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Basic Color Monitor: No Service Replacement for Fuse (12/94)

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TOPIC -----

I have several Apple Basic Color Monitors and Apple Color Plus Displays that are failing. Since July 1994, I have had to replace 12 units. On all failed units, I have opened the monitor case and identified a fuse that failed. Currently, all failed units are replaced on a whole unit exchange basis. Can I avoid this and replace the fuse myself?

All units are currently under warranty, but some units from the same location are soon going to be out of warranty.

DISCUSSION -----

I understand the situation and your desire to replace the fuse. It sounds logical but there are several reasons why Apple is not planning to change the current service strategy for the Apple Basic Color Monitor and Apple Color Plus Display.

- 1) All our data indicates that when the fuse fails, it is failing well within the warranty period. If you find information that contradicts this position--please contact us with the specifics.
- 2) All service stock, as of mid-May 1994, has been upgraded with a higher rated fuse. Thus far, data indicates that this has corrected the problem.
- 3) All manufactured units since the mid-May 1994 contain the new rated fuse.
- 4) Allowing dealers to replace the fuse, which is the soldered in type, would be very expensive.
- 5) Given the information in items 2 and 3, Apple expects the failure rate to decrease substantially over the next few months.

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