

COMPANY CONFIDENTIAL

CSB-EPS-0283: Intermittent White/Black Lines Problem

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Introduction

Over the last several months, intermittent white or black lines have appeared through images on certain Avantara models. The lines appear after a white/black transition and continue until the next transition. Refer to Figure 1 for an example of bad output. This problem has only appeared on systems that use the 4-DEC board (P/N 209714-50X). These systems include the Avantara 25S, 30 & 36S/44S.



Figure -1

Corrective Action

A timing problem has been found with one of the ECL Driver chips on the DEC board. The problem has been further isolated to a particular date code of that device (9521).

All 4-DEC boards in Manufacturing and Field Service stock will be checked for this bad date code and purged as necessary. Systems exhibiting the above mentioned problem in the field should be checked for this condition. Refer to Figure 2 for location of suspect driver chip (U2). If the IC has the bad date code, **9521**, replacement of the DEC board will be necessary.

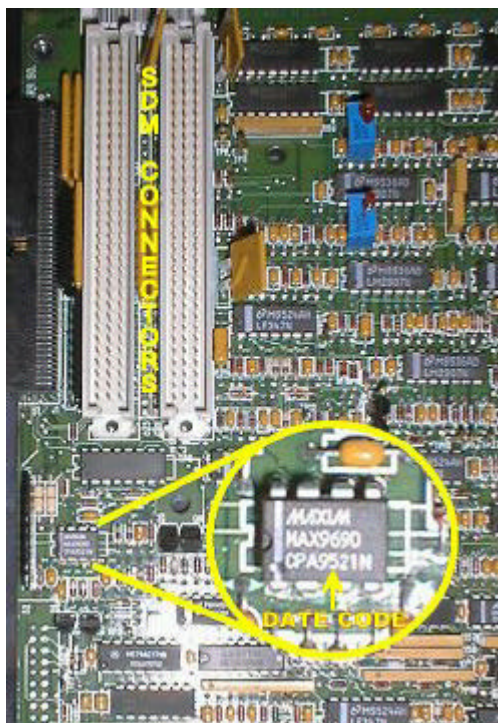


Figure 2