPLE	VCH   BRU	USH   IVPI	LARGE ROOM	VSH WHEN OPEN	VFH VALUE / LEVEL OF S	ETTING
L70 BOTTOM LEFT VTI PINK	VCI   PAE	D   IVPK	DIRTY ENVIRONMENT	VSI WHEN CLOSE	VFI VOLTAGE	į
IL80   BOTTOM MIDDLE   IVTI   CYAN	VCJ   BLA	ADE   VPL	CLEAN ENVIRONMENT	VSJ EXCESSIVE USING	VFJ CONSUMPTION	i
L90 BOTTOM RIGHT VTK LIGHT	VCK   LAN	MP İ İVPM	SMOKED ENVIRONMENT	VSK LOW / RARE USING	VFK MEASUREMENTS / D	DIMENSIONS
LDL DIAGONAL LINE FROM LEFT TOP VTL DARK	VCL   FOI	IL İ İVPN	ORIGINAL PACKING	VSL PROFESSIONAL USING	VFL VOLUME / CAPACITY	r i
LDR DIAGONAL LINE FROM RIGHT TOP VTM In/a	VCM n/a	i İvpo	FOREIGN PACKING	VSM UNUSED	VFM PAGE NUMBER	i
LXX OTHER VTN n/a	VCN n/a	i IVPP	FULL	VSN UNPACKED	VFN BRAND NAME	i
VTO n/a	VCO n/a	1:	:	VSO PROBLEM WITH SELF RECORDED	VFO MODEL NAME	i
VTP n/a	VCP n/a	1.1	FILLING 10% - 30%	VSP PROBLEM WITH PRE RECORDED	VFP BOOT COUNT	i
VTQ n/a	VCQ n/a		FILLING 40% - 60%	VSQ PROBLEM AT AUTO START	VFQ n/a	i
VTR   n/a	VCR n/a		!	VSR PROBLEM AT MANUAL START	VFR n/a	į
VTS  n/a	VCS  n/a	!!		VSS AFTER SETUP / INSTALLATION	VFS n/a	i
VTT In/a	VCT  n/a	1.1	!	VST AT REMOTE OPERATION	VFT n/a	i
VTU   n/a	VCU   n/a			VSU AFTER CLEANING	VFU   n/a	i
VTV   n/a	VCV   n/a	1 1	!	VSV DOWNLOAD	VFV   n/a	ł
VTW   n/a	VCW  n/a	!!	! '	VSW UPLOAD	VFW   n/a	
VTX OTHER	I Ivcx Total		1	VSX OTHER	VFX OTHER	







DEFECT REPAIR

CODE

2

CODE

2



QTY FLAG

1

2

## NOTICE: USE OF EXTENDED IRIS CODES IS OPTIONAL AND DEPENDES ON COMPANYREQUIREMENTS.

## BASIC PRINCIPLE OF EXTENDED IRIS CODES

### **1.BASIC USE**

BASICALLY THE "SECTION CODE" FIELD CAN BE USED FREELY TO ENTER EITHER:

- "STANDARD" (TECHNICAL) IRIS SECTION CODES
- "NON-TECHNICAL FAILURE" (NTF) CODES
- SIMPLE THREE\_BYTE EXTENDED CONDITION CODES

(DUE TO THEIR DIFFEREN BASIC STRUCTURE, COMMON CODES THAT MIGHT CREATE CONFUSION WILL NOT EXIST)

**SECTION** CODE, NTF Code, or EXT. CONDITON CODE CONDITION SYMPTOM PCB REF.NO. PART NO. CODE CODE 3 3 7 9 20

### 2. ADVANCED USE

"STANDARD	" IRIS LIN	NE IN WHICH	THE CONDITION (	CODE CONTAINS THE L	ETTER "X" IS CONVERTED INTO AN "EXTENDE	<b>D</b> "S IRIS	LINE.		
CONDITION CODE		EXTENDED CONDITION CODE	DETAIL 1	DETAIL 2					
X									
1	3	3	7	9	20	2	2	2	1
			VERSION/ CHANNEL/ REQUENCY / INFORMATION	OTHER EXTRA DATA (e.g. SERVCIE PROVIDER) TO BE FURHTHER DEFINED					

BA	SIC	SCF	KEEN	ILOCA	NOIL	MAIK	17

BASIC MATRIX					
10	20	30			
40	50	60			
70	80	90			

			DETA	ILED MA	ATRIX			
11	12	13	21	22	23	31	32	33
14	15	16	24	25	26	34	35	36
17	18	19	27	28	29	37	38	39
41	42	43	51	52	53	61	62	63
44	45	46	54	55	56	64	65	66
47	48	49	57	58	59	67	68	69
71	72	73	81	82	83	91	92	93
74	75	76	84	85	86	94	95	96
77	78	79	87	88	89	97	98	99

L10	TOP LEFT	L30	TOP RIGHT	L50	CENTER MIDDLE	L70	BOTTOM LEFT	L70	BOTTOM RIGHT	
L11	TOP LEFT L11	L31	TOP RIGHT L31	L51	CENTER MIDDLE L51	L71	BOTTOM LEFT L71	L71	BOTTOM RIGHT L91	
L12	TOP LEFT L12	L32	TOP RIGHT L32	L52	CENTER MIDDLE L52	L72	BOTTOM LEFT L72	L72	BOTTOM LEFT L72	 
L13	TOP LEFT L13	L33	TOP RIGHT L33	L53	CENTER MIDDLE L53	L73	BOTTOM LEFT L73	L73	BOTTOM LEFT L73	LH2 HORIZONTAL LINE AT 14
L14	TOP LEFT L14	L34	TOP RIGHT L34	L54	CENTER MIDDLE L54	L74	BOTTOM LEFT L74	L74	BOTTOM LEFT L74	LH3 HORIZONTAL LINE AT 17
L15	TOP LEFT L15	L35	TOP RIGHT L35	L55	CETNER MIDDLE L55	L75	BOTTOM LEFT L75	L75	BOTTOM LEFT L75	LH4 HORIZONTAL LINE AT 17
L16	TOP LEFT L16	L36	TOP RIGHT L36	L56	CENTER MIDDLE L56	L76	BOTTOM LEFT L76	L76	BOTTOM LEFT L76	LH5 HORIZONTAL LINE AT 41
L17	TOP LEFT L17	L37	TOP RIGHT L37	L57	CENTER MIDDLE L57	L77	BOTTOM LEFT L77	L77	BOTTOM LEFT L77	LH6 HORIZONTAL LINE AT 47
L18	TOP LEFT L18	L38	TOP RIGHT L38	L58	CENTER MIDDLE L58	L78	BOTTOM LEFT L78	L78	BOTTOM LEFT L78	LH7 HORIZONTAL LINE AT 71
L19	TOP LEFT L19	L39	TOP RIGHT L39	L59	CENTER MIDDLE L59	L79	BOTTOM LEFT L79	L79	BOTTOM LEFT L79	LH8 HORIZONTAL LINE AT 74
										LH9 HORIZONTAL LINE AT 77

L20	TOP MIDDLE	L40	CENTRE MIDDLE	L60	CENTRE RIGHT	L80	BOTTOM MIDDLE
L21	TOP MIDDLE 21	L41	CENTRE MIDDLE 41	L61	CENTRE RIGHT 61	L81	BOTTOM MIDDLE 81
L22	TOP MIDDLE 22	L42	CENTRE MIDDLE 42	L62	CENTRE RIGHT 62	L82	BOTTOM MIDDLE 82
L23	TOP MIDDLE 23	L43	CENTRE MIDDLE 43	L63	CENTRE RIGHT 63	L83	BOTTOM MIDDLE 83
L24	TOP MIDDLE 24	L44	CENTRE MIDDLE 44	L64	CENTRE RIGHT 64	L84	BOTTOM MIDDLE 84
L25	TOP MIDDLE 25	L45	CENTRE MIDDLE 45	L65	CENTRE RIGHT 65	L85	BOTTOM MIDDLE 85
L26	TOP MIDDLE 26	L46	CENTRE MIDDLE 46	L66	CENTRE RIGHT 66	L86	BOTTOM MIDDLE 86
L27	TOP MIDDLE 27	L47	CENTRE MIDDLE 47	L67	CENTRE RIGHT 67	L87	BOTTOM MIDDLE 87
L28	TOP MIDDLE 28	L48	CENTRE MIDDLE 48	L68	CENTRE RIGHT 68	L88	BOTTOM MIDDLE 88
L29	TOP MIDDLE 29	L49	CENTRE MIDDLE 49	L69	CENTRE RIGHT 69	L89	BOTTOM MIDDLE 89

	VERTICAL LINE AT 11
	VERTICAL LINE AT 12
.V3	VERTICAL LINE AT 13
.V4	VERTICAL LINE AT 21
.V5	VERTICAL LINE AT 22
	VERTICAL LINE AT 23
.V7	VERTICAL LINE AT 31
.V8	VERTICAL LINE AT 32
\/Q	VERTICAL LINE AT 33