

Failure Codes

Operating System	
Not applicable	A
DOS	B
Windows	C
Windows NT	D
OS2	E
UNIX	F
Apple II	G
Macintosh	H
Novell	I
Banyan	J

Modifier	
Not applicable	A
Continuous	B
Intermittent	C
Fails after warm-up	D
Environmental	E
Configuration – peripheral	F
Damaged	G

Action	
Return	A
Adjust	B
Reseat	C
No action	D
Reload	E
Configure	F

Observed Condition	
Miscellaneous	
Good part	101
No power/power light	102
Will not boot from hard drive	103
Mechanical	104
Damaged	105
System hangs	106
Intermittent	107
Cosmetic	108
Screen bright – no face	109
Reset problem	110
Hibernation/sleep problem	111

Failure Codes

Display	
No video	201
Unstable video (jitter/flicker)	202
Focus/converge	203
Poor resolution	204
No backlight	205
Color(s) missing	206
Pin cushioning	207
Horizontal/vertical bright lines	208
Rolls vertically	209
Diagonal stripe	210
Fan not spinning	211
Distorted sound	212
Cannot adjust contrast	213
Random characters on display	214
Dim or low intensity	215
Incorrect picture size/alignment	216
Will not show 2nd monitor	217

Drives	
Noisy	301
Internal or will not spin	302
External read/write error	303
Format error	304
ID error	305
Lost records	306
Bad sectors	307
Drive will not mount	308
Not recognized w/ utility or formatter	309
Will not accept disk	310
Disks do not work in another drive	311
Will not boot. Reads and writes OK	312

Keyboard	
Locks up	401
Sticky key	402
Inoperative key	403
Incorrect key code	404
Foreign substance spilled on unit	405

Failure Codes

Pointing Device

Not tracking properly	406
Jittery intermittent	407
Mechanical failure	408
Bad cord/cable	409
Locks up system	410
No response - logic board OK	411

Boards

Memory error	501
Keyboard/pointing device error	502
Hard drive error	503
Diskette error	504
Video error	505
Tape drive error	506
Network controller error	507
Communications error	508
Configuration error	509
Parallel ports	510
Serial ports	511
Set up	512
Wrong beeps/startup tone	513
Emulation	514
Bad expansion slots	515
Audio input not functioning	516
Audio output not functioning	517
Battery failure	518
Inoperative control panel	519
Dark screen w/ startup tone	520
Cannot shut down	521
Known good mouse or paddle not working	522
Bad/no color, monochrome OK	523
Will not run off AC power	524

Power Supply

Overheat (fan problem)	601
Random reset	602
Voltage missing	603
Noise hum	604
Crowbar/chirping	605
Blows fuses	606
Causes system failures	607
UPS battery replacement indicated	608
UPS power - On indicator not lit	609

Failure Codes

Printer/Fax	
Print quality	701
Paper handling	702
Accessories	703
Overheating	704
PCB	705
Scanner	706
Communications	707
Software	708
No power light	709
Improper print head movement	710
Select button inoperable	711
Fails self-test	712
Indicator lights suggest fault	713
Printer not seen by CPU	714
Self-test OK - will not print from host	715
Prints blank or black pages	716

Multi-Function Device	
Accessories	801
Configuration	802
Consumables	803
Engine/error fault	804
Facsimile	805
Other applications	806
Paper handling (print-scan)	807
PCB	808
Print/scan quality	809
Software	810
System environment	811
Docking problem	812

Modems	
Self-test fails	901
Communication failures	902
Will not dial	903
Will not answer	904
Stuck off hook	905
Locks up	906