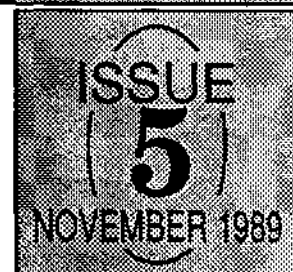# Acorn Customer Service News

- *All the documents in this newsletter are available on the Support Information Database (SID).*

- *Back-issues are available via SID and may also be obtained from Customer Services.*

- *Any suggestions you may have for information you would like to see in future issues should be sent to the Newsletter Editor via SID mail (ID 1000) or by post at our head office address.*
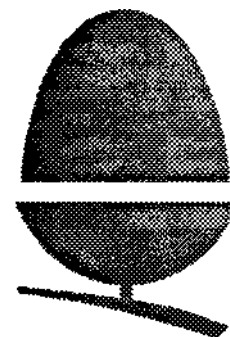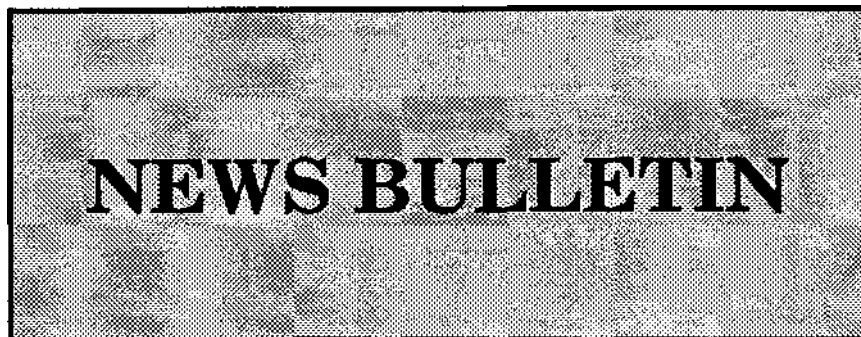
Acorn
The choice of experience.

1. A3000 Field Service Procedure.

In the documents covering A3000 Field Service Procedure and A3000 Field Service Policy released in Issue 3 of the Customer Service Newsletter, references were made to the modular replacement of "Keyboard Membranes". In fact it is not possible to replace just the Keyboard Membrane and in cases of Keyboard failure, the entire Keyboard assembly should be returned for replacement to Acorn, Spares and Warranty Dept.

2. ANSI C and Programmers' Reference Manual Upgrades

A special offer upgrade path is being provided to owners of ANSI C (Release 1 and Release 2) and to existing owners of the Programmers' Reference Manual.

This operation is being completed through a fulfilment house for a limited period only. Please refer all enquiries to the Customer Services Department.

3. Archimedes Printed Circuit Board Serial Numbers

When carrying out a Field Change Order (FCO) or component level repair (if authorised) on an Archimedes PCB, both the PCB Serial Number and machine serial number should be annotated on the Service Report. If this is not done the service report will be returned to you for the additional information.

In some instances, early PCBs did not have serial numbers, or you may find a PCB with an incorrect or incomplete serial number. In such cases, and where you have not been instructed to the contrary, please follow the pr0cedure below.

> When faced with an unserialised PCB to repair.
> - First contact Acorn Spares and Warranty department quoting the complete serial number of the unit. - They will then supply you with a serial number for the PCB.
> - The serial number must then be written (or preferably typed) onto a strip of adhesive label and attached to the top side of the PCB.

All PCB Serial Numbers follow the same format of two letters, followed by seven digits, e.g. PB-289-0584
PLEASE NOTE - THIS MUST BE DONE AT THE TIME OF REPAIR.
Granada Microcare will serialise any PCB returned to them for repair. Whilst the PCB Serial No. will not be quoted on the service report that must accompany the board, it is imperative that the machine Serial No. is stated.

4. Philips Monitor L.O.T. Repair Procedure

Details of a possible Line Output Transformer problem with Philips Monitors was notified in the Customer Service News, Issue 2, May 89. We have been informed by Philips that if failure is to occur, it would be very early in the life span. All instances should have been detected prior to the 31st December 1989. Philips will not accept any further claims beyond that date.

Therefore, please be advised that, in accordance with Philips' instructions, no claim under this procedure will be accepted after the 31st December 1989.

This does not in any way prejudice or affect the existing 12 month warranty on Acorn products.
The original information on the L.O.T. Repair Procedure from the Customer Services News, Issue 2, May 89, may be obtained from S.I.D. (reference CSN0008).

Support Information Database

Latest News
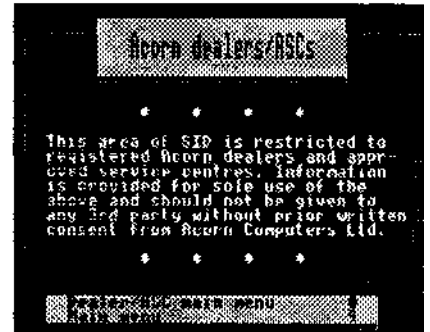
New Software available via SID

At the beginning of September 1989 the Support Information Database system had a Prestel gateway installed, thus allowing any Prestel or Micromet subscriber to access SID.

The number of calls on to SID has risen to an average of 875 per week, which gives some indication of the popularity of the Support Information Database.

It is because of this increased availability of SID through a widening audience, that Acorn have recently taken the decision to release the new RISC OS 2.00 software modules and Applications enhancements only via the SID system.

All publicity associated with the release of the RISC OS Extras Disc details it's availability through the SID system.

Other RISC OS software available via SID includes:
> Outline Font Editor
> P.C. Emulator Ver 1.33
> Template Editor

This method of software distribution was selected with the Dealer Network in mind, in order that dealers enhance the after sales support service offered to valued customers and to eliminate the requirement for dealers to carry stocks of discs containing new or additional modules.

All you need to do is log on to SID and download a copy of the RISC OS 2.00 Extras Disc either on to a "Master Disc", which can then be copied on to Customers' discs as required; or to log on and download the software straight on to customers' discs as required.

All customer and end users who do not have direct access to the S1D system are being directed to their nearest Acorn Dealer to obtain a copy on disc for a nominal charge, (such as the price of a disc).
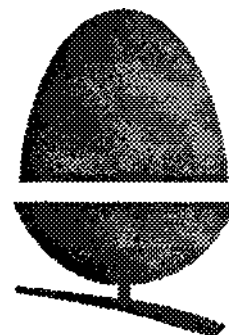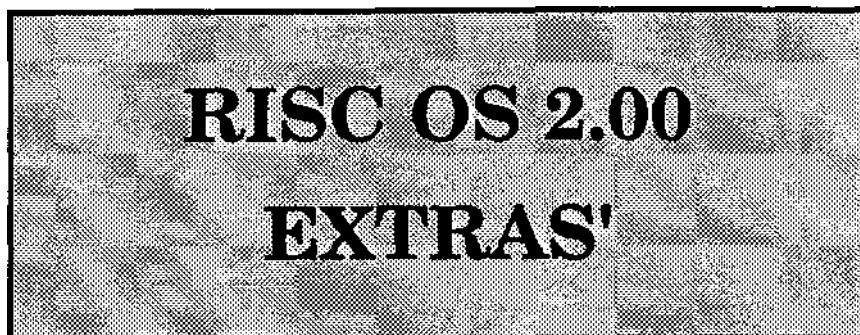
RISC OS 2.00 EXTRAS'

Acorn have recently released the RISC OS 2.00 Extras' Disc via the Support Information Database.This dise contains updated versions of some applications in the RISC OS 2.00 Application Suite, and some replacement and additional modules for the RISC OS 2.00 ROM.

The applications on this disc may be used in preference to the versions in the Application Suite. For details 0f the changes implemented, consult the ReadMe file contained on the disc.

The software on this disc may be copied for use on any computer system containing the RISC OS Operating System, provided that all the requirements of the End-User License Conditions for the RISC OS Operating System are complied with, and that a copy of the ReadMe file accompanies every copy of the software. A copy of the End-User License Conditions for the RISC OS Operating System is supplied with every computer system containing the R1SC OS Operating System.

This disc contains the following updated versions of certain RISC OS applications and modules and some additional modules, in addition to the ReadMe file.

!PrinterPS	1.12	
!PrinterDM	1.12	
!PrinterLJ	1.12	[for driving Hewlett Packard 'LaserJet' laser printers]
!PrinterIx	1.12	[for driving Integrex colour inkjet printers]
!System	0.45	
!65Host	1.40	
modules.NetFS	5.48	
modules.NetPrint	5.30	
modules.NetFiler	0.24	
modules.NetS tatus	2.01	
modules.Hourglass	2.02	
modules.Sound2	1.13	
modules.IRQUtils	0.09	
modules.WimpUtils	0.04	

This software is provided "as is"; Acorn Computers Limited ("Acorn") makes no warranty, express or implied, of the merchantability of this software or its fitness for any particular purpose. In no circumstances shall Acorn be liable for any damage, loss of profits, or any indirect or consequential loss arising out of the use of this software or inability t0 use this software, even if Acorn has been advised of the possibility of such loss.

Service Information

Care and Return of Hard Discs'
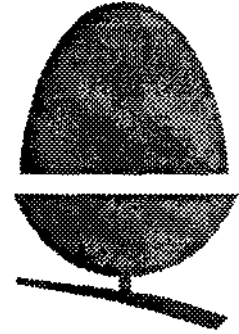
We regret to inform you that we are still receiving hard drives which, when tested, have proved to be "no fault found" In some cases, the end user's data is found to be still intact. It should be noted that service sites who return hard discs with the customer's data intact may be in breach of the Data Protection Act of 1984.This is a clear indication that the hard drive has not been tested in any way. The result being that the end user has potentially lost some data and caused inconvenience for no justifiable reason.It should be noted that Acorn does not provide a facility for the recovery of any data present upon hard disc drives.

We recommendthat 'failed disc drives' are tested by service sites prior to return. Test software, called "WIST" *is* availble for the soak testing of hard drives. If no operation can be retrieved from the drive following test or reformatting, the drive should be exchanged. Upon completion of the test, the heads of the drive should be parked using the commands *BYE or *SHUTDOWN.

Users of RISC OS, have the CHECKMAP and DEFECT facility for the removal of errors without needing to reformat the drive. The operation of both facilities is described in the Archimedes/RISC OS User Guide. Also some soft errors can be eradicated by reformatting the disc .

Please be advised that where drives are deemed `no fault found', the service site concerned will be invoiced for the full cost of the replacement drive and any credits for the labour involved will be withdrawn. The working drive will be returned to the service site concerned. To date Acorn has operated a policy which is based on trust in respect of the acceptance and replacement of material with service reports and Goods Returns Authorisations. We would be most reluctant to have to adopt a policy that ALL MATERIAL is tested prior to replacement and credit. This would inevitably result in delays which were detrimental to all service sites, Acorn and most important, the end user.

Another recurring problem is the quality of packaging used for the return of hard discs for replacement under warranty by Acorn. The only approved packaging is the type used with the supply of the AKD52 Archimedes' hard disc upgrade kit. This packing is also used for the supply of replacement hard discs to service sites. It is important to note that this packaging not only cushions the hard drive from an impact but also prevents the drive moving within the package whilst in transit. A drive placed within a similar size box filled with polystyrene chips is not suitable for the reason that the weight of the drive causes it to displace the surrounding protection. This causes the drive to "float" within the carton exposing it to potential damage.Other packing materials may be used only when it is of an equal or higher specification than that used by Acorn. With all types of packaging it is essential that the drive is protected against static discharge by the use of anti-static bags.

It is important that the exchanged item is received by Acorn in the same condition of which it was removed from the host computer. Damage caused in transit is not covered under warranty and is the responsiblity of the sender. Please be advised that any drives received in incorrect packaging will be returned in the same condition and the warranty claim deemed invalid.

Hard disc drives are delicate instruments and must be afforded the care necessary for such instruments.

Spares and Warranty Information
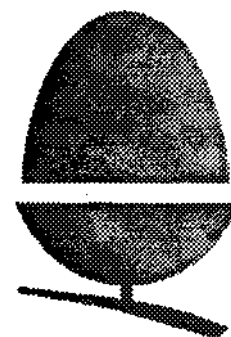
Archimedes 400/1 Series and A3000 Spares Price Lists

Please find attached the module and component Spares Price List for the A400/1 and A3000 series of product.

The applicability of a particular part to a particular product in the series is indicated by the tick columns.

If there is any concern regarding availability of modules or components, then contact should be made with TROY ACKERMAN in the SPARES AND WARRANTY DEPT. at Acorn, who would be able to advise accordingly.

It should be noted that whilst parts, modules and components, are available for purchase by all ASC account holders, warranty claims for parts replacement and labour credits will only be accepted by Acorn according to the level of training received by the service account holder, and the assigned level of approval e.g. module, component, SMT.

Enquiries regarding service training should be directed to the Acorn Training Centre, Newmarket Road, Cambridge (0223 - 214411).