

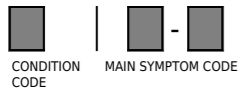
EXTENDED SYMPTOM CODE (*1) THE 'X' EXTENDED SYMPTOM CODES (*-**X) SHOULD ONLY BE USED TO INDICATE THAT A SUITABLE SYMPTOM DESCRIPTION IS NOT AVAILABLE IN THE CONCERNED SYMPTOM GROUP

Symptomtable

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1	2	3	4	5	6	7	8	9																							
Constantly	Intermittently	After a while	In a hot environment	In a cold environment	When switching	Under vibration	In a damp / wet / rainy / snowy environment	In a dry environment	Due to physical damage	After lightning strike	Only certain station(s) / software / mode / channels / frequency band / network(s)	Only on certain standards or systems	Only on one channel	Only with certain input(s)	Only on certain output(s)	In standby / idle / off mode	At switch-on	At edit point	When interconnected, used with specific external equipment, adapter kit	Liquid contamination	For a short while after switch-on	After making a copy	Under stressed conditions / high load	At switch-off	Only while sending / writing	Only while receiving / reading	Only with certain media	Only when accessing a specific area of the medium	Only at certain geographical location(s)	After product update / upgrade	Extended IRIS code line (advanced)
1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL CATEGORIES																							
110 - Power problem or not operating 111 - No power 112 - No power when using AC adapter 113 - No power when using dry batteries 114 - No power when using rechargeable batteries 115 - No power from solar cell 116 - No power when using a car battery 117 - Short operation time / short battery life 118 - Power-off function not working 119 - No switch-on from standby 11A - Powers up but no operation 11B - Cyclic power on / off 11C - Blowing external (mains) fuse 11D - Set switches off by itself 11E - Backup battery problem 11F - Not operating 11G - No automatic switch on / off 11H - Internal protection switch / fuse in set triggers 11J - Battery not recognized 11K - Set start-up too slow 11X - Other "power problem or not operating" problem	120 - Charging problem / Level problem 121 - No battery charging 122 - Incomplete battery charge 123 - Charging time too long 124 - Insufficient heating / temperature (not specific) 125 - Excessive heating / temperature (not specific) 126 - Insufficient cooling (not specific) 127 - Excessive cooling (not specific) 128 - Wireless charging malfunction 12X - Other charging problem	130 - Display function problem 131 - No or faulty display 132 - Faulty lamp / LED operation 133 - Faulty level meter operation 134 - No or faulty on-screen display operation 135 - Electronic tuning display fault 136 - Mechanical tuning display fault 137 - Faulty time code display 138 - Faulty alarm / error display 139 - Display dim / too dark / partial / flickering / bad colour etc. 13A - Unusual or incorrect message in display 13B - No, partial, or uneven backlight 13C - Acoustic signal, no display 13D - Warning light does not work 13E - Warning light lights up 13F - Missing segment(s) 13G - Problem with ambient light 13X - Other display function problem	140 - Abnormal noise 141 - CRT discharging noise 142 - EHT discharging noise 143 - Noisy cabinet / cracking trays 144 - Noisy transformer / humming 145 - Noisy component(s) 146 - Rattle 147 - Clicking 148 - Clock noise 149 - Cracking 14A - Whistling 14B - Bubbling, boiling 14C - Murmuring 14D - Gurgling 14E - Sizzling 14F - Squealing 14G - Grinding 14H - Rumbling 14I - Pumping noise 14X - Other "abnormal noise" problem	150 - Remote control problem 151 - No remote control operation 152 - Incorrect remote control operation 153 - Remote control programming / learning mode problem 154 - Poor remote control sensitivity 155 - Remote operation problem via Mobile device APP 156 - Remote operation problem via Bluetooth 157 - Remote operation problem via WiFi 158 - Mobile device APP poor / unstable / too slow connection to main unit 159 - Mobile device APP crashes / impossible to connect 15X - Other remote control problem	160 - Physical damage 161 - Damaged / deformed cabinet / panel / glass 162 - Damaged handle / Clip / transport strap 163 - Damaged control knob(s) / button(s) / keypad 164 - Damaged door / cover 165 - Damaged seal 166 - Damaged plug / socket / terminal / connector / card holder 167 - Damaged lens 168 - Damaged cartridge or stylus 169 - Damaged antenna 16A - Damaged CRT / viewfinder / LCD display 16B - Missing component(s) or ornamental part(s) 16C - Printed markings erased / peeled off 16D - Set burning / emits smoke 16E - External surface damage (bubbling / peeling / rusting / scratched / sharp edges) 16F - Smell 16G - Weak / damaged stand 16H - Damaged speaker 16J - Set gets very hot / parts melting 16K - Foreign substance on / in unit 16L - Burning marks 16M - Internal surface damage (bubbling / peeling / rusting / scratched) 16N - Damaged power cable 16P - Damaged accessory 16R - Discolouration 16S - Consumer hurt 16T - Damaged / defect filter 16U - Packaging 16X - Other physical damage	170 - General function problem 171 - Faulty clock function 172 - Faulty sleep function 173 - Faulty timer programming 174 - Faulty timer operation 175 - Programming / user adjustment problem 176 - Faulty record mute operation 177 - Faulty programmed playback operation 178 - Faulty memory function 179 - Faulty input switching 17A - Faulty output switching 17B - Electric shock / static discharge 17C - Faulty search function (index / view / title / chapter / track ...) 17D - Wrong language / character set 17E - Error code / signal appears in display 17F - Switch / keypad / regulator not operating 17G - Pedal not operating 17H - Faulty standby mode 17J - Faulty hibernation mode 17K - No audible warning signal 17L - Faulty operation of parental lock / keylock function 17M - Faulty mode switching 17N - Menu function problem 17O - No interior lighting 17P - Faulty user control function 17Q - Faulty flashlight / lamp operation 17R - Region-code / security-related problem (DVD a.o.) 17S - Temperature not adjustable 17T - Program blocked 17U - Faulty steam 17V - Not weighing 17W - Accessory doesn't work 17X - Other general function problem	180 - Special requirements 181 - Test and check 182 - General overhaul 183 - System / frequency conversion 184 - Initial setup / installation requested 185 - Modification / circuit / installation change 186 - Wrong product in carton 187 - Wrong or missing accessory 188 - Unable to connect parts / to assemble 189 - Wrong colour 18A - Colour mismatch 18B - Battery mounting problem 18C - Software / Firmware upgrade requested 18D - Set causes malfunctions in other sets 18E - Calibration / alignment requested 18X - Other special requirements 18Z - Symptom not available																								
210 - No reception or connection 211 - No AM reception 212 - No FM reception 213 - No SW reception 214 - No VHF reception 215 - No UHF reception 216 - No BS reception 217 - No CS reception 218 - No HDTV reception 219 - No GPS / QPS reception 21A - No reception of digital broadcasting 21B - No IR reception 21C - No dial tone 21D - No modem / telephone / fax connection 21E - Modem / telephone not answering / no carrier 21F - No network / Internet connection / network initialization fails 21X - Other no reception problem	220 - Poor reception or connection 221 - Poor AM reception 222 - Poor FM reception 223 - Poor SW reception 224 - Poor VHF reception 225 - Poor UHF reception 226 - Poor BS reception 227 - Poor CS reception 228 - Poor HDTV reception 229 - Poor GPS / QPS reception 22A - Poor reception of digital broadcasting 22B - Poor IR reception 22C - Poor / interrupted Internet / Network connection 22X - Other poor reception problem	230 - Transmission / connection problem 231 - No transmission / connection 232 - Poor transmission / connection 233 - Transmission level too high 234 - No transmission between base unit and handset 235 - Poor transmission between base unit and handset 236 - No IR transmission 237 - One-sided connection 238 - Modem / telephone hangs up immediately once connected 239 - Modem / telephone drops line during connection 23A - No or faulty transmission confirmation / logging 23X - Other transmission / connection problem	240 - Noisy reception / transmission 241 - Line noise 242 - Oscillation 243 - Interstation interference 244 - Other noisy reception / transmission problem	250 - Unstable reception / transmission 251 - Tuning drift 252 - Fading 253 - Intermittent line / line breaking off 254 - No or unstable connection combined with "weak signal strength" indication 25X - Other unstable reception / transmission problem	260 - Tuning / Navigation problem 261 - Manual tuning problem 262 - Automatic tuning problem 263 - Incorrect tuning 264 - Tuning memory / Phonebook / Address book problem 265 - Vehicle position different from map data 266 - Wrong map data 267 - Map not displayed 268 - Vehicle position does not move or moves when it should not 269 - Cannot search by entered criteria 26A - Problem to calculate desired route 26B - Auto reroute does not work 26C - No or too slow traffic info display 26X - Other tuning / navigation problem	270 - Special communication problem 271 - Faulty dialling 272 - Faulty channel selection 273 - Faulty auto-answer operation 274 - Faulty message read-out function 275 - Faulty autodial / redial memory 276 - Faulty speech processing / No voice recognition 277 - No ringing tone / vibration 278 - Loud / weak ringing tone 279 - Modem / telephone stuck off hook 27A - Fax does not work properly 27B - Modem causes problem with phone 27C - No modem / telephone dial tone 27D - Call transfer problem 27E - Report / Journal function problem 27F - Faulty Video phone / conference function 27X - Other special communication problem	280 - Special reception problem 281 - Faulty stereo reception 282 - Faulty main channel (A) function 283 - Faulty sub-channel (B) function 284 - Faulty SSB reception 285 - Faulty RDS / VPS / PDC / XDS operation 286 - Faulty teletext / close caption / EPG reception 287 - Faulty satellite / RTTY reception 288 - Faulty fax operation 289 - Modem not recognized by system 28A - Faulty call charge / call time function 28B - Faulty hands-free operation 28C - Set locked 28D - Faulty antenna control 28X - Other special reception problem																								
310 - No picture 311 - No picture in E to E mode 312 - No picture in playback mode 313 - No picture in viewfinder 314 - No picture / only raster 315 - No raster / black picture 316 - Horizontal line problem 317 - Vertical line problem 318 - No picture in LCD 319 - No 2nd (or higher) monitor display 31X - Other no picture problem	320 - Picture level problem 321 - Picture too dark 322 - Picture too bright 323 - Contrast too low 324 - Contrast too high 325 - Saturated white or black level 326 - Shading on picture 327 - Only partial picture 328 - Solarization effect on picture 32X - Other picture level problem	330 - Picture quality problem 331 - Poor picture resolution 332 - Poor focus 333 - Ringing on picture 334 - Excessive smear / lag 335 - Poor linearity or geometry 336 - Picture size incorrect 337 - Incorrect centring of picture 338 - Picture slanted 339 - V-size incorrect 33A - H-size incorrect 33B - Ghosting in 3D Mode 33X - Other picture quality problem	340 - Picture noise 341 - Snowy picture 342 - Dot noise or dropout on picture 343 - Noise bars on picture 344 - Blanking lines on picture 345 - Beating on picture 346 - Ghosting on picture 347 - VCR head switching noise on picture 348 - Overmodulation noise 349 - Moiré 34A - Mosaic noise 34B - Scrambled picture 34C - Clouding, "MURA" 34X - Other picture noise problem	350 - Unstable picture 351 - Sync problem 352 - Picture pumping 353 - Picture jitter 354 - Picture shaking (horizontal or vertical) 355 - Flickering picture 356 - Flashing picture 357 - Cyclic picture muting 358 - Head impact error causing unstable picture 359 - VCR skew / H-shift error 35A - Freezing picture / Display 35B - Jumping / repeating picture 35X - Other unstable picture problem	360 - Poor picture / video recording 361 - Editing problem 362 - No erasure protection for video 363 - Previous video recording not being erased 364 - Unwanted erasure of picture 365 - No camera recording 366 - Only one field per frame being recorded 367 - Records only a few pictures 368 - Built-in Camera problem / defect 36X - Other picture recording problem	370 - Special picture function problem 371 - Editing problem 372 - Faulty fading / wiper operation 373 - Faulty negative / positive switching function 374 - Faulty superimpose / telop operation 375 - Faulty Picture in Picture / digital picture operation 376 - Faulty picture transmission 377 - Faulty digital shutter function 378 - Faulty genlock function 379 - Faulty flash / strobe function 37A - Faulty digital picture / zooming function 37B - Faulty auto-edit function 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	380 - Picture display / CCD-Sensor problem 381 - Burn mark on display / CCD-Sensor 382 - Scratch on display / CCD-Sensor 383 - Dust / dirt on display / CCD-Sensor 384 - Phosphor / pixel missing on display / CCD-Sensor 385 - Bright, dark, or flashing pixels 386 - Lines across / down image 387 - Out of specs pixel defaults 388 - Background burnt in 389 - One or more bright or dark lines 38A - Abnormal light emission of the display 38X - Other picture display / CCD-Sensor problem																								
410 - No colour 411 - No colour in E to E mode 412 - No colour in playback mode 413 - No colour in viewfinder 414 - No colour in part of picture 41X - Other no colour problem	420 - Colour level problem 421 - Weak colour 422 - Excessive colour 42X - Other colour level problem	430 - Poor colour quality 431 - Some or all colours missing 432 - Poor white balance 433 - Hue problem 434 - Purity error 435 - Landing error / white uniformity 436 - Convergence error 437 - Registration error 438 - Pitch moiré / rainbow pattern 439 - Colour shift 43X - Other colour quality problem	440 - Noisy colour 441 - Colour noise on a black & white picture 442 - Colour streaking 443 - Colour bars on picture 44X - Other colour noise problem	450 - Unstable colour 451 - Colour flashing 452 - Hue constantly changing 453 - Flickering colour 454 - Colour not locked 45X - Other unstable colour problem	460 - Poor colour recording 461 - No colour recording 462 - Noisy colour recording 46X - Other colour recording problem	470 - Special colour function problem 471 - Faulty automatic white balance 472 - Faulty colour effects function 47X - Other special colour function problem																									



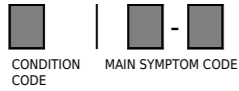
EXTENDED SYMPTOM CODE (*1) THE 'X' EXTENDED SYMPTOM CODES (*-**X) SHOULD ONLY BE USED TO INDICATE THAT A SUITABLE SYMPTOM DESCRIPTION IS NOT AVAILABLE IN THE CONCERNED SYMPTOM GROUP

Symptomtable

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1	2	3	4	5	6	7	8	9	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	X
1 - NO ACTION		2 - LEVEL		3 - QUALITY		4 - NOISE		5 - UNSTABLE		6 - RECORDING & PHYSICAL PROBLEMS		7 - SPECIAL FUNCTIONS		8 - OTHER CONDITIONS		9 - SPECIAL CATEGORIES															
5		AUDIO		<p>510 - No audio 511 - No sound in E to E mode 512 - No playback of outgoing message(s) (OGM) 513 - No playback of incoming message(s) (ICM) 514 - No audio playback 515 - No sound from handset 516 - No sound from speaker 517 - No sound from earphone / headphone 518 - No microphone sound 519 - No sound from digital output 51X - Other no audio problem</p>		<p>520 - Audio level problem 521 - Low audio level 522 - Excessive audio level 523 - Balance problem 524 - Fader problem 525 - Audio level remaining / no muting 52X - Other audio level problem</p>		<p>530 - Audio quality 531 - Poor frequency response 532 - Distorted audio 533 - No or poor treble 534 - No or poor bass 535 - Earphone / headphone audio poor 536 - Audio delay / lip-sync problem 53X - Other audio quality problem</p>		<p>540 - Noisy audio 541 - Hum 542 - Hiss / rustle / background noise 543 - Crosstalk 544 - Static / pop or click noise 545 - Buzz, noise from picture display or deflection 546 - Scratching noise 547 - Ignition noise 548 - Whistling / multipath noise 549 - Data / digital noise 54X - Other audio noise problem</p>		<p>550 - Unstable audio 551 - Jumping or repeating audio 552 - Audio pumping or breathing 553 - Audio dropouts 554 - Cyclic audio muting 555 - Wow and flutter 556 - Howling / acoustic feedback 557 - Echo in sound 55X - Other unstable audio problem</p>		<p>560 - Poor audio recording 561 - Audio not being recorded 562 - No erasure protection for audio 563 - Previous audio recording not being erased 564 - Unwanted erasure of audio 565 - Message not being recorded 566 - Distorted audio recording 56X - Other audio recording problem</p>		<p>570 - Poor special audio function 571 - Faulty fade operation 572 - Faulty echo operation 573 - Faulty mixing operation 574 - Faulty repeat mode operation 575 - Faulty audio processing 576 - Faulty sync recording operation 577 - Faulty DBB / DOL operation 578 - Faulty noise reduction operation 579 - Faulty audio dub function 57A - Faulty title programming 57B - Faulty microphone control 57C - Faulty pitch control 57X - Other special audio function problem</p>		<p>580 - Stereo / multi-mode operation 581 - No stereo operation 582 - Poor channel separation 583 - Difference in phase between channels 584 - Problem with surround sound mode 585 - Problem with PCM audio mode 586 - Problem with compressed digital audio data 58X - Other stereo / multi-mode problem</p>													
6		MECHANISM		<p>610 - No mechanical operation 611 - No rotation of motor / disc / swivel 612 - No forward operation 613 - No reverse operation 614 - No fast forward or rewind function 615 - No loading 616 - No unloading or ejecting 617 - No auto shut-off operation 618 - Tonearm does not move 619 - Disc not being ejected 61A - Magazine or module loading / unloading 61B - Control / switch not working 61C - Open / close problem of door / panel / drawer / tray 61D - No fan / ventilation 61X - Other no mechanical operation problem</p>		<p>620 - Irregular mechanical operation 621 - Irregular rotation 622 - Irregular forward mode 623 - Irregular reverse operation 624 - Irregular fast forward or rewind function 625 - Irregular loading of media 626 - Irregular unloading or ejecting 627 - Irregular auto shut-off operation 628 - Irregular tonearm movement 629 - Irregular ejection of disc 62A - Irregular direction change 62B - Faulty disc change operation 62C - Faulty automatic cord rewinder 62X - Other irregular mechanical operation problem</p>		<p>630 - Speed problem 631 - Speed too fast 632 - Speed too slow 633 - Speed unadjustable 63X - Other speed problem</p>		<p>640 - Mechanical noise 641 - Rotation noise / drum noise 642 - Motor noise 643 - Wind / air noise 644 - Squealing 645 - Fan noise 646 - Disc scraping 647 - Noisy tape loading 648 - Gear noise 649 - Control or switch noisy 64A - Grinding 64B - Rumbling 64C - Vibration noise 64D - Noise from lens mechanism 64X - Other mechanical noise problem</p>		<p>650 - Mechanical instability 651 - Uneven feet 652 - Faulty hinge 653 - Vibrating / jumping 654 - Part(s) loose 655 - Wheel defect 656 - Poor handset / cradle position 657 - Leakage general 658 - Waterproof problem 65X - Other mechanical instability problem</p>		<p>660 - Damage to media 661 - Tape gets scratched 662 - Disc gets scratched 663 - Tape gets chewed / wrinkled 664 - Tape jammed or broken 665 - Tape gets curled 666 - Slack tape 667 - Tape sticking 66X - Other software damage problem</p>		<p>670 - Mechanical operation problem 671 - Faulty start / stop / braking operation 672 - Faulty pause operation 673 - Faulty automatic program search 674 - Faulty cue / review mode 675 - Faulty slow motion operation 676 - Faulty high-speed scanning mode 677 - Faulty speed copy function 678 - Faulty repeat operation 679 - Faulty record review mode 67A - Faulty AMS operation 67B - Auto-reverse malfunction 67C - Faulty end detection 67D - Faulty disc side (A-B select) switching 67X - Other mechanical operation problem</p>		<p>680 - Lens problem 681 - Focus problem 682 - Zoom problem 683 - Iris problem 684 - Macro problem 685 - Foreign substance / dust inside lens 68X - Other lens problem</p>													
7		DATA PROCESSING		<p>710 - No data processing operation 711 - No initial screen 712 - System does not reset 713 - System does not boot up 714 - No operation from plug-in module / peripheral 715 - No keyboard operation 716 - No operation from other input / output device 717 - No data storage operation 718 - No data communication 719 - Error message display 71A - HDD boot failure 71B - FDD boot failure 71C - CD/DVD disc boot failure 71D - Operation process freezing 71X - Other no data processing problem</p>		<p>720 - Faulty data processing operation 721 - Incorrect data 722 - Operating system reset / crashes while being used 723 - Operating system locks out / crashes / hangs while idle / Standby 724 - Faulty operation of plug-in module, memory card, etc. 725 - Faulty keyboard operation 726 - Faulty operation of other input / output device 727 - Faulty data storage operation 728 - Faulty data communication / data synchronisation 729 - Memory error 72A - Requires setup at booting 72B - Operating system boot-up only in safe mode 72C - Operation control too slow / sluggish / freezing 72E - Mobile payment malfunction 72D - Operating system cannot be installed 72X - Other faulty data processing problem</p>		<p>730 - Data display problem 731 - Incorrect character display 732 - Missing display characters 733 - Faulty graphic display 734 - Faulty switching between graphic / character mode 735 - Faulty prompt / cursor operation 736 - Data display colour incorrect 737 - No paging or scroll mode 738 - Does not display media titles or content 739 - Incorrect values shown on display 73X - Other data display problem</p>		<p>740 - Keyboard / pointing device / touchscreen 741 - Mouse / trackball / trackpad / touchscreen not working 742 - Keyboard / touchscreen locks up 743 - Pointing device locks up 744 - Sticky / hard to press key(s) / touchscreen 745 - Inoperative key(s) 746 - Pointing device / touchscreen not tracking properly / Sluggish 747 - Pointing device / touchscreen jittery 748 - Left or right click button inoperational 749 - Trackpad / touchscreen surface damaged 74A - Keyboard key(s) damaged 74B - No keypad tone 74C - Biomedical Sensor problem 74D - Sensor problem for user authentication 74E - Alert Sensor - false alarm 74F - Alert Sensor - no or poor detection 74X - Other keyboard / pointing device / touchscreen problem</p>		<p>750 - Peripheral problem (non-storage) 751 - Peripheral does not initialize 752 - Communication failure with peripheral 753 - Internal peripherals failure 754 - External peripherals failure 755 - Network card error 756 - Peripheral fails self test 75X - Other peripheral problem</p>		<p>760 - Data storage problem 761 - Formatting problem 762 - Data on storage medium being lost 763 - Frame memory problem 764 - Read / write errors 765 - Hard or optical disc drive problem 766 - Floppy drive problem 767 - CD / DVD-ROM drive problem 768 - Tape problem 769 - Medium not recognized / cannot access 76A - Discs exchange problem 76B - Read / write operation very slow 76C - Memory card problem 76D - SIM card problem 76X - Other data read / write problem</p>		<p>770 - Special data processing function problem 771 - Faulty self-diagnostic mode 772 - Faulty word processing function 773 - Faulty graphic edit function 774 - Program / application cannot be installed 775 - Preloaded program cannot be started up 776 - Not preloaded program cannot be started up 777 - Virus alarm 778 - Messaging function problem / SMS / MMS 779 - Application start-up cannot finalize 77A - Application start-up slow 77B - Software recovery problem 77C - Password / access protection problem 77D - Self-Diagnosis Reports pre-failure notice 77X - Other special data function problem</p>		<p>780 - Interface problem 781 - USB interface problem 782 - Parallel interface problem 783 - SCSI interface problem 784 - Serial interface problem 785 - Incompatible with other systems 786 - Audio / video interface problem 787 - i.Link / Firewire / IEEE1394 interface problem 788 - LAN / Wifi problem 789 - Docking station / port replicator / external device problem 78A - Bluetooth / infrared problem 78B - NFC problem 78X - Other interface problem</p>													
8		PRINT / COPY / SCAN		<p>810 - No print / copy / scan operation 811 - Not printing 812 - No communication with printer 813 - Paper not loading 814 - No paper feed (internal function) 815 - No image fixation 816 - No document feeding 817 - Scanner not working 818 - No operation of paper feed module (external) 819 - No Sorter/Finisher Function 81X - Other no print / copy / scan problem</p>		<p>820 - Erroneous print / copy / scan operation 821 - Print image reversed (negative / positive) 822 - Irregular paper feed 823 - Erroneous print mode switching 824 - Copy too dark 825 - Copy too bright 826 - Black copy 827 - White copy 828 - Poor colour levels 829 - Irregular document feed 82A - Faulty correction function 82B - Poor scanning quality 82X - Other print / copy / scan operation problem</p>		<p>830 - Poor print quality 831 - Incorrect printing position 832 - Low print contrast 833 - Excessive print contrast 834 - Blurred print image 835 - Print image not sharp 836 - Dots missing in print image 837 - Colour streaking 838 - No colour in part of image 839 - Print image / copy incomplete 83A - Faulty calibration 83B - Ink Dripping / Splashing 83X - Other print quality problem</p>		<p>840 - Noisy printing 841 - Printing noise lines 842 - Dirty printing 843 - Unpleasant smell (ozone) 844 - Black lines / stripes in feed direction 845 - White lines / stripes in feed direction 846 - Black lines / stripes across feed direction 847 - White lines / stripes across feed direction 84X - Other noisy printing problem</p>		<p>850 - Unstable printer operation 851 - Unstable paper loading 852 - Unstable multi-paper loading 853 - Incorrect line-up of characters 854 - Wrong detection of original document format 85X - Other unstable printer operation problem</p>		<p>860 - Ribbon / paper problems 861 - Ribbon broken 862 - Ribbon stuck / sticking 863 - Ribbon derailed 864 - Paper stuck / sticking to mechanism 865 - Paper jam 866 - Document jam 867 - Erroneous no ink / toner message 868 - Faulty paper cutting function 869 - Too short ink / toner lifetime 86A - Paper skew / wrinkle / folding 86B - Document skew / wrinkle / folding 86X - Other ribbon / paper problem</p>		<p>880 - Faulty font / character functions 881 - Incorrect characters or image 882 - Incorrect character size 883 - Font loading problem 88X - Other faulty font / character function problem</p>															



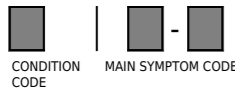
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Symptomtable

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		1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
1	Constantly							
2	Intermittently							
3	After a while							
4	In a hot environment							
5	In a cold environment							
6	When switching							
7	Under vibration							
8	In a damp / wet / rainy / snowy environment							
9	In a dry environment							
A	Due to physical damage							
B	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							
K	When interconnected, used with specific external equipment, adapter kit							
L	Liquid contamination							
M	For a short while after switch-on							
N	After making a copy							
O	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							
X	Extended IRIS code line (advanced)							
		A10 - No function A11 - No heating A12 - No water draining / pumping out A13 - No rinsing / no circulation A14 - No drying A15 - No salt consumption A16 - No clear rinse / softening agent consumption A17 - No detergent consumption A18 - No water inlet A19 - No air drain A1A - No water in container A1B - No spinning A1C - Stops during program flow A1D - Continues via stop A1E - Continues without stopping A1F - Program stops and pumps constantly A1G - Water inlet not stopped A1H - Heating up without water A1J - No water through flow / blockage A1K - No whitening agent consumption A1L - No softener consumption A1X - Other no function problem	A20 - Operational problem A21 - Pumping out improperly A22 - Insufficient water inlet A23 - Insufficient drying / spinning A24 - Excessive salt consumption A25 - Excessive clear rinse consumption A26 - Excessive detergent consumption A27 - Takes excessive water A28 - Program flow too fast / slow A29 - Water in soft rinsing chamber A2A - Improper spinning A2B - Program knob remains in every position A2C - Takes detergent only partially A2D - Takes softening agent immediately A2E - Water enters and drains off immediately A2G - Drying time too long A2H - Wrong drum positioning A2X - Other operational problem	A30 - Washing / cleaning poor performance A31 - Not clean A32 - Tea and coffee stains A33 - Lime deposits A34 - Food rests A35 - Granular deposits A36 - Dim and dull glasses A37 - Stripes / stains on tableware A38 - Rust on cutlery A39 - Wrinkled laundry A3A - Burnt laundry A3B - Laundry hot and dry A3C - Laundry hot and damp A3D - Laundry damaged A3X - Other "washing / cleaning poor performance" problem	A40 - Noise A44 - Spinning noise A4X - Other noise problem	A50 - Leakage and inlet / outlet damage A51 - Water leakage A52 - Steam emission A53 - Foaming A54 - Damaged hose A55 - Air emission A57 - Drum lid damaged / opened A58 - Drum blocked A59 - Condenser blocked A5X - Other leakage and inlet / outlet damage problem	A60 - Damaged parts A61 - Damaged tableware basket A62 - Damaged rinse aid chamber / cover A63 - Damaged detergent chamber / cover A64 - Damaged fluff filter A6X - Other damaged parts problem	
		B10 - No function B11 - No cooling B12 - No freezing B13 - No warming up B16 - No defrosting B17 - No dehumidification B19 - Ventilator does not switch off B1A - No ice production B1B - No crushed ice production B1C - No cold water production B1X - Other no function problem	B20 - Operational problem B22 - Insufficient freezing B26 - Excessive freezing B29 - Insufficient ventilation power B2A - Ventilation power only at one side B2B - Ventilation power not adjustable B2C - Compressor operating all the time B2D - Insufficient filter operation B2X - Other operational problem	B30 - Cooling / Heating poor performance B32 - Rotted / damaged food B33 - Ice cream too hard B34 - Insufficient ice cube quality B35 - Condensed water on food B3X - Other "cooling / heating poor performance" problem	B40 - Water / ice / noise problem B41 - Condensation inside cabinet B42 - Ice build up B44 - Water inside cabinet B45 - Noisy compressor B46 - Noisy magnet switch B47 - Noisy thermostat B4X - Other water / ice / noise problem	B50 - Leakage B51 - Fuel, Oil leakage B52 - Soot leakage B53 - Smoke emission B54 - Water leakage B5X - Other leakage problem	B60 - Damaged parts B61 - Damaged evaporator B62 - Temperature adjustment stuck B63 - Selection switch defective B64 - Filter holder defective B6X - Other damaged parts problem	
		C10 - No function C11 - Oven does not warm up C12 - Heating element does not work C13 - All hot plates do not work C14 - One hot plate does not work C15 - Hot plate extension does not work C16 - Hot air circulation defective C17 - Microwave section defective C18 - Grill defective C19 - No ignition C1A - No rotation of stirrer / deflector / antenna C1B - No rotation of turntable C1C - No heat residual indication C1D - No cleaning cycle C1E - Spit doesn't turn C1G - No pressure C1X - Other no function problem	C20 - Operational problem C21 - Uneven cooking C22 - Regulators do not work C23 - One regulator does not work C24 - Unstable / bad flames C25 - Insufficient heating up (hob / hot plate) C26 - Excessive heating up (hob / hot plate) C27 - Insufficient heating (oven) C28 - Excessive heating (oven) C29 - Cooking time too long C2A - Baking time too long C2B - Cooling fan running too long C2C - Flame goes out C2D - Insufficient cleaning C2E - Spit turns incorrectly C2F - Flashing / sparking visible C2X - Other operational problem	C30 - Cooking / Baking poor performance C31 - Bad cooking / baking performance C32 - Food burnt C33 - Uneven browning results C34 - Poor Microwave cooking C35 - Poor Grill cooking C36 - Poor Convection cooking C37 - Poor Steam cooking C38 - Poor cooking in combination mode C3X - Other "cooking / baking poor performance" problem	C50 - Leakage C51 - Heat emission / leakage C52 - Damp / condensation / dirt on door glass C53 - Gas leakage C54 - Microwave leakage C55 - Oil splash C5X - Other leakage problem	C60 - Damaged parts C61 - Defective cooking plate grid C62 - Hot plate slanted C63 - Damaged / stained / discoloured hob C64 - Oven ignition switch damaged C65 - Hot plate ignition switch damaged C66 - Oven switch / knob damaged C67 - Discoloured switch / knob C69 - Damaged temperature sensor C6A - Damaged gas ignition device C6B - Damaged / discoloured cavity C6X - Other damaged parts problem	C70 - Gas circuit problems C71 - Gas hose damaged C72 - Gas socket damaged C73 - Pressure regulator damaged C74 - Gas cylinder damaged C75 - Gas valve damaged C7X - Other gas circuit problem	
		J10 - No function J11 - No kneading J12 - No blending J13 - No beating (beating whisk) J14 - No mixing J15 - No chopping J16 - No latching (rotary arm) J17 - No slicing J18 - No mincing J1X - Other "no function" problem	J20 - Operational problem J21 - Insufficient kneading J22 - Insufficient blending J23 - Insufficient beating (beating whisk) J24 - Insufficient mixing J25 - Insufficient chopping J26 - Insufficient latching (rotary arm) J27 - Insufficient slicing J28 - Insufficient mincing J29 - Handle malfunction J2X - Other "operational" problem	J30 - Poor performance / processing J31 - Bad baking / toasting performance J3X - Other "poor performance / processing"		J50 - Leakage J51 - Leakage of the bowl J52 - Leakage of jar J5X - Other "leakage" problem	J60 - Damaged parts J61 - Damaged rotary arm J62 - Damaged bowl J63 - Damaged basket J6X - Other damaged parts" problem	
		K10 - No function K11 - No heating K12 - No hot air circulation K13 - No measuring K14 - No reception or link K15 - No audio / video K1X - Other "no function" problem	K20 - Operational problem K21 - Insufficient air flow K22 - Cuff pressure too low K23 - Nozzle problem K24 - Oral irrigator problem K25 - Poor reception Audio / video K2X - Other "operational" problem"	K30 - Poor care performance / results K31 - Incorrect weight K32 - Incorrect range / measurement units K33 - Bad shaving performance K34 - Bad cutting performance K35 - Poor auto clean function K36 - Blade worn-out K37 - Outer foil worn-out K38 - Hair is pulled K39 - Burning sensation (on skin) K3A - Enduser Pain K3B - Incorrect food mixing K3C - Bad measurement result K3D - Bad Sound K3E - Bad Video K3F - Interference K3X - Other "Poor care performance / result" problem				



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

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		1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS																														
1 Constantly	L FLOOR CARE	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																															
									M GARMENT CARE	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																							
																N BEVERAGE	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 pomace too muddy N39 - Incorrect bubbling N3A - Milk not hot enough (Milk preparing accessory) N3B - Mixed drink too cold N3C - Milk froth too cold N3D - Insufficient milk froth consistency N3E - Insufficient coffee cream N3F - Incorrect mixed beverage N3X - Other "beverage / poor performance" problem	N50 - Beverage leakage N5X - Other " beverage leakage"																		
																						P POWER TOOLS / GARDENING	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 catch problem P62 - Blade problem P63 - Reflector problem P64 - Damaged case P65 - Valve problem P6X - Other damaged parts" problem											
																												K When interconnected, used with specific external equipment, adapter kit										
																																		L Liquid contamination				
N After making a copy																																						
					O 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																																	
										X Extended IRIS code line (advanced)																												

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
X2C	While drum is turning
X2D	While drum is stopped
X2E	While taking water
X2F	During soaking program
X2X	Other specific point in washing dishwashing program or operation
X31	While opening or closing the door or tray
X32	During oven operation
X33	During microwave operation
X34	During hot plate operation
X35	During roasting
X36	During baking
X37	During grilling
X38	During self-cleaning
X3X	Other specific point in cooking program or operation
X41	During ice making / crushing
X42	During water dispensing
X43	During superfrost
X44	During defrosting
X45	During cooling
X46	While running fan
X47	During compressor stopped
X4X	Other specific point in refrigerator / freezer problem or operation

Defectcodes

MECHANICAL		ELECTRICAL	
A	Worn out (or general mechanical defect)	G3	Sharp Edges
A1	Malfunction	H	Cracked / peeled / corroded / melted
B	Dirty / clogged	H1	Cracked / peeled
C1	Too wide	H2	Corroded
C2	Too narrow	H4	Paint / colour mismatch
D	Cut / broken	I	Loose / off / stripped
D1	Split / torn	I1	Not welded or glued / broken weld
D2	CRT broken neck	I2	Loose parts in tube (visible or not)
E	Deformed	J	Shaky / unstable
F	Snapped	J1	Set not levelled properly
F1	Stuck / jammed	J2	Vibrating
F2	Tight	K3	CRT leak (no vacuum)
F4	Kinked / bent / squeezed	L	Dry (no lubricant)
G	Scratched / dented / sharp edges	M1	Blocked / clogged
G1	Display, scratches or external damage	O	Burnt / arcing / missing pixels
G2	Dented	V	Cracked printed circuit board
G3	Sharp Edges		
ELECTRICAL		REPAIRCODES	
16	Map data error	R1	CRT / Display open circuit
2	Exhausted / low emission	S	Leaking (electrical)
51	Faulty mains voltage	S1	CRT leaking (electrical)
N	Defective electrical component / module	T	Bad contact / connection
O1	CRT geometry out of spec	T1	Bad earth connection
O2	CRT convergence out of spec	U	Open pattern
O3	CRT focus defective	W	Cold or no soldering [NO LONGER USED]
O4	CRT / Display purity problem	W1	Missing solder
O5	CRT EHT (High Voltage) shortcircuit	W2	Bridged soldering
O6	CRT EHT (High Voltage) flashover	W3	Cracks in solder
O7	Out-of-spec pixel defects in display	W4	Solder did not stick to component
O8	Deflection coil defective	W5	Component did not contact solder
O9	Noise from CRT / Display or deflection coil	W6	Lead wire / flat cable is bent / wrong component position
Q	Short circuit	X	Bridged soldering
Q1	CRT / Display short circuit	Y	Wrong component / module
R	Open circuit	Z	Missing component / module
R1	CRT / Display open circuit		
1	Software correction / reset	N	Maintenance
11	Formatted	O	Refurbishing / reconditioning
2	Software upgrade	P	Preventive parts replacement
3	Product upgrade (on request)	Q	Preventive action without parts replacement
4	Remote resolution	Q1	Preventive software update
41	Remote resolution by interaction with enduser	R1	Return / reimbursement (repair too expensive)
42	Remote resolution by connection to the product	R2	Return / reimbursement (too many visits / repairs)
A	Component Replacement	R3	Return / reimbursement (parts not available)
A1	Refilling	R4	Return / reimbursement (impossible to repair)
A2	Module replacement	R5	Return / reimbursement (on request of retailer)
AF	Free of cost part	R6	Return / reimbursement (on request of manufacturer)
AN	New defective part	R7	Return / reimbursement (commercial agreement)
AR	Replacement with a refurbished component	R8	Return / reimbursement (spare part exhausted)
AX	Replacement by a scrap component	R9	Return / reimbursement (spare part not created)
B	Mechanical alignment	U	Explanation for customer
C	Electrical alignment	V	Cost estimation refused
C1	Software adjustment by internal service menu	W	Cost estimation with parts
C2	Software adjustment by external service tool	X	Cost estimation without parts
C3	Firmware recovery	Y	Return without repair
C4	Data Backup and Restore	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)
I1	Setup for gas	Z4	Product exchange (impossible to repair)
J	Removed	Z5	Product exchange (on request of retailer)
K	Added	Z6	Product exchange (on request of manufacturer)
L	Functional check	Z7	Product accessory exchange
M	Specification measurement	Z8	Product exchange (spare part exhausted)
N	Maintenance	Z9	Product exchange (spare part not created)
O	Refurbishing / reconditioning		

	1 - PRODUCT	2 - PERIPHERALS / MEDIA	3 - CUSTOMER PERCEPTION / DOCUMENTATION	4 - CONNECTIVITY	5 - SERVICE PROVIDER
1 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 / media setup	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
3 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	
4 SOFTWARE / QUALITY	411 - Software incompatibility with customer product 412 - Customer lost Password / Access code	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	451 - 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

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DIGITALEUROPE



VARIOUS



LOCATION		VARIOUS		VARIOUS		VARIOUS		VARIOUS			
L - LOCATION		VT - Time / Colour		VC - Battery / Consumption material		VP - Physical Environment		VS - Situation			
		VT1	MORNING	VC1	NICD BATTERY	VP1	EXTREME HEAT	VS1	INSIDE	VF1	ERROR CODE
		VT2	NOON	VC2	NIMH BATTERY	VP2	EXTREME COLD	VS2	OUTSIDE	VF2	OPERATION TIME
		VT3	AFTERNOON	VC3	LITHIUM ION BATTERY	VP3	EXTREME HUMIDITY	VS3	AT THE BEACH	VF3	INSTALLATION DATE
		VT4	EVENING	VC4	LITHIUM BATTERY	VP4	EXTREME DRY	VS4	IN THE MOUNTAINS	VF4	SOFTWARE VERSION
		VT5	NIGHT	VC5	ALKALINE BATTERY	VP5	HIGH PRESSURE	VS5	UNDER WATER	VF5	PRODUCTION DATE/CODE
		VT6	SPRING	VC6	ZINC-AIR BATTERIES	VP6	LOW PRESSURE	VS6	IN AN AIRPLANE	VF6	CHANNEL
		VT7	SUMMER	VC7	MERCURY 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 TYPE
		VT9	WINTER	VC9	PRODUCT SPECIFIC BATTERY	VP9	AT HIGH POWER / VOLTAGE	VS9	IN A CAR	VF9	RELATED KEY
		VTa	WHITE	VCa	INK COLOUR	VPb	AT LOW POWER / VOLTAGE	VSa	ON A (MOTOR)BIKE	VFa	COMPONENTS ID NUMBER
		VTb	BLACK	VCb	INK BLACK	VPc	HIGH NOISE LEVEL	VSb	USED IN FOREIGN COUNTRY	VFb	MODIFICATION TYPE
		VTc	RED	VCc	TONER	VPe	LOW NOISE LEVEL	VSd	AT THE BEGINNING	VFc	RELATED MENU ITEM
		VTd	GREEN	VCd	THERMAL TRANSFER FOIL	VPf	SILENCE	VSd	AT THE END	VFd	RELATED OPERATION / MODE
		VTe	BLUE	VCe	THERMAL TRANSFER PAPER	VPg	MUSIC	VSf	WHILE DRIVING	VFf	CAR VEHICLE ID
L10	TOP LEFT	VTf	YELLOW	VCf	FILTER	VPH	SPEECH	VSf	WHILE WALKING	VFF	MILEAGE / KILOMETRE COUNT
L20	TOP MIDDLE	VTg	MAGENTA	VCg	BAG	VPi	SMALL ROOM	VSg	WHEN NOT MOVING	VFg	OPERATING DISTANCE
L30	TOP RIGHT	VTg	MAGENTA	VCg	BAG	VPj	LARGE ROOM	VSg	WHEN OPEN	VFh	VALUE / LEVEL OF SETTING
L40	CENTER LEFT	VTi	PINK	VCi	PAD	VPk	DIRTY ENVIRONMENT	VSi	WHEN CLOSE	VFf	VOLTAGE
L50	CENTER MIDDLE	VTj	CYAN	VCj	BLADE	VPk	CLEAN ENVIRONMENT	VSj	EXCESSIVE USING	VFj	CONSUMPTION
L60	CENTER RIGHT	VTk	LIGHT	VCk	LAMP	VPm	SMOKED ENVIRONMENT	VSj	LOW / RARE USING	VFK	MEASUREMENTS / DIMENSIONS
L70	BOTTOM LEFT	VTl	DARK	VCk	LAMP	VPn	ORIGINAL PACKING	VSl	PROFESSIONAL USING	VFL	VOLUME / CAPACITY
L80	BOTTOM MIDDLE	VTm	n/a	VCm	n/a	VPo	FOREIGN PACKING	VSm	UNUSED	VFM	PAGE NUMBER
L90	BOTTOM RIGHT	VTn	n/a	VCn	n/a	VPp	FULL	VSn	UNPACKED	VFN	BRAND NAME
LdL	DIAGONAL LINE FROM LEFT TOP	VTn	n/a	VCn	n/a	VPq	EMPTY	VSo	PROBLEM WITH SELF RECORDED	VFO	MODEL NAME
LdR	DIAGONAL LINE FROM RIGHT TOP	VTp	n/a	VCp	n/a	VPr	FILLING 10% - 30%	VSp	PROBLEM WITH PRE RECORDED	VFP	BOOT COUNT
LxX	OTHER	VTq	n/a	VCq	n/a	VPs	FILLING 40% - 60%	VSq	PROBLEM AT AUTO START	VFQ	n/a
		VTr	n/a	VCr	n/a	VPt	FILLING 70% - 90%	VSr	PROBLEM AT MANUAL START	VFR	n/a
		VTs	n/a	VCs	n/a	VPu	USED IN STONE HOUSE / WALL	VSS	AFTER SETUP / INSTALLATION	VFS	n/a
		VTt	n/a	VCt	n/a	VPv	USED IN WOODEN HOUSE / WALL	VSt	AT REMOTE OPERATION	VFT	n/a
		VTu	n/a	VCu	n/a	VPw	n/a	VSu	AFTER CLEANING	VFU	n/a
		VTv	n/a	VCv	n/a	VPy	n/a	VSV	DOWNLOAD	VFV	n/a
		VTw	n/a	VCw	n/a	VPz	n/a	VSw	UPLOAD	VFW	n/a
		VTx	OTHER	VCx	OTHER	VPx	OTHER	Vsx	OTHER	VFX	OTHER

NOTICE: USE OF EXTENDED IRIS CODES IS OPTIONAL AND DEPENDS ON COMPANY REQUIREMENTS.

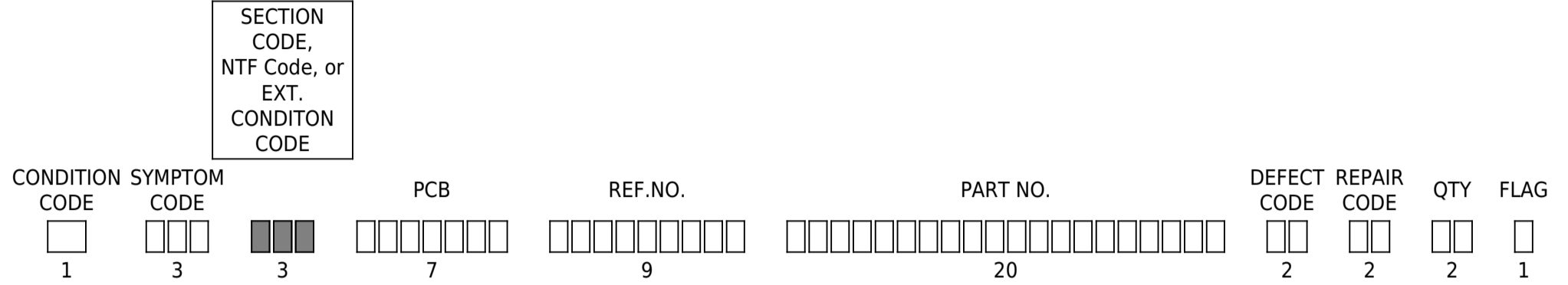
BASIC PRINCIPLE OF EXTENDED IRIS CODES

1. BASIC USE

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

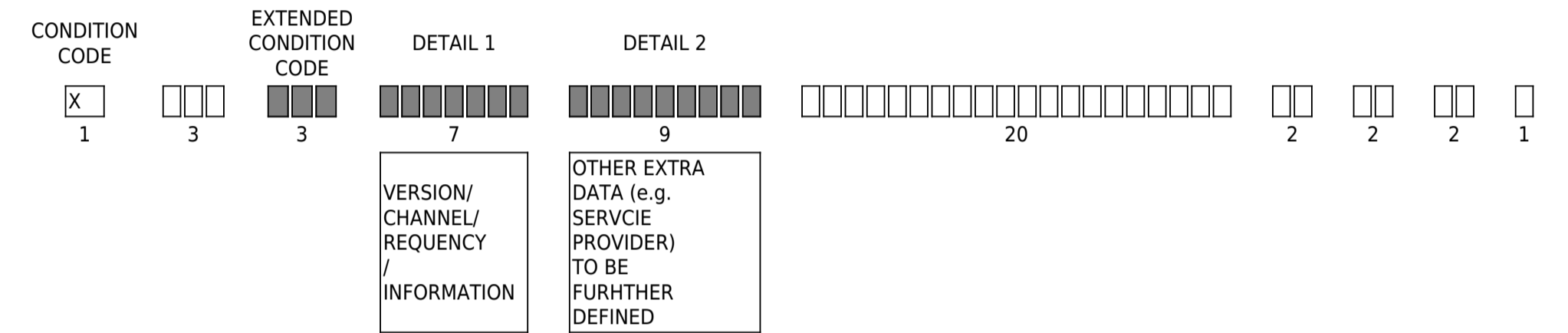
- "STANDARD" (TECHNICAL) IRIS SECTION CODES
- "NON-TECHNICAL FAILURE" (NTF) CODES
- SIMPLE THREE_BYTE EXTENDED CONDITION CODES

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



2. ADVANCED USE

A "STANDARD" IRIS LINE IN WHICH THE CONDITION CODE CONTAINS THE LETTER "X" IS CONVERTED INTO AN "EXTENDED" IRIS LINE.



BASIC SCREENLOCATION MATRIX

BASIC MATRIX		
10	20	30
40	50	60
70	80	90

DETAILED MATRIX								
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	LH1	HORIZONTAL LINE AT 11
L12	TOP LEFT L12	L32	TOP RIGHT L32	L52	CENTER MIDDLE L52	L72	BOTTOM LEFT L72	L72	BOTTOM LEFT L72	LH2	HORIZONTAL LINE AT 14
L13	TOP LEFT L13	L33	TOP RIGHT L33	L53	CENTER MIDDLE L53	L73	BOTTOM LEFT L73	L73	BOTTOM LEFT L73	LH3	HORIZONTAL LINE AT 17
L14	TOP LEFT L14	L34	TOP RIGHT L34	L54	CENTER MIDDLE L54	L74	BOTTOM LEFT L74	L74	BOTTOM LEFT L74	LH4	HORIZONTAL LINE AT 41
L15	TOP LEFT L15	L35	TOP RIGHT L35	L55	CENTER MIDDLE L55	L75	BOTTOM LEFT L75	L75	BOTTOM LEFT L75	LH5	HORIZONTAL LINE AT 44
L16	TOP LEFT L16	L36	TOP RIGHT L36	L56	CENTER MIDDLE L56	L76	BOTTOM LEFT L76	L76	BOTTOM LEFT L76	LH6	HORIZONTAL LINE AT 47
L17	TOP LEFT L17	L37	TOP RIGHT L37	L57	CENTER MIDDLE L57	L77	BOTTOM LEFT L77	L77	BOTTOM LEFT L77	LH7	HORIZONTAL LINE AT 71
L18	TOP LEFT L18	L38	TOP RIGHT L38	L58	CENTER MIDDLE L58	L78	BOTTOM LEFT L78	L78	BOTTOM LEFT L78	LH8	HORIZONTAL LINE AT 74
L19	TOP LEFT L19	L39	TOP RIGHT L39	L59	CENTER MIDDLE L59	L79	BOTTOM LEFT L79	L79	BOTTOM LEFT L79	LH9	HORIZONTAL LINE AT 77

L20	TOP MIDDLE	L40	CENTRE MIDDLE	L60	CENTRE RIGHT	L80	BOTTOM MIDDLE	LV1	VERTICAL LINE AT 11
L21	TOP MIDDLE 21	L41	CENTRE MIDDLE 41	L61	CENTRE RIGHT 61	L81	BOTTOM MIDDLE 81	LV2	VERTICAL LINE AT 12
L22	TOP MIDDLE 22	L42	CENTRE MIDDLE 42	L62	CENTRE RIGHT 62	L82	BOTTOM MIDDLE 82	LV3	VERTICAL LINE AT 13
L23	TOP MIDDLE 23	L43	CENTRE MIDDLE 43	L63	CENTRE RIGHT 63	L83	BOTTOM MIDDLE 83	LV4	VERTICAL LINE AT 21
L24	TOP MIDDLE 24	L44	CENTRE MIDDLE 44	L64	CENTRE RIGHT 64	L84	BOTTOM MIDDLE 84	LV5	VERTICAL LINE AT 22
L25	TOP MIDDLE 25	L45	CENTRE MIDDLE 45	L65	CENTRE RIGHT 65	L85	BOTTOM MIDDLE 85	LV6	VERTICAL LINE AT 23
L26	TOP MIDDLE 26	L46	CENTRE MIDDLE 46	L66	CENTRE RIGHT 66	L86	BOTTOM MIDDLE 86	LV7	VERTICAL LINE AT 31
L27	TOP MIDDLE 27	L47	CENTRE MIDDLE 47	L67	CENTRE RIGHT 67	L87	BOTTOM MIDDLE 87	LV8	VERTICAL LINE AT 32
L28	TOP MIDDLE 28	L48	CENTRE MIDDLE 48	L68	CENTRE RIGHT 68	L88	BOTTOM MIDDLE 88	LV9	VERTICAL LINE AT 33
L29	TOP MIDDLE 29	L49	CENTRE MIDDLE 49	L69	CENTRE RIGHT 69	L89	BOTTOM MIDDLE 89		