Symptomtable

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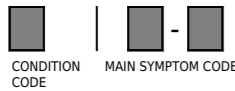
CONDITION CODE | MAIN SYMPTOM CODE | EXTENDED SYMPTOM CODE (*1) THE 'X' EXTENDED SYMPTOM CODES (*.**X) SHOULD ONLY BE USED TO INDICATE THAT A SUITABLE SYMPTOM DESCRIPTION IS NOT AVAILABLE IN THE CONCERNED SYMPTOM GROUP

Condition Codes

Code	Description
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 with 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)

Main Symptom Code Columns

1 - NO ACTION | 2 - LEVEL | 3 - QUALITY | 4 - NOISE | 5 - UNSTABLE | 6 - RECORDING & PHYSICAL PROBLEMS | 7 - SPECIAL FUNCTIONS | 8 - OTHER CONDITIONS | 9 - SPECIAL CATEGORIES

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1 - GENERAL

1 - NO ACTION
- 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
- 11L - Set switches ON by itself
- 11M - Set reboots / restarts itself unexpectedly

2 - LEVEL
- 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

3 - QUALITY
- 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

4 - NOISE
- 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
- 14J - Pumping noise
- 14X - Other "abnormal noise" problem

5 - UNSTABLE
- 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

6 - RECORDING & PHYSICAL PROBLEMS
- 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 - Wrong language / character set
- 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
- 16V - Wrinkled Display

7 - SPECIAL FUNCTIONS
- 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 doesnt work
- 17X - Other general function problem

8 - OTHER CONDITIONS
- 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

9 - SPECIAL CATEGORIES
- 190 - Smell
- 191 - Burning smell
- 192 - Greasy smell
- 193 - Rubber smell
- 194 - Rotten / waste water smell
- 195 - Plastic smell
- 196 - Chlorine smell
- 197 - Purifier smell
- 198 - Gas smell
- 199 - Ammonia smell
- 19A - Fuel / oil smell
- 19B - Soot smell
- 19X - Other specific "smell" problem

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2 - COMMUNICATION

1 - NO ACTION
- 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

2 - LEVEL
- 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

3 - QUALITY
- 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

4 - NOISE
- 240 - Noisy reception / transmission
- 241 - Line noise
- 242 - Oscillation
- 243 - Interstation interference
- 24X - Other noisy reception / transmission problem

5 - UNSTABLE
- 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

6 - RECORDING & PHYSICAL PROBLEMS
- 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

7 - SPECIAL FUNCTIONS
- 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 (control) 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

8 - OTHER CONDITIONS
- 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
- 28E - Faulty Subtitle function

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3 - PICTURE

1 - NO ACTION
- 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 (bar) problem
- 317 - Vertical line (bar) problem
- 318 - No picture in LCD
- 319 - No 2nd (or higher) monitor display
- 31X - Other no picture problem

2 - LEVEL
- 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

3 - QUALITY
- 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

4 - NOISE
- 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

5 - UNSTABLE
- 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

6 - RECORDING & PHYSICAL PROBLEMS
- 360 - Poor picture / video recording
- 361 - No picture / video recording
- 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

7 - SPECIAL FUNCTIONS
- 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

8 - OTHER CONDITIONS
- 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

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4 - COLOUR

1 - NO ACTION
- 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

2 - LEVEL
- 420 - Colour level problem
- 421 - Weak colour
- 422 - Excessive colour
- 42X - Other colour level problem

3 - QUALITY
- 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

4 - NOISE
- 440 - Noisy colour
- 441 - Colour noise on a black & white picture
- 442 - Colour streaking
- 443 - Colour bars on picture
- 44X - Other colour noise problem

5 - UNSTABLE
- 450 - Unstable colour
- 451 - Colour flashing
- 452 - Hue constantly changing
- 453 - Flickering colour
- 454 - Colour not locked
- 45X - Other unstable colour problem

6 - RECORDING & PHYSICAL PROBLEMS
- 460 - Poor colour recording
- 461 - No colour recording
- 462 - Noisy colour recording
- 46X - Other colour recording problem

7 - SPECIAL FUNCTIONS
- 470 - Special colour function problem
- 471 - Faulty automatic white balance
- 472 - Faulty colour effects function
- 47X - Other special colour function problem
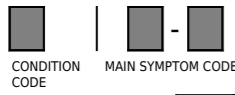
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Main Symptom Codes

5 - AUDIO

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL CATEGORIES
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	
511 - No sound in E to E mode	521 - Low audio level	531 - Poor frequency response	541 - Hum	551 - Jumping or repeating audio	561 - Audio not being recorded	571 - Faulty fade operation	581 - No stereo operation	
512 - No playback of outgoing message(s) (OGM)	522 - Excessive audio level	532 - Distorted audio	542 - Hiss / rustle / background noise	552 - Audio pumping or breathing	562 - No erasure protection for audio	572 - Faulty echo operation	582 - Poor channel separation	
513 - No playback of incoming message(s) (ICM)	523 - Balance problem	533 - No or poor treble	543 - Crosstalk	553 - Audio dropouts	563 - Previous audio recording not being erased	573 - Faulty mixing operation	583 - Difference in phase between channels	
514 - No audio playback	524 - Fader problem	534 - No or poor bass	544 - Static / pop or click noise	554 - Cyclic audio muting	564 - Unwanted erasure of audio	574 - Faulty repeat mode operation	584 - Problem with surround sound mode	
515 - No sound from handset	525 - Audio level remaining / no muting	535 - Earphone / headphone audio poor	545 - Buzz, noise from picture display or deflection	555 - Wow and flutter	565 - Message not being recorded	575 - Faulty audio processing	585 - Problem with PCM audio mode	
516 - No sound from speaker	52X - Other audio level problem	536 - Audio delay / lip-sync problem	546 - Scratching noise	556 - Howling / acoustic feedback	566 - Distorted audio recording	576 - Faulty sync recording operation	586 - Problem with compressed digital audio data	
517 - No sound from earphone / headphone		53X - Other audio quality problem	547 - Ignition noise	557 - Echo in sound	56X - Other audio recording problem	577 - Faulty DBB / DOL operation	58X - Other stereo / multi-mode problem	
518 - No microphone sound			548 - Whistling / multipath noise	55X - Other unstable audio problem		578 - Faulty noise reduction operation		
519 - No sound from digital output			549 - Data / digital noise			579 - Faulty audio dub function		
51X - Other no audio problem			54X - Other audio noise problem			57A - Faulty title programming		
						57B - Faulty microphone control		
						57C - Faulty pitch control		
						57X - Other special audio function problem		

6 - MECHANISM

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL CATEGORIES
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
611 - No rotation of motor / disc / swivel	621 - Irregular rotation	631 - Speed too fast	641 - Rotation noise / drum noise	651 - Uneven feet	661 - Tape gets scratched	671 - Faulty start / stop / braking operation	681 - Focus problem	691 - Damaged door panel
612 - No forward operation	622 - Irregular forward mode	632 - Speed too slow	642 - Motor noise	652 - Faulty hinge	662 - Disc gets scratched	672 - Faulty pause operation	682 - Zoom problem	692 - Damaged freezer compartment lid
613 - No reverse operation	623 - Irregular reverse operation	633 - Speed unadjustable	643 - Wind / air noise	653 - Vibrating / jumping	663 - Tape gets chewed / wrinkled	673 - Faulty automatic program search	683 - Iris problem	693 - Door does not close properly
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	694 - Door cannot be opened / heavy to open
615 - No loading	625 - Irregular loading of media		645 - Fan noise	655 - Wheel defect	665 - Tape gets curled	675 - Faulty slow motion operation	685 - Foreign substance / dust inside lens	695 - Damaged door gasket
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	68X - Other lens problem	696 - Damaged door frame
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		697 - Damaged door glass
618 - Tonearm does not move	628 - Irregular tonearm movement		648 - Gear noise	658 - Waterproof problem	66X - Other software damage problem	678 - Faulty repeat operation		698 - Door falls off
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		699 - Faulty door switch
61A - Magazine or module loading / unloading	62A - Irregular direction change		64A - Grinding			67A - Faulty AMS operation		69A - Door slanted
61B - Control / switch not working	62B - Faulty disc change operation		64B - Rumbling			67B - Auto-reverse malfunction		69B - Damaged hinge
61C - Open / close problem of door / panel / drawer / tray	62C - Faulty automatic cord rewinder		64C - Vibration noise			67C - Faulty end detection		69C - Malfunctioning door locking device
61D - No fan / ventilation	62X - Other irregular mechanical operation problem		64D - Noise from lens mechanism			67D - Faulty disc side (A-B select) switching		69D - Noise when opening / closing door
61X - Other no mechanical operation problem			64X - Other mechanical noise problem			67X - Other mechanical operation problem		69X - Other "damaged door / lid" problem

7 - DATA PROCESSING

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL CATEGORIES
710 - No data processing operation	720 - Faulty data processing operation	730 - Data display problem	740 - Keyboard / pointing device / touchscreen	750 - Peripheral problem (non-storage)	760 - Data storage problem	770 - Special data processing function problem	780 - Interface problem	
711 - No initial screen	721 - Incorrect data	731 - Incorrect character display	741 - Mouse / trackball / trackpad / touchscreen not working	751 - Peripheral does not initialize	761 - Formatting problem	771 - Faulty self-diagnostic mode	781 - USB interface problem	
712 - System does not reset	722 - Operating system reset / crashes while being used	732 - Missing display characters	742 - Keyboard / touchscreen locks up	752 - Communication failure with peripheral / IoT device	762 - Data on storage medium being lost	772 - Faulty word processing function	782 - Parallel interface problem	
713 - System does not boot up	723 - Operating system locks out / crashes / hangs while idle / Standby	733 - Faulty graphic display	743 - Pointing device locks up	753 - Internal peripherals failure	763 - Frame memory problem	773 - Faulty graphic edit function	783 - SCSI interface problem	
714 - No operation from plug-in module / peripheral	724 - Faulty operation of plug-in module, memory card, etc.	734 - Faulty switching between graphic / character mode	744 - Sticky / hard to press key(s) / touchscreen	754 - External peripherals failure	764 - Read / write errors	774 - Program / application cannot be installed	784 - Serial interface problem	
715 - No keyboard operation	725 - Faulty prompt / cursor operation	735 - Faulty prompt / cursor operation	745 - Inoperative key(s)	755 - Network card error	765 - Hard or optical disc drive problem	775 - Preloaded program cannot be started up	785 - Incompatible with other systems	
716 - No operation from other input / output device	726 - Faulty operation of other input / output device	736 - Data display colour incorrect	746 - Pointing device / touchscreen not tracking properly / Sluggish	756 - Peripheral fails self test	766 - Floppy drive problem	776 - Not preloaded program cannot be started up	786 - Audio / video interface problem	
717 - No data storage operation	727 - Faulty data storage operation	737 - No paging or scroll mode	747 - Pointing device / touchscreen jittery	75X - Other peripheral problem	767 - CD / DVD-ROM drive problem	777 - Virus alarm	787 - i.Link / Firewire / IEEE1394 interface problem	
718 - No data communication	728 - Faulty data communication / data synchronisation	738 - Does not display media titles or content	748 - Left or right click button inoperational		768 - Tape problem	778 - Messaging function problem / SMS / MMS	788 - LAN / Wifi problem	
719 - Error message display	729 - Memory error	739 - Incorrect values shown on display	749 - Trackpad / touchscreen surface damaged		769 - Medium not recognized / cannot access	779 - Application start-up cannot finalize	789 - Docking station / port replicator / external device problem	
71A - HDD boot failure	72A - Requires setup at booting	73X - Other data display problem	74A - Keyboard key(s) damaged		76A - Discs exchange problem	77A - Application start-up slow	78A - Bluetooth / infrared problem	
71B - FDD boot failure	72B - Operating system boot-up only in safe mode		74B - No keypad tone		76B - Read / write operation very slow	77B - Software recovery problem	78B - NFC problem	
71C - CD/DVD disc boot failure	72C - Operation control too slow / sluggish / freezing		74C - Biomedical Sensor problem		76C - Memory card problem	77C - Password / access protection problem	78X - Other interface problem	
71D - Operation process freezing	72E - Mobile payment malfunction		74D - Sensor problem for user authentification		76D - SIM card problem	77D - Self-Diagnosis Reports pre-failure notice		
71X - Other no data processing problem	72D - Operating system cannot be installed		74E - Alert Sensor - false alarm		76X - Other data read / write problem	77X - Other special data function problem		
	72X - Other faulty data processing problem		74F - Alert Sensor - no or poor detection					
			74X - Other keyboard / pointing device / touchscreen problem					
			74G - Proximity Sensor problem					

8 - PRINT / COPY / SCAN

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS	8 - OTHER CONDITIONS	9 - SPECIAL CATEGORIES
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	
813 - Paper not loading	823 - Incorrect print mode switching	833 - Excessive print contrast	843 - Unpleasant smell (ozone)	853 - Incorrect line-up of characters	863 - Ribbon derailed		883 - Font loading problem	
814 - No paper feed (internal function)	824 - Copy too dark	834 - Blurred print image	844 - Black lines / stripes in feed direction	854 - Wrong detection of original document format	864 - Paper stuck / sticking to mechanism		88X - Other faulty font / character function problem	
815 - No image fixation	825 - Copy too bright	835 - Print image not sharp	845 - White lines / stripes in feed direction	85X - Other unstable printer operation problem	865 - Paper jam			
816 - No document feeding	826 - Black copy	836 - Dots missing in print image	846 - Black lines / stripes across feed direction		866 - Document jam			
817 - Scanner not working	827 - White copy	837 - Colour streaking	847 - White lines / stripes across feed direction		867 - Erroneous no ink / toner message			
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			
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			

CONDITION CODE | MAIN SYMPTOM 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

Condition codes

Code	Description
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)

A - WASHING / DRYING

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
A10 - No function	A20 - Operational problem	A30 - Washing / cleaning poor performance	A40 - Noise	A50 - Leakage and inlet / outlet damage	A60 - Damaged parts	
A11 - No heating	A21 - Pumping out improperly	A31 - Not clean	A44 - Spinning noise	A51 - Water leakage	A61 - Damaged tableware basket	
A12 - No water draining / pumping out	A22 - Insufficient water inlet	A32 - Tea and coffee stains	A4X - Other noise problem	A52 - Steam emission	A62 - Damaged rinse aid chamber / cover	
A13 - No rinsing / no circulation	A23 - Insufficient drying / spinning	A33 - Lime deposits		A53 - Foaming	A63 - Damaged detergent chamber / cover	
A14 - No drying	A24 - Excessive salt consumption	A34 - Food rests		A54 - Damaged hose	A64 - Damaged fluff filter	
A15 - No salt consumption	A25 - Excessive clear rinse consumption	A35 - Granular deposits		A55 - Air emission	A6X - Other damaged parts problem	
A16 - No clear rinse / softening agent consumption	A26 - Excessive detergent consumption	A36 - Dim and dull glasses		A57 - Drum lid damaged / opened		
A17 - No detergent consumption	A27 - Takes excessive water	A37 - Stripes / stains on tableware		A58 - Drum blocked		
A18 - No water inlet	A28 - Program flow too fast / slow	A38 - Rust on cutlery		A59 - Condenser blocked		
A19 - No air drain	A29 - Water in soft rinsing chamber	A39 - Wrinkled laundry		A5X - Other leakage and inlet / outlet damage problem		
A1A - No water in container	A2A - Improper spinning	A3A - Burnt laundry				
A1B - No spinning	A2B - Program knob remains in every position	A3B - Laundry hot and dry				
A1C - Stops during program flow	A2C - Takes detergent only partially	A3C - Laundry hot and damp				
A1D - Continues via stop	A2D - Takes softening agent immediately	A3D - Laundry damaged				
A1E - Continues without stopping	A2E - Water enters and drains off immediately	A3X - Other "washing / cleaning poor performance" problem				
A1F - Program stops and pumps constantly	A2G - Drying time too long					
A1G - Water inlet not stopped	A2H - Wrong drum positioning					
A1H - Heating up without water	A2X - Other operational problem					
A1J - No water through flow / blockage						
A1K - No whitening agent consumption						
A1L - No softener consumption						
A1X - Other no function problem						

B - COOLING / HEATING / AIR CONDITIONING PORTABLE / FAN

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
B10 - No function	B20 - Operational problem	B30 - Cooling / Heating poor performance	B40 - Water / ice / noise problem	B50 - Leakage	B60 - Damaged parts	
B11 - No cooling	B22 - Insufficient freezing	B32 - Rotted / damaged food	B41 - Condensation inside cabinet	B51 - Fuel, Oil leakage	B61 - Damaged evaporator	
B12 - No freezing	B26 - Excessive freezing	B33 - Ice cream too hard	B42 - Ice build up	B52 - Soot leakage	B62 - Temperature adjustment stuck	
B13 - No warming up	B29 - Insufficient ventilation power	B34 - Insufficient ice cube quality	B44 - Water inside cabinet	B53 - Smoke emission	B63 - Selection switch defective	
B16 - No defrosting	B2A - Ventilation power only at one side	B35 - Condensed water on food	B45 - Noisy compressor	B54 - Water leakage	B64 - Filter holder defective	
B17 - No dehumidification	B2B - Ventilation power not adjustable	B3X - Other "cooling / heating poor performance" problem	B46 - Noisy magnet switch	B5X - Other leakage problem	B6X - Other damaged parts problem	
B19 - Ventilator does not switch off	B2C - Compressor operating all the time		B47 - Noisy thermostat			
B1A - No ice production	B2D - Insufficient filter operation		B4X - Other water / ice / noise problem			
B1B - No crushed ice production	B2X - Other operational problem					
B1C - No cold water production						
B1X - Other no function problem						

C - COOKING

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
C10 - No function	C20 - Operational problem	C30 - Cooking / Baking poor performance		C50 - Leakage	C60 - Damaged parts	C70 - Gas circuit problems
C11 - Oven does not warm up	C21 - Uneven cooking	C31 - Bad cooking / baking performance		C51 - Heat emission / leakage	C61 - Defective cooking plate grid	C71 - Gas hose damaged
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
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
C14 - One hot plate does not work	C24 - Unstable / bad flames	C34 - Poor Microwave cooking		C54 - Microwave leakage	C64 - Oven ignition switch damaged	C74 - Gas cylinder damaged
C15 - Hot plate extension does not work	C25 - Insufficient heating up (hob / hot plate)	C35 - Poor Grill cooking		C55 - Oil splash	C65 - Hot plate ignition switch damaged	C75 - Gas / Service valve damaged
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	C7X - Other gas circuit problem
C17 - Microwave section defective	C27 - Insufficient heating (oven)	C37 - Poor Steam cooking			C67 - Discoloured switch / knob	
C18 - Grill defective	C28 - Excessive heating (oven)	C38 - Poor cooking in combination mode			C69 - Temperature sensor problem	
C19 - No ignition	C29 - Cooking time too long	C3X - Other "cooking / baking poor performance" problem			C6A - Damaged gas ignition device	
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	C2C - Flame goes out					
C1D - No cleaning cycle	C2D - Insufficient cleaning					
C1E - Spit doesnt turn	C2E - Spit turns incorrectly					
C1G - No pressure	C2F - Flashing / sparking visible					
C1X - Other no function problem	C2X - Other operational problem					

J - KITCHEN APPLIANCES / FOOD PROCESSING

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
J10 - No function	J20 - Operational problem	J30 - Poor performance / processing		J50 - Leakage	J60 - Damaged parts	
J11 - No kneading	J21 - Insufficient kneading	J31 - Bad baking / toasting performance		J51 - Leakage of the bowl	J61 - Damaged rotary arm	
J12 - No blending	J22 - Insufficient blending	J3X - Other "poor performance / processing"		J52 - Leakage of jar	J62 - Damaged bowl	
J13 - No beating (beating whisk)	J23 - Insufficient beating (beating whisk)			J5X - Other "leakage" problem	J63 - Damaged basket	
J14 - No mixing	J24 - Insufficient mixing				J6X - Other damaged parts" problem	
J15 - No chopping	J25 - Insufficient chopping					
J16 - No latching (rotary arm)	J26 - Insufficient latching (rotary arm)					
J17 - No slicing	J27 - Insufficient slicing					
J18 - No mincing	J28 - Insufficient mincing					
J1X - Other "no function" problem	J29 - Handle malfunction					
	J2X - Other "operational" problem					

K - PERSONAL CARE / HEALTH CARE / BABY CARE

1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
K10 - No function	K20 - Operational problem	K30 - Poor care performance / results				
K11 - No heating	K21 - Insufficient air flow	K31 - Incorrect weight				
K12 - No hot air circulation	K22 - Cuff pressure too low	K32 - Incorrect range / measurement units				
K13 - No measuring	K23 - Nozzle problem	K33 - Bad shaving performance				
K14 - No reception or link	K24 - Oral Irrigator problem	K34 - Bad cutting performance				
K15 - No audio / video	K25 - Poor reception Audio / video	K35 - Poor auto clean function				
K1X - Other "no function" problem	K2X - Other "operational problem"	K36 - Blade worn-out				
	K26 - ECG Electrocardiogram Sensor/Read Malfunction	K37 - Outer foil worn-out				
	K27 - Blood Pressure Sensor/Read Malfunction	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				

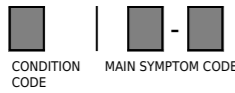CONDITION CODE | MAIN SYMPTOM CODE |

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

www.iriscode.org

IRIS   DIGITALEUROPE

Condition codes:

Code	Description
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)

Symptom table:

		1 - NO ACTION	2 - LEVEL	3 - QUALITY	4 - NOISE	5 - UNSTABLE	6 - RECORDING & PHYSICAL PROBLEMS	7 - SPECIAL FUNCTIONS
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 extraction problem P62 - Blade problem P63 - Reflector problem P64 - Damaged case P65 - Valve problem P6X - Other damaged parts" problem	

Sectioncodes

COMMON

Code	Description
ANT	Antenna section
APR	Signal processing (analog)
BCH	Battery charging section
CLK	Clock / timer section
CTR	Control panel
DEN	Decoder / Encoder section
DPR	Signal processing (digital)
EEP	EEProm section
ERA	Erase circuit
FLX	Flexible printed circuit board
HFS	High frequency section (RF)
IDS	Information display section
IFC	IF circuit
INP	Signal input section
IRD	Infrared (IrDA) section
OUT	Signal output section
PRG	Programming section
PRT	Protection circuit
PSP	Power supply primary
PSS	Power supply secundary
PSU	Power supply
PWA	Power amp section
REM	Remote control section
RFU	Booster / RF unit
SET	Total product
SFT	Medium / Software (tape / disc / etc.)
SNS	Sensor unit
SVO	Servo section
SYS	System control / Logic section
TUN	Tuning section
TXT	Text processing
WIR	Lead wire

SOUND-RELATED

Code	Description
APA	Audio processing (analog)
APD	Audio processing (digital)
HPN	Headphone unit
MIC	Microphone section
SPK	Speaker
VBR	Vibrator section

PICTURE-RELATED

Code	Description
CAM	Camera circuit
CPA	Colour processing (analog)
CPD	Colour processing (digital)
CRT	Picture display
DDC	Display Drive circuit
DFH	Deflection horizontal
DFL	Deflection circuit
DFV	Deflection vertical
FPK	Focus pack
HDR	Horizontal drive
IMG	Image display unit
LCD	LCD section
LMP	Lamp / flash section
VPA	Video processing (analog)
VPD	Video processing (digital)
STA	Static block
VWF	Viewfinder

PRINTING/SCANNING MECHANISM

Code	Description
ADU	Document holder section
ASF	Document Feeder Section (external)
CON	Consumable/Supply Section
DVS	Development Section
FUS	Fixation/Fusing
MCF	Manual Feeder
PRO	Print Processing
SOF	Sorter/Finisher

DATA OPERATION- AND PC-RELATED

Code	Description
CIP	CI+ / CAM
DKS	Docking station or port replicator
FMW	Firmware
IDE	IDE interface section
ILN	i.Link (IEEE1394 / Firewire) section
ISA	ISA section
JST	Joystick / Navigation interface
KBD	Keyboard (separate)
MCD	Memory Card section
MDM	Modem section
MEM	Memory circuit
NIF	Network interface (wired)
PAR	Parallel port
PCC	PC card
PCI	PCI section
SCS	SCSI port
SDR	Software device driver / patch
SER	Serial port
SWA	Software application / APP
SWO	Software operating system
USB	USB port
WLS	Wireless / Bluetooth controller unit

MECHANICAL

Code	Description
ARM	Arm mechanism
BZL	Bezel
CBT	Cabinet
CDS	CD drive mechanism
CHA	Chassis
CHG	Changer section
DDM	Disc drive mechanism
DVD	DVD drive mechanism
EXC	External connector
FAN	Fan / cooling
FDD	Floppy disc drive
FXT	Fixation section
HCM	Head carriage mechanism
HDD	Hard disc drive
HOL	Cassette holder
INC	Internal connector
INK	Ink unit
LDG	Loading mechanism
LNM	Lens mechanism
MDS	MD drive mechanism
MIR	Mirror section
OPU	Optical pick-up unit
PCS	Paper cassette
PFM	Paper feed mechanism
PIN	Pinch roller / lever
PRI	Print block / drum
PUD	Pick-up device (analog)
RFM	Ribbon feed mechanism
RHD	Rotary head(s)
SCN	Scanning section
SHD	Stationary head(s)
SLD	Sled mechanism
SHU	Shutter Section
SRS	Supply reel section
TCH	Touchpad / Touchscreen unit
TDM	Tape drive mechanism
THR	Threading mechanism
TNR	Tension regulator
TPT	Tape path
TRS	Take-up reel section
XXX	Cabinet / cosmetic parts

EXAMPLE OF USE:

FLAG	SYMPTOM-CODE	PART NO.	REF.NO	SECTION OR NTF	PCB	DEFECT CODE	REPAIR CODE	QTY
1	1 4 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	R 1 2 3	T D M	Y A 2 2 . . .	C 1	Z 1	. .
.	3 6 4 1	3 4 5 6 7 8 9 X X X X X X X X X	1 1 1					. .

FLAG: INDICATES THE ONE MAJOR SYMPTOM/PART COMBINATION BY '1'

GENERAL WG

Code	Description
G00	Whole product without defect
G01	Control / Front / top panel
G02	Knob / button (pop in/out)
G03	Bezel / disc
G04	Timer/Programmer / Main switch
G05	Selector switch
G06	Indicating lamps / Clock Display
G07	Indicator lamps / LED
G08	Wiring
G09	Terminal
G10	Mains suppressor
G11	Timer
G12	Main control PCB / Circuit board / Control panel
G13	Motor control PCB / Main circuit board
G14	Push button / Fast freeze switch / Programmer selector switch
G15	Push button on/off / Main switch / Touch panel/PCB
G16	Microswitch
G17	Door/Lid switch
G18	Heating element / Upper grill element / Browner
G19	Lower (base element)
G20	Defrost heater
G21	Heating element / Dry heating element / Anti-condensation heater
G22	Motor
G23	Starting device , Capacitor
G24	Motor overheat/overload protection
G25	Cooling fan assembly / Fan motor
G26	Warm air fan motor / Cooling motor fan blade
G27	Tub / Inner liner / Container/inner casing / oven cavity
G28	Insulation thermal / acoustic
G29	Front/right counterweight
G30	Tub/Door seal / Gasket
G31	Shock absorber, Spring
G32	Hose tub/pump & Softener/Sump hose
G33	Water system / Hoses
G34	Filter/Manifold / Outlet filter
G35	Condenser / Dry condenser duct
G36	Water inlet valve
G37	Inlet hose
G38	Drain/Outlet hose / Drip channel / tube
G39	Non return valve
G40	Thermostats
G41	Level control device
G42	Gas burner (except oven cavity burner)
G43	Gas ignition device
G44	Thermocouple
G45	Casing/Cabinet with parts / Side panel
G46	Side panel
G47	Base/Bottom frame / Casing/wrapper / Housing / Body
G48	Feet/roller feet / wheel
G49	Top panel / Upper cover panel
G50	Door and door parts / lid / Glass / Outer glass
G51	Freezer comp. door w. hinge / Inside of door / Gate
G52	Trim frame
G53	Hinge
G54	Door rack/Shelf
G55	Baskets/Racks / Detergent drawer/box
G56	Handle
G57	Glass/plastic/Wire shelves & Flap trim
G58	Evaporator tray
G59	Basket guide rails/runner
G60	Installation problem
G61	Wrong usage
G62	Instruction for use
G63	Lighting
G64	Accessories
G65	Fuse
G66	Finger / Hook lock of door
G67	Weigh modulate
G68	Battery charger / transformer
G69	Battery
G70	Tank
G71	Mechanical pump
G72	Electrical pump
G73	Cord winder
G74	Safety valve
G75	Power supply cord
G76	Cap
G77	Boiler
G78	Nozzle
G79	Pressure clamp / jaw
G80	Distributor
G81	Lid
G82	Mil
G83	Remote
G84	Knife / grater / blade / mixing blade
G85	Transmission / pulley / driving belt / pinion
G86	Jack
G87	Pot / jug / bowl
G88	Cooling module
G89	Solenoid valve
G90	Software
G91	Packaging
G92	Lower cover panel

WASHING / DRYING

Code	Description
W01	Regeneration valve
W02	Water dispenser / Side tank / IWMS (Integrated Washing Management System)
W03	Detergent compartment / Detergent/Rinse aid dispenser
W04	Water softening device
W05	Overflow protection device
W06	Level container
W07	Circulation pump
W08	Drain/Outlet pump
W09	Tachometer / Circulation pump
W10	Upper/Lower spray arm
W11	Bearings / Bearing seal
W13	Drum Tub
W14	Door positioning device
W15	Boot gasket
W16	Transport protection

COOLING

Code	Description
C01	Fridge compressor
C02	Freezer compressor
C03	Fridge evaporator
C04	Freezer evaporator
C05	Freezer / Fridge system
C06	Capillary tube
C07	Dryer
C08	Service tube
C09	Lockring connector
C10	Fridge thermostat
C11	Freezer thermostat
C12	Defrost thermostat
C13	Thermometers
C14	Icemaker with parts
C15	Drain heater
C16	Drink dispenser

COOKING

Code	Description
H01	Cut out switch / Thermal cut out /
H02	Hob panel / glass
H03	Tap gas
H04	Feeding gas
H05	Injector gas
H06	Oven Gas burner
H07	Radiant hot plate
H08	Inductor
H09	Inner glass
H10	Middle glass
H11	Upper grill canopy
H12	Tray / Broil pan
H13	Rotisserie motor
H14	Catalyst
H15	Magnétron
H16	Diode high voltage
H17	Capacitor high voltage
H18	Transformer low voltage
H19	Transformer high voltage
H20	Strier
H21	Noise filter
H22	Protector of waves

GARMENT CARE

Code	Description
S01	Soleplate
S02	Steam valve
S03	Water spray / steam spray
S04	Ironing board
S05	Steam cord

FLOOR CARE

Code	Description
F01	Bag
F02	Butt
F03	Hosepipe
F04	Nozzle
F05	Tube
F06	Communication interface
F07	Base station
F08	Movement sensor
F09	Camera

BEVERAGE

Code	Description
B01	Filter holder

KITCHEN APPLIANCE / FOOD PROCESSING

Code	Description
K01	bread carrier
K02	grill plate
K03	bunwarmer

PERSONAL CARE / HEALTH CARE

Code	Description
P04	Cutting block
P05	Removal of hair block
P06	Laser
P07	Lamp

BABY CARE

Code	Description
M01	Element ultra sonic
M02	Transmitter radio / TV
M03	Receiver radio / TV

POWER TOOLS / GARDENING

Code	Description
T01	Chuck
T02	Gearbox

EXTENDED CONDITION CODES

Code	Description
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

Code	Description	Code	Description
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

Code	Description	Code	Description
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		

REPAIRCODES

Code	Description	Code	Description
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
C5	Calibration	Y2	Scrapped with refund
D	Resoldering	Y3	Product transport / forwarding
D1	Refitting / putting back in position (connector / tube …)	Y4	Product installation
D2	Welding	Z	Set exchange
E	Cleaning	Z0	Product exchange (commercial agreement)
F	Lubrication	Z1	Product exchange (repair too expensive)
G	Repaired electrical parts	Z2	Product exchange (too many visits / repairs)
H	Repaired mechanical parts	Z3	Product exchange (parts not available)
I	Modification requested by manufacturer	Z4	Product exchange (impossible to repair)
I1	Setup for gas	Z5	Product exchange (on request of retailer)
J	Removed	Z6	Product exchange (on request of manufacturer)
K	Added	Z7	Product accessory exchange
L	Functional check	Z8	Product exchange (spare part exhausted)
M	Specification measurement	Z9	Product exchange (spare part not created)
N	Maintenance		

	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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ANALOG

AO - Operating Mode

Code	Description
AO1	PLAY
AO2	PAUSE
AO3	RECORD
AO4	FAST FORWARD
AO5	FAST REWIND
AO6	REVERSE
AO7	CUE
AO8	TRACK SKIP
AO9	REVIEW
AOA	COPY
AOB	HIGH SPEED COPY
AOC	TIMER PLAY
AOD	TIMER RECORD
AOE	RANDOM
AOF	SLOW MOTION
AOG	STILL PICTURE
AOH	PIP - PICTURE IN PICTURE
AOI	AUTOMATIC PICTURE MODE
AOJ	ASPECT MODE
AOK	SURROUND SOUND
AOL	LOUDNESS ON
AOM	XBS SOUND
AON	ZOOM
AOO	WIDE
AOP	TELE
AOQ	MENU MODE
AOR	MEMORY
AOS	RESUME
AOT	HIBERNATION
AOU	n/a
AOV	n/a
AOW	n/a
AOX	OTHER

AA - Application Mode

Code	Description
AA1	TEXT MODE
AA2	LOCK MODE
AA3	CHILD LOCK
AA4	ON SCREEN DISPLAY
AA5	TIME-SLIP
AA6	Q-LINK / SMARTLINK / NEXT VIEW LINK
AA7	EXTERNAL LINK
AA8	SHOWVIEW / VIDEO PLUS
AA9	VPS
AAA	EPG
AAB	RDS
AAC	CD TEXT
AAD	ID 3 TAG
AAE	LINK MODE
AAF	n/a
AAG	n/a
AAH	n/a
AAI	n/a
AAJ	n/a
AAK	n/a
AAL	n/a
AAM	n/a
AAN	n/a
AAO	n/a
AAP	n/a
AAQ	n/a
AAR	n/a
AAS	n/a
AAT	n/a
AAU	n/a
AAV	n/a
AAW	n/a
AAX	OTHER

AF - Frequency Band

Code	Description
AF1	FM
AF2	AM
AF3	LW
AF4	SW
AF5	VHF
AF6	UHF
AF7	n/a
AF8	n/a
AF9	n/a
AFA	n/a
AFB	n/a
AFC	n/a
AFD	n/a
AFE	n/a
AFF	n/a
AFG	n/a
AFH	n/a
AFI	n/a
AFJ	n/a
AFK	n/a
AFL	n/a
AFM	n/a
AFN	n/a
AFO	n/a
AFP	n/a
AFQ	n/a
AFR	n/a
AFS	n/a
AFT	n/a
AFU	n/a
AFV	n/a
AFW	n/a
AFX	OTHER

AI - I/O Connections

Code	Description
AI1	CINCH AUDIO
AI2	CINCH VIDEO
AI3	SCART
AI4	RGB
AI5	COMPOSITE (CVBS / FBAS)
AI6	COMPONENT
AI7	S-VIDEO / HOSIDEN
AI8	YUV
AI9	AC POWER
AIA	DC POWER
AIB	1.5MM
AIC	2.5MM
AID	3.5MM
AIE	6.3MM
AIF	BNC
AIG	HEADPHONE
AIH	MICROPHONE
AII	SPEAKER
AIJ	CENTRE
AIK	FRONT
AIL	REAR
AIM	SUBWOOFER
AIN	RF
AIO	XLR
AIP	REMOTE
AIQ	EDIT
AIR	SYSTEM CONNECTION
AIS	n/a
AIT	n/a
AIU	n/a
AIV	n/a
AIW	n/a
AIX	OTHER

AM - Mounting Device

Code	Description
AM1	NO SPECIAL MOUNTING
AM2	STAND
AM3	WALL MOUNTED
AM4	CEILING MOUNTED
AM5	CAR MOUNTED
AM6	PULT INSTALLATION
AM7	BELOW THE TABLE
AM8	CARRYING CASE
AM9	CARRYING POCKET
AMA	NECK BAND
AMB	TRIPOD
AMC	BELT
AMD	STRAP
AME	HANDLE
AMF	RAIN COVER
AMG	DIVING COVER
AMH	HANDSFREE KIT
AMI	n/a
AMJ	n/a
AMK	n/a
AML	n/a
AMM	n/a
AMN	n/a
AMO	n/a
AMP	n/a
AMQ	n/a
AMR	n/a
AMS	n/a
AMT	n/a
AMU	n/a
AMV	n/a
AMW	n/a
AMX	OTHER

AX - Accessory

Code	Description
AX1	POWER ADAPTER
AX2	CHARGER
AX3	REMOTE CONTROL
AX4	HEADPHONE
AX5	EARPHONE
AX6	SPEAKER
AX7	ANTENNA
AX8	MICROPHONE
AX9	TUNER
AXA	SAT RECEIVER
AXB	GPS RECEIVER
AXC	POWER AMPLIFIER
AXD	DISPLAY / MONITOR
AXE	CARD / SIGNAL ADAPTER
AXF	FLASHLIGHT
AXG	CAMERA
AXH	LENS UNIT
AXI	FILTER
AXJ	CAR KIT
AXK	POWER CABLE
AXL	SIGNAL CABLE
AXM	STYLUS / PICKUP
AXN	GLASSES / EYEWEAR
AXO	Sensor
AXP	SET TOP BOX
AXQ	n/a
AXR	n/a
AXS	n/a
AXT	n/a
AXU	n/a
AXV	n/a
AXW	n/a
AXX	OTHER

DIGITAL

DO - Operating Environment / Function

Code	Description
DO1	BIOS
DO2	DOS
DO3	WINDOWS
DO4	LINUX
DO5	UNIX
DO6	MAC
DO7	OS2
DO8	ANDROID
DO9	n/a
DOA	n/a
DOB	n/a
DOC	n/a
DOD	MMS
DOE	E-MAIL
DOF	SMS
DOG	SMTP
DOH	POP3
DOI	APPLE OS
DOJ	NOVELL
DOK	n/a
DOL	n/a
DOM	n/a
DON	n/a
DOO	n/a
DOP	n/a
DOQ	n/a
DOR	n/a
DOS	n/a
DOT	n/a
DOU	n/a
DOV	n/a
DOW	n/a
DOX	OTHER

DP - Program Type

Code	Description
DP1	WORD PROCESSING
DP2	SPREADSHEET
DP3	PRESENTATION
DP4	DATABASE
DP5	PICTURE EDITING
DP6	VIDEO EDITING
DP7	AUDIO EDITING
DP8	E-MAIL PROGRAM
DP9	INTERNET PROGRAM
DPA	GAME PROGRAM
DPB	CD-/DVD BURN PROGRAM
DPC	FILE MANAGER PROGRAM
DPD	FORMATTING PROGRAM
DPE	VIRUS SCANNER
DPF	FIREWALL
DPG	NETWORK PROGRAM
DPH	HOST PROGRAM
DPI	SYSTEM OPERATION PROGRAM
DPJ	COMMUNICATION PROGRAM
DPK	DEVICE DRIVER SOFTWARE
DPL	VIRUS PROGRAM / INFECTED
DPM	NON-STANDARD PROGRAM
DPN	n/a
DPO	n/a
DPP	n/a
DPQ	n/a
DPR	n/a
DPS	n/a
DPT	n/a
DPU	n/a
DPV	n/a
DPW	n/a
DPX	OTHER

DN - Networking Environment

Code	Description
DN1	TERRESTRIAL ANTENNA
DN2	CABLE NETWORK
DN3	DVB-T
DN4	DVB-S
DN5	DVB-S2 (HD/UHD)
DN6	DVB-C
DN7	DVB-H
DN8	VoIP (Voice over IP)
DN9	SATELLITE AUDIO
DNA	SATELLITE VIDEO
DNB	SATELLITE
DNC	DIAL-UP MODEM
DND	ISDN CONNECTION
DNE	DSL CONNECTION
DNF	GPRS
DNG	UMTS (3G)
DNH	DECT
DNI	GSM (2G)
DNJ	DAB
DNK	GPS
DNL	LAN
DNM	ETHERNET
DNN	BLUETOOTH
DNO	INFRARED / IRDA
DNP	WIRELESS / W-LAN
DNQ	WAN (WIDE AREA NETWORK)
DNR	BROADBAND
DNS	INTERNET
DNT	NFC
DNU	DVB-T2
DNV	LTE (4G)
DNW	5G
DNX	OTHER Networking Environment
DNY	HBBTV
DNZ	MHEG

DI - I/O Connections

Code	Description
DI1	SERIAL RS232 / COM
DI2	PARALLEL / CENTRONICS
DI3	USB
DI4	PS2
DI5	VGA
DI6	DVI
DI7	COAX
DI8	OPTICAL
DI9	HDMI
DIA	HI-8
DIB	IEEE 1394 / FIRE WIRE
DIC	NETWORK / DATA
DID	IRDA
DIE	PC-CARD SLOT
DIF	PCMCIA
DIG	PORT REPLICATOR
DIH	IDE
DII	SCSI
DIJ	S0 BUS
DIK	D-SUB 15-PIN
DIL	D-SUB 9-PIN
DIM	ARC
DIN	ATMOS
DIO	IPTV (Internet protocol)
DIP	DISPLAY PORT
DIQ	n/a
DIR	n/a
DIS	n/a
DIT	n/a
DIU	n/a
DIV	n/a
DIW	n/a
DIX	OTHER

DH - System Environment Hardware

Code	Description
DH1	MAINBOARD
DH2	PROCESSOR
DH3	DISK DRIVE
DH4	HARD DISK
DH5	INTERNAL MEMORY
DH6	GRAPHIC CARD
DH7	CONTROLLER
DH8	GAME CONTROLLER
DH9	NETWORK ADAPTER
DHA	MODEM
DHB	PCMCIA ADAPTER
DHC	USB DEVICE
DHD	STANDARD MOUSE
DHE	OPTICAL / LASER MOUSE
DHF	TOUCH PAD
DHG	TRACK BALL
DHH	TOUCH SCREEN
DHI	DISPLAY / MONITOR
DHJ	PRINTER
DHK	SCANNER
DHL	KEYBOARD
DHM	APP on mobile device
DHN	ROUTER
DHO	n/a
DHP	n/a
DHQ	n/a
DHR	n/a
DHS	n/a
DHT	n/a
DHU	n/a
DHV	n/a
DHW	n/a
DHX	OTHER

DS - System Environment Software

Code	Description
DS1	BIOS VERSION
DS2	PARTITION NUMBER
DS3	PORT NAME AND NUMBER
DS4	IRQ NUMBER
DS5	SYSTEM DRIVER TYPE + VERSION
DS6	RUNNING SERVICE NAME
DS7	TASK / PROCESS NAME
DS8	CERTIFICATE NAME / TYPE
DS9	PROTOCOL TYPE
DSA	DISPLAY MODE / RESOLUTION
DSB	CODE TABLE
DSC	LANGUAGE SETTING
DSD	COUNTRY SETTING
DSE	n/a
DSF	n/a
DSG	n/a
DSH	n/a
DSI	n/a
DSJ	n/a
DSK	n/a
DSL	n/a
DSM	n/a
DSN	n/a
DSO	n/a
DSP	n/a
DSQ	n/a
DSR	n/a
DSS	n/a
DST	n/a
DSU	n/a
DSV	n/a
DSW	n/a
DSX	OTHER

MEDIA

MA - Analog

Code	Description
MA1	RECORD DISC
MA2	AUDIO TAPE
MA3	AUDIO MICRO TAPE
MA4	VIDEO TAPE / VHS
MA5	VIDEO TAPE / VHS-C
MA6	VIDEO TAPE / S-VHS
MA7	VIDEO TAPE / S-VHS-C
MA8	VIDEO TAPE 8 MM
MA9	VIDEO TAPE HI-8
MAA	THERMAL PAPER
MAB	PLAIN PAPER
MAC	PAPER PHOTO QUALITY
MAD	GLOSSY PHOTO PAPER
MAE	TRANSPARENCIES (OVERHEAD)
MAF	COLOURED PAPER
MAG	ENVELOPE
MAH	LABEL
MAI	CARTON
MAJ	SLIDE
MAK	PHOTO FILM
MAL	n/a
MAM	n/a
MAN	n/a
MAO	n/a
MAP	n/a
MAQ	n/a
MAR	n/a
MAS	n/a
MAT	n/a
MAU	n/a
MAV	n/a
MAW	n/a
MAX	OTHER

MD - Digital

Code	Description
MD1	HI-8 VIDEO
MD2	DVC-VIDEO
MD3	TAPE
MD4	CD-ROM
MD5	DVD-ROM
MD6	CD-RW
MD7	DVD+RW
MD8	DVD-RW
MD9	DVD-RAM
MDA	DVD+R
MDB	DVD-R
MDC	HD-DVD
MDD	BLU RAY DISC (BD)
MDE	MULTI MEDIA CARD
MDF	MEMORY STICK
MDG	SD MEMORY CARD
MDH	SD MEMORY CARD MINI
MDI	CF MEMORY CARD
MDJ	CF HDD
MDK	FLASH MEMORY
MDL	INTERNAL MEMORY
MDM	FLOPPY DISK
MDN	HARD DISK
MDO	STREAMER TAPE
MDP	CD MULTI SESSION
MDQ	VLP
MDR	VIDEO CD
MDS	n/a
MDT	n/a
MDU	n/a
MDV	n/a
MDW	n/a
MDX	OTHER

FORMAT

FA - Audio

Code	Description
FA1	STEREO
FA2	MONO
FA3	DOLBY
FA4	DOLBY PRO LOGIC
FA5	DOLBY DIGITAL
FA6	DTS
FA7	SDDS CINEMA SOUND
FA8	THX
FA9	PCM
FAA	DAB
FAB	n/a
FAC	n/a
FAD	n/a
FAE	n/a
FAF	n/a
FAG	n/a
FAH	n/a
FAI	n/a
FAJ	n/a
FAK	n/a
FAL	n/a
FAM	n/a
FAN	n/a
FAO	n/a
FAP	n/a
FAQ	n/a
FAR	n/a
FAS	n/a
FAT	n/a
FAU	n/a
FAV	n/a
FAW	n/a
FAX	OTHER

FV - Video

Code	Description
FV1	PAL
FV2	NTSC
FV3	SECAM
FV4	HDTV
FV5	16:9 FORMAT
FV6	14:9 FORMAT
FV7	4:3 FORMAT
FV8	50 HZ
FV9	60 HZ
FVA	100HZ
FVB	SP - NORMAL
FVC	LP - LONG PLAY
FVD	EP - EXTRA LONG PLAY
FVE	XP - EXTRA HIGH QUALITY
FVF	CINEMASCOPE
FVG	LETTERBOX
FVH	ZOOM MODE
FVI	3D MODE
FVJ	n/a
FVK	n/a
FVL	n/a
FVM	n/a
FVN	n/a
FVO	n/a
FVP	n/a
FVQ	n/a
FVR	n/a
FVS	n/a
FVT	n/a
FVU	n/a
FVV	n/a
FVW	n/a
FVX	OTHER

FD - Data

Code	Description
FD1	ZIP
FD2	XLS
FD3	DOC
FD4	PPT
FD5	JPG
FD6	EXIF
FD7	RAR
FD8	n/a
FD9	n/a
FDA	n/a
FDB	n/a
FDC	n/a
FDD	n/a
FDE	n/a
FDF	n/a
FDG	n/a
FDH	n/a
FDI	n/a
FDJ	n/a
FDK	n/a
FDL	n/a
FDM	n/a
FDN	n/a
FDO	n/a
FDP	n/a
FDQ	n/a
FDR	n/a
FDS	n/a
FDT	n/a
FDU	n/a
FDV	n/a
FDW	n/a
FDX	OTHER

FC - AV Codec

Code	Description
FC1	MP3
FC2	ATRAC
FC3	MPEG2
FC4	MPEG4
FC5	DIVX
FC6	DVD-AUDIO
FC7	DVD-VIDEO
FC8	VCD (VIDEO CD)
FC9	SVCD
FCA	SACD (SUPER AUDIO CD)
FCB	MVCD
FCC	HDCD
FCD	AAC
FCE	HD-DV
FCF	HIGHMAT
FCG	WMA
FCH	BMP
FCI	JPG
FCJ	EXIF
FCK	TIFF
FCL	REGION CODE
FCM	WMV
FCN	n/a
FCO	n/a
FCP	n/a
FCQ	n/a
FCR	n/a
FCS	n/a
FCT	n/a
FCU	n/a
FCV	n/a
FCW	n/a
FCX	OTHER

LOCATION

L - LOCATION

Code	Description
L10	TOP LEFT
L20	TOP MIDDLE
L30	TOP RIGHT
L40	CENTER LEFT
L50	CENTER MIDDLE
L60	CENTER RIGHT
L70	BOTTOM LEFT
L80	BOTTOM MIDDLE
L90	BOTTOM RIGHT
LDL	DIAGONAL LINE FROM LEFT TOP
LDR	DIAGONAL LINE FROM RIGHT TOP
LXX	OTHER

VARIOUS

VT - Time / Colour

Code	Description
VT1	MORNING
VT2	NOON
VT3	AFTERNOON
VT4	EVENING
VT5	NIGHT
VT6	SPRING
VT7	SUMMER
VT8	AUTUMN
VT9	WINTER
VTA	WHITE
VTB	BLACK
VTC	RED
VTD	GREEN
VTE	BLUE
VTF	YELLOW
VTG	MAGENTA
VTH	PURPLE
VTI	PINK
VTJ	CYAN
VTK	LIGHT
VTL	DARK
VTM	n/a
VTN	n/a
VTO	n/a
VTP	n/a
VTQ	n/a
VTR	n/a
VTS	n/a
VTT	n/a
VTU	n/a
VTV	n/a
VTW	n/a
VTX	OTHER

VC - Battery / Consumption material

Code	Description
VC1	NICD BATTERY
VC2	NIMH BATTERY
VC3	LITHIUM ION BATTERY
VC4	LITHIUM BATTERY
VC5	ALKALINE BATTERY
VC6	ZINC-AIR BATTERIES
VC7	MERCURY BATTERY
VC8	PB BATTERY
VC9	PRODUCT SPECIFIC BATTERY
VCA	INK COLOUR
VCB	INK BLACK
VCC	TONER
VCD	THERMAL TRANSFER FOIL
VCE	THERMAL TRANSFER PAPER
VCF	FILTER
VCG	BAG
VCH	BRUSH
VCI	PAD
VCJ	BLADE
VCK	LAMP
VCL	FOIL
VCM	n/a
VCN	n/a
VCO	n/a
VCP	n/a
VCQ	n/a
VCR	n/a
VCS	n/a
VCT	n/a
VCU	n/a
VCV	n/a
VCW	n/a
VCX	OTHER

VP - Physical Environment

Code	Description
VP1	EXTREME HEAT
VP2	EXTREME COLD
VP3	EXTREME HUMIDITY
VP4	EXTREME DRY
VP5	HIGH PRESSURE
VP6	LOW PRESSURE
VP7	HIGH SPEED
VP8	LOW SPEED
VP9	AT HIGH POWER / VOLTAGE
VPB	AT LOW POWER / VOLTAGE
VPC	HIGH NOISE LEVEL
VPE	LOW NOISE LEVEL
VPF	SILENCE
VPG	MUSIC
VPH	SPEECH
VPI	SMALL ROOM
VPJ	LARGE ROOM
VPK	DIRTY ENVIRONMENT
VPL	CLEAN ENVIRONMENT
VPM	SMOKED ENVIRONMENT
VPN	ORIGINAL PACKING
VPO	FOREIGN PACKING
VPP	FULL
VPQ	EMPTY
VPR	FILLING 10% - 30%
VPS	FILLING 40% - 60%
VPT	FILLING 70% - 90%
VPU	USED IN STONE HOUSE / WALL
VPV	USED IN WOODEN HOUSE / WALL
VPW	n/a
VPY	n/a
VPZ	n/a
VPX	OTHER

VS - Situation

Code	Description
VS1	INSIDE
VS2	OUTSIDE
VS3	AT THE BEACH
VS4	IN THE MOUNTAINS
VS5	UNDER WATER
VS6	IN AN AIRPLANE
VS7	ON A BOAT
VS8	IN A TRAIN
VS9	IN A CAR
VSA	ON A (MOTOR)BIKE
VSB	USED IN FOREIGN COUNTRY
VSC	AT THE BEGINNING
VSD	AT THE END
VSE	WHILE DRIVING
VSF	WHILE WALKING
VSG	WHEN NOT MOVING
VSH	WHEN OPEN
VSI	WHEN CLOSE
VSJ	EXCESSIVE USING
VSK	LOW / RARE USING
VSL	PROFESSIONAL USING
VSM	UNUSED
VSN	UNPACKED
VSO	PROBLEM WITH SELF RECORDED
VSP	PROBLEM WITH PRE RECORDED
VSQ	PROBLEM AT AUTO START
VSR	PROBLEM AT MANUAL START
VSS	AFTER SETUP / INSTALLATION
VST	AT REMOTE OPERATION
VSU	AFTER CLEANING
VSV	DOWNLOAD
VSW	UPLOAD
VSX	OTHER

VF - Free Text Input

Code	Description
VF1	ERROR CODE
VF2	OPERATION TIME
VF3	INSTALLATION DATE
VF4	SOFTWARE VERSION
VF5	PRODUCTION DATE/CODE
VF6	CHANNEL
VF7	FREQUENCY
VF8	SPECIFIC MEDIUM TYPE
VF9	RELATED KEY
VFA	COMPONENTS ID NUMBER
VFB	MODIFICATION TYPE
VFC	RELATED MENU ITEM
VFD	RELATED OPERATION / MODE
VFE	CAR VEHICLE ID
VFF	MILEAGE / KILOMETRE COUNT
VFG	OPERATING DISTANCE
VFH	VALUE / LEVEL OF SETTING
VFI	VOLTAGE
VFJ	CONSUMPTION
VFK	MEASUREMENTS / DIMENSIONS
VFL	VOLUME / CAPACITY
VFM	PAGE NUMBER
VFN	BRAND NAME
VFO	MODEL NAME
VFP	BOOT COUNT
VFQ	n/a
VFR	n/a
VFS	n/a
VFT	n/a
VFU	n/a
VFV	n/a
VFW	n/a
VFX	OTHER

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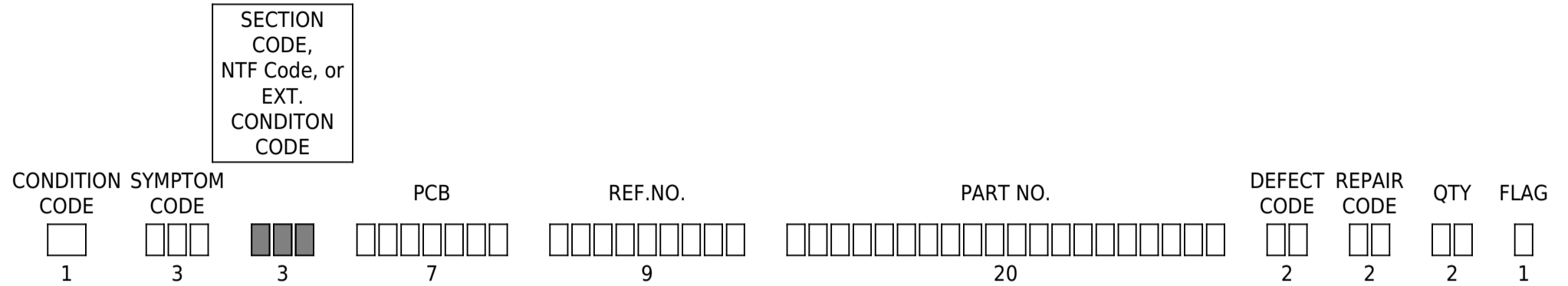
BASIC PRINCIPLE OF EXTENDED IRIS CODES

1.BASIC USE

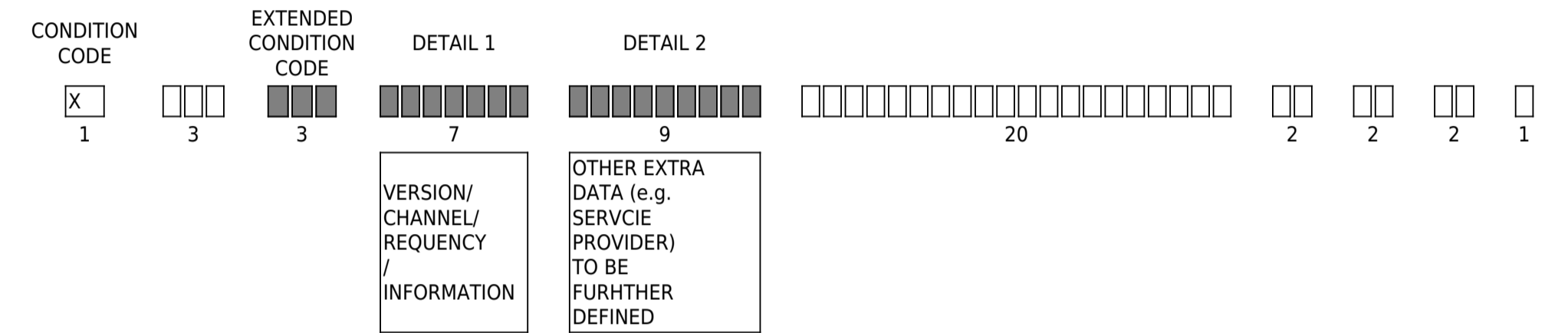BASICALLY THE "SECTION CODE" FIELD CAN BE USED FREELY TO ENTER EITHER:

- "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 CODE	SYMPTOM CODE		PCB	REF.NO.	PART NO.	DEFECT CODE	REPAIR CODE	QTY	FLAG
1	3	3	7	9	20	2	2	2	1

2. ADVANCED USE

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

CONDITION CODE		EXTENDED CONDITION CODE	DETAIL 1	DETAIL 2				
X								
1	3	3	7	9	20	2	2	2	1

DETAIL 1: VERSION/ CHANNEL/ REQUENCY / INFORMATION

DETAIL 2: OTHER EXTRA DATA (e.g. SERVCIE PROVIDER) TO BE FURHTHER DEFINED

BASIC SCREENLOCATION MATRIX

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

BASIC MATRIX

10	20	30
40	50	60
70	80	90

Code	Location	Code	Location	Code	Location	Code	Location	Code	Location
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
L14	TOP LEFT L14	L34	TOP RIGHT L34	L54	CENTER MIDDLE L54	L74	BOTTOM LEFT L74	L74	BOTTOM LEFT L74
L15	TOP LEFT L15	L35	TOP RIGHT L35	L55	CETNER MIDDLE L55	L75	BOTTOM LEFT L75	L75	BOTTOM LEFT L75
L16	TOP LEFT L16	L36	TOP RIGHT L36	L56	CENTER MIDDLE L56	L76	BOTTOM LEFT L76	L76	BOTTOM LEFT L76
L17	TOP LEFT L17	L37	TOP RIGHT L37	L57	CENTER MIDDLE L57	L77	BOTTOM LEFT L77	L77	BOTTOM LEFT L77
L18	TOP LEFT L18	L38	TOP RIGHT L38	L58	CENTER MIDDLE L58	L78	BOTTOM LEFT L78	L78	BOTTOM LEFT L78
L19	TOP LEFT L19	L39	TOP RIGHT L39	L59	CENTER MIDDLE L59	L79	BOTTOM LEFT L79	L79	BOTTOM LEFT L79

Code	Location
LH1	HORIZONTAL LINE AT 11
LH2	HORIZONTAL LINE AT 14
LH3	HORIZONTAL LINE AT 17
LH4	HORIZONTAL LINE AT 41
LH5	HORIZONTAL LINE AT 44
LH6	HORIZONTAL LINE AT 47
LH7	HORIZONTAL LINE AT 71
LH8	HORIZONTAL LINE AT 74
LH9	HORIZONTAL LINE AT 77

Code	Location	Code	Location	Code	Location	Code	Location
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

Code	Location
LV1	VERTICAL LINE AT 11
LV2	VERTICAL LINE AT 12
LV3	VERTICAL LINE AT 13
LV4	VERTICAL LINE AT 21
LV5	VERTICAL LINE AT 22
LV6	VERTICAL LINE AT 23
LV7	VERTICAL LINE AT 31
LV8	VERTICAL LINE AT 32
LV9	VERTICAL LINE AT 33