

## ***DTL-H1001 Debugging Station Problems Checklist***

This form must be completed and FAXed to SCEA ToolCoordinator, before your faulty systems can be replaced.

<b>Company Name</b>	<b>Contact Name</b>	<b>Phone Number</b>
<b>Hardware Product Code</b>	<b>Serial Number</b>	<b>Date Problem Reported</b>

### **Debugging Station Specific Questions**

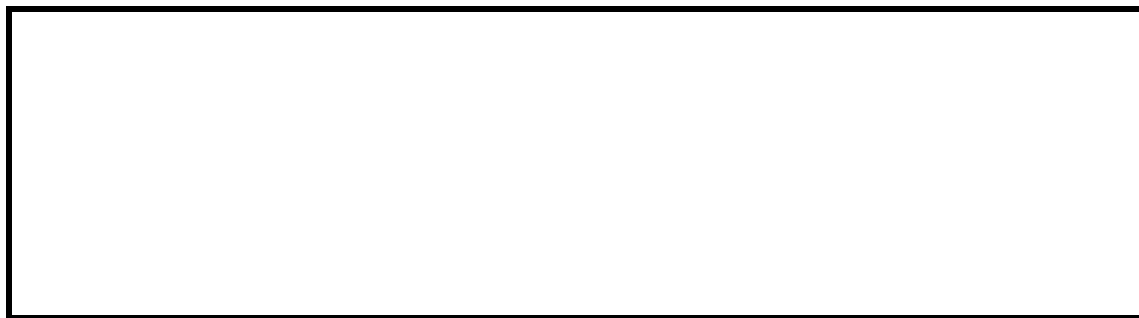
Step	Symptom/Test	
1.	<i>Powers up (green LED) ? [11A]</i>	
2.	<i>Has the unit been connected to the wrong voltage power supply ? (The symptoms will be complete failure, and probably a strong smell !).</i>	
3.	<i>Does your unit play audio discs ?</i>	
4.	<i>Does your unit play black discs reliably ?</i>	
5.	<i>Does the unit play gold discs, if the unit is powered up whilst resting on its side (at 90° to its normal operating position) ?</i>	

### **Fault Code**

Please identify your fault code using the Hardware Returns Fault Coding System Sheet which is attached.

Condition Code	Fault ID		

**Comments:**



# HARDWARE / SOFTWARE RETURNS FAULT CODING SYSTEM

CONDITION CODE	NO ACTION	LEVEL	QUALITY	NOISE	UNSTABLE	PHYSICAL PROBLEMS	OTHER CONDITIONS
1 CONSTANTLY	110 POWER PROBLEM			146 ABNORMAL NOISE		180 PHYSICAL DAMAGE	180 Test & Check
2 INTERMITTENTLY	111 NO Power on AC			148 Rattle		181 Damaged Cabinet	181 Test & Check
3 AFTER A WHILE	118 Power off function not working					182 Damaged Buttons	182 General Overhaul
4 IN A HOT ENVIRONMENT	11A Powers up but no operation.					184 Damaged Door	
5 IN A COLD ENVIRONMENT	11X Other Power Problem					186 Damaged plug or socket	
A AFTER BEING DROPPED						188 Missing Ornamental Plate	
K WHEN INTERCONNECTED						190 Markings etched/scratched off	
L LIQUID CONTAMINATION						192 Damaged Controller	
S SOFTWARE							
<p>-----COMPLETING THE FAULT CODE CARD-----</p> <p>In order that the reported problem can be easily found and repaired, it is ESSENTIAL that this card is completed.</p> <p>THANK YOU.</p> <p>1. Select the condition code 1, 2, 3, 4, 5, A, K, L or S and write this single digit in the first box on the other side of this card.</p> <p>2. Select the area affected and type of problem using the fault description matrix and write the corresponding 3 digit code in the next 3 boxes.</p> <p>3. If the problem has more than 1 symptom please fill in as many boxes as you can.</p> <p>4. Place this card into the box with the faulty unit. It will be used in the diagnosis and repair of the unit.</p> <p>FAULT CODING SYSTEM-EXAMPLES OF USE</p> <p>Described Fault :-</p> <p>Intermittent Scratching noises &amp; disk gets damaged.</p> <p>Dead, no picture no power</p> <p>Picture shakes after 25 minutes</p> <p>Game (software) CD has missing instruction manual</p> <p>Game (software) CD is faulty as it doesn't play - all others do.</p> <p>Cass was split inside console &amp; now makes a buzzing noise.</p> <p>NOTE: In order that the reported problem can be easily found and repaired, it is ESSENTIAL that the error description code is given. THANK YOU.</p>							
GENERAL	310 NO PICTURE (Audio OK)	320 PICTURE LEVEL PROBLEM	330 PICTURE QUALITY PROBLEM	340 PICTURE NOISE	350 UNSTABLE PICTURE		
	318 No Hardware Logo	321 Picture too dark	331 Poor Picture Resolution	341 Snowy Picture	352 Picture Jumping		
	319 No Software Logo	322 Picture too bright	336 Picture size incorrect	343 Noise Bars On Picture	354 Picture shaking		
		327 Only partial picture	337 Incorrect centring of picture	344 Banding Lines on Picture	355 Picture flickering		
			338 Picture started	346 Ghosting on picture	35C Unstable Hardware Logo		
				348 Noise on Hardware	35D Unstable Software Logo		
				34A Noise on Software Logo			
	410 NO COLOUR	420 COLOUR LEVEL PROBLEM	430 POOR COLOUR QUALITY	440 NOISY COLOUR	450 UNSTABLE COLOUR		
	414 No colour in part of picture	421 Weak colour	431 Some Colours Missing		451 Colour Flashing		
		422 Excessive colour			453 Flickering Colour		
COLOUR	510 NO AUDIO (Picture OK)	520 AUDIO LEVEL PROBLEM	530 AUDIO QUALITY PROBLEM	540 NOISY AUDIO	550 UNSTABLE AUDIO		
	514 Some Sounds Missing	521 Low audio level		541 Hum	551 Jumping or Repeating Audio	561 No stereo operation	
		522 Excessive audio level		544 Static or click noise	553 Audio Dropouts	562 Poor Channel Separation	
				545 Buzz			
				546			
AUDIO	610 NO MECHANICAL OPERATION	620 IRREGULAR MECHANICAL OPERATION	630 SPEED PROBLEM	640 MECHANICAL NOISE		660 DAMAGE TO SOFTWARE	
	611 No disk rotation			641 Rotation noise (excessive)		662 Disk gets scratched	
	614 No fast forward/rewind function. (audio CD mode)			642 Motor noise (excessive)			
	618 Continuous disk rotation			646 Disk scraping			
MECHANISM	710 No initial screen	722 System reads itself whilst being used			760 DATA READ WRITE PROBLEM (memory card)	801 Damaged disk	
	712 System does not reset	723 System locks out / crashes			761 Formatting problem (memory card)	802 Faulty disk	
	713 System does not boot up	726 Faulty data communication (serial port)			762 Data being lost (memory card)	803 Damaged disk case	
						804 Faulty printer material	
	717 No Data Storage Operation						
MISCELLANEOUS							

