

# Acorn Customer Services Newsletter

Issue 22  
May 1994

## Editorial

This issue of the Newsletter has been delayed so that we can provide you with technical information on the latest Risc PC 600 series.

There are also two discs supplied which contain various items of software and technical notes described later in the newsletter.

We will continue to supply further technical information each month with the newsletter covering in particular popular enquiries made during the previous month.

On newsletter disc 22/2 is a copy of the !Products database which is supplied as standard with the Risc PC, allowing you to check compatibility of currently available software products

We hope you find all the information supplied this month of value, but please do not hesitate to let us know of technical topics you would like to see covered in future CS News.



Peter Dunn  
Acorn Computers Ltd

## Index

### Page Item

#### 2 Acorn Information

- Acorn Access
- Level 4 Fileserver release 3
- Level 4 Fileserver release 3 upgrade
- Application notes
- CDFS Upgrade
- Sony CD ROM Driver

#### 3 Technical Information

- DRAM for the Risc PC
- !Printers 1.22 printing speed

#### 3 Spares / Service Info

- A4 Out of Warranty Repairs
- Fastrak Module Returns

#### 4 Spares / Service Info

- AKF18 Warranty Clarification
- Shortage of Mice
- Spares Price changes
- Discontinued Spares items
- AKF18 Packaging
- JP150 Out of Warranty Repairs

- Packaging of Returns

Every effort has been made to ensure that the information in this leaflet is true and correct at the time of printing. However, the products described in this leaflet are subject to continuous development and improvements and Acorn Computers Limited reserves the right to change its specifications at any time. Acorn Computers Limited cannot accept liability for any loss or damage arising from the use of any information or particulars in this leaflet. ACORN, ECONET and ARCHIMEDES are trademarks of Acorn Computers Limited. UNIX is a trademark of AT&T. ETHERNET is a trademark of Xerox Corporation.



# Acorn Information

## Acorn Access

Acorn Access is now available. There are separate packs for different computers and therefore it is essential to order the correct products. The product codes and pricing are below:

AEH70 Acorn Access for A5000	£145
AEH71 Acorn Access for A3020/A4000	£145
AEH72 Acorn Access for A3000	£145
AEH73 Acorn Access for Risc PC	£119

Prices are exclusive of VAT.

### Level 4 Fileserver Release 3

Release 3 of Level 4 is now available, the product code and price is as follows:

AES50 Level 4 Fileserver Release 4 £399

Price excludes VAT.

### Level 4 Fileserver Release 3 upgrade

Customers who are currently using the Level 4 Fileserver release 1 or 2 products are now able to upgrade to release 3. The product code for the upgrade is AES51. The upgrade costs £99 ex. VAT (Inc. p&p).

Customer wishing to take advantage of the upgrade offer should return their original Level 4 disc 1 with payment to the following address:

Acorn Direct  
13 Denington Road  
Wellingborough  
Northants, NN8 2RL

Any users who have Level 4 Fileserver release 1 single user version will be automatically upgraded to a site licence.

### Application notes

A few months ago Acorn supplied to all dealers, ASC's, AEC's and IT Centres, disc copies of all application notes available at that time. The idea of supplying this disc was two fold; firstly to make all the people afore mentioned aware of the wealth of

knowledge available within the application notes and; secondly so that you can pass these application notes onto schools and end users who also require the information. Please feel free to distribute the application note disc.

This month's discs, again contain application notes which cover a multitude of areas: in particular for dealers, full details of the Warranty Returns systems are included.

## CDFS Upgrade

A new CDFS upgrade ROM is now available for Acorn SCSI cards, the new product code will be AKA35 and costs £34.95 + VAT. The new CDFS will provide the following facilities:

CDFS 2.21 is the latest version of the Filing system and provides the Mode 2 Form 1 support required to read PhotoCD discs and is, therefore in itself, a major step towards PhotoCD capability. In general the only CD-ROM mechanisms supplied to Acorn customers to date that are capable of reading Mode 2 Form 1 tracks are the Sony CDU 541 and CDU 561 drives. The ability of a drive to access the information stored on a PhotoCD disc means that it can as a minimum display the contents of the whole disc as a directory structure just like any Mode 1 disc. The CDFS upgrade product, however, will also contain on the support disc the PhotoView software which allows the display of PhotoCD images in addition to accessing the directory structure.

The CDFS upgrade, however, will also contain on the support disc the PhotoView software which allows the display of PhotoCD images.

## New Sony CD ROM Driver

Supplied on CS News Issue 22 disc 1 is a revised Sony driver (1.06) which includes support for the Apple CD-300 CD-ROM player, which is a modified Sony CDU-8003 SCSI unit. The drive is multi-session, dual-speed and can currently be purchased from third party companies.

The driver will only work with CDFS 2.20 or later and should be RMLoaded BEFORE the desktop is entered.

# Technical Information

## DRAM for the Risc PC

The Risc PC can take standard SIMM's to be used for memory upgrades, however as I'm sure you are all aware there are different standards. Enclosed with this newsletter is the full specification for the SIMM's that can be used.

The VRAM cards should be purchased from Acorn.

## !Printers 1.22 printing speeds

A number of users have become concerned over the printing speed of the new version of !Printers. The default settings for any graphics printing has been set to the maximum DPI and, when colour is concerned, the maximum colour quality. If a user is printing black and white text from a package like !Draw, printing speed may be increased by reducing the quality down to one of the mono or grey printing options from the !Printers configuration dialogue box.

# Spares / Service Info.

## A4 Out of Warranty Repairs

Acorn have arranged the following for out of warranty A4 repairs.

For any fault excluding the PCB, A4 systems can be returned for repair @ £40,00 + Parts + VAT.

For a PCB fault A4 systems can be returned for repair @ £70,00 + Parts + VAT.

As it is not always possible to tell which module may be at fault within the system it is possible to send the A4 away, with a cheque for £15.00 (inc. VAT), which will then have the fault diagnosed. The customer will be contacted prior to any repair being carried out to be advised of the exact cost. The £15.00 is redeemable as part of the repair cost from the repairer.

These prices include return carriage to the sender.

A4's being returned for Out of Warranty repair should be sent to:

Colin Wetherby  
PBF Ltd  
Unit 25 Earith Business Park  
Cooks Drove  
Earith  
Cambridgeshire  
PE17 3QG

## Fastrak Module Returns

Further reminder ref: issue 20 Customer Service Newsletter.

With immediate effect Acorn Service Sites will reject to the sender, modules received without a fully completed service report. The minimum mandatory requirements are:-

1. Full machine serial number  
eg 93 AGB32 1010123
2. Customer's name
3. Dealer/ASC name & address
4. PCB serial number (applicable to PCB returns)
5. Module serial number, ie serial number of FD, HD, Keyboard, Mouse
6. Date of receipt (from customer)
7. Date of repair
8. Customer's date of purchase (end user)
9. Fault description
10. Action Taken

# Spares / Service Info

## **AKF18 Warranty Clarification**

We would like to draw your attention to the letter forwarded to you on 3rd September 1993 regarding the AKF18 monitor.

A number of complaints have been received from end users who have been informed by their dealer that the warranty has been extended. This is not the case but is as follows:

Should an AKF18 monitor develop a problem linked to the low MTBF components acknowledged in the letter mentioned above, the monitor should be returned for repair whether in or out of warranty. If the monitor is repaired and despatched, the warranty is extended to four years from the original purchase date. If the monitor is confirmed to be beyond economical repair and is replaced, the standard twelve month warranty applies.

Warranty on all AKF18 monitors has not been extended. Please ensure you are clear on this. Should you have any queries regarding this, please contact Alastair McGregor, Kerris Poole, Ann Wood or Claire Finnell on 0223 254254.

## **Shortage of Mice**

We are currently out of stock of the cream mouse (0914000). Delivery is expected in approximately six weeks. All outstanding orders will be fulfilled as soon as stocks are available.

If you have an urgent requirement for mice, we have stocks of the grey mouse (0914001), and we will be happy to change your order over. Please call the spares department on 0223 254254.

## **Spares Price changes**

0800043 Conr 44W Edge DS ST FLNG.

Effective immediately, the price will be £4.90 ex. VAT.

This price will also affect all outstanding orders.

The price of the 40MByte Hard Drive for the A5000

(Part Number 0912017) is on a special offer of £99.00 plus VAT while stocks last. All orders will be treated on a first come, first served basis.

## **Discontinued Spares items**

The following items are no longer available..

0999438 KPL Curly Keyboard Cable  
2201239 Master 128 1MB ROM

All outstanding orders are hereby cancelled.

As an alternative to the 2201239 Master 128 1MT ROM dealers can order the Master 128 MOS Upgrade Kit - AMB 10 from our Sales department for £39. (ex. VAT)

Part number 0999995 A3010 FD Eject Button is no longer available. We are however able to offer as an alternative an A3010 Floppy Drive Spares Pack (part number 0999025) which includes the eject button. The price and part number for this new item is:

0999025 A3010 FD Spares Pack £1.40 +VAT

## **AKF18 Packaging**

If you unable to use the original AKF18 packaging please contact our warranty returns department for guidance on how to safely return the monitor to Acorn.

## **JP150 Out of Warranty Repairs**

Spares for repairing Acorn JP 150 printers out of warranty can be obtained from CPC on:

Preston (0772) 654455

## **Packaging of Returns**

When returning computers for repair not in original packaging but packed in polystyrene chips, please ensure that the computers are first packaged in a plastic bag. We have had a number of cases of the polystyrene chip becoming lodged in the disc drives of machines and damaging the mechanisms.



Our ref: KP/AM/AKF18

3rd September 1993

To: Acorn Authorised Dealers  
Acorn Distributors  
Acorn Authorised Service Centres  
Acorn Education Centres

Acorn Computers Limited  
Acorn House  
Vision Park, Histon  
Cambridge CB4 4AE  
England  
Telephone 0223 254254  
Fax NO 0223 254262

Dear Colleague

Re: Acorn AKF18 multiscan monitor

There has been an unusually high rate of failure of some early manufactured AKF18 monitors. Acorn is clearly unhappy with the situation and is concerned that the perceived unreliability of some of these monitors may damage our well deserved reputation for quality and reliability in the computer market place.

There have been a very small number of instances whereby a component in the monitor has failed in a rather dramatic fashion and this has, understandably, caused concern. We would like to make clear that there is no safety hazard associated with the use of the AKF18 monitor. Materials used in the monitor are self-extinguishing, even if ignited, so the failure of a component should not cause a fire. Our products are tested by a highly reputable European test house; the AKF18 multiscan monitor meets the EN60950 (equivalent to BS7002) safety standard. The TUV and GS marks on the rear label are the test house certification marks.

The components prone to early failure have been identified and we have verified through field audit that later manufactured monitors do not contain components from suspect batches. Unfortunately the usage pattern of these components in the manufacturing plant precludes us from accurately predicting the discrete ranges of serial numbered monitors most likely to be at risk within these early monitors.

We wish to allay fears concerning the reliability of the AKF18 monitor and to maintain customer confidence in our products. We do not wish any of our customers to be concerned that they may be faced with abnormal repair cost liability outside of our normal one year warranty period. We are therefore announcing to our field service channels that we will honour a four year warranty, from commencement of original warranty, on all AKF18 monitors that do fail due to the identified low MTBF components. Warranty Repair Authorisation procedures are unchanged.

Do not hesitate to contact me for further information if required. Please do respect the confidentiality of this announcement and remind Customers that there is no safety issue associated with the monitor. We are simply aiming to protect our reputation for quality and reliability.

P.I. Alastair McGregor  
Support Services Manager



THE QUEEN'S AWARD FOR  
TECHNOLOGICAL ACHIEVEMENT

Registered Office Acorn Computers Limited  
Acorn House, Vision Park, Histon Cambridge  
CB4 4AE, England  
Registered No 1403810  
VAT No. GB 432 2094 84

## **Warranty Repair Authorisation (WRA) Procedure**

ALL Acorn Authorised Agents may now apply direct to the Acorn Returns Department for Warranty Repair Authorisation.

No repair fee is payable on warranty returns but Acorn will cover the total cost of carriage.

If you wish to apply for a WRA, please photocopy the master Product Return form attached, complete and return it to:

Returns Department - Fax: (0223) 254262

A prepaid authorisation label will be returned to you, by fax if you quote your fax number, usually the following day.

You will then be able to send the faulty goods to our nominated Central Service Workshop by carrier at no cost to yourself. Return of repaired items should be achieved the following week enabling you to quote a normal two-week turn-around time to the end-customer.

Please note, however, if faults are obscure or intermittent, prolonged testing may be necessary and if goods are deemed to be "beyond economic repair", then additional time may be required to process the replacement goods.