



Process Flow, Electrical

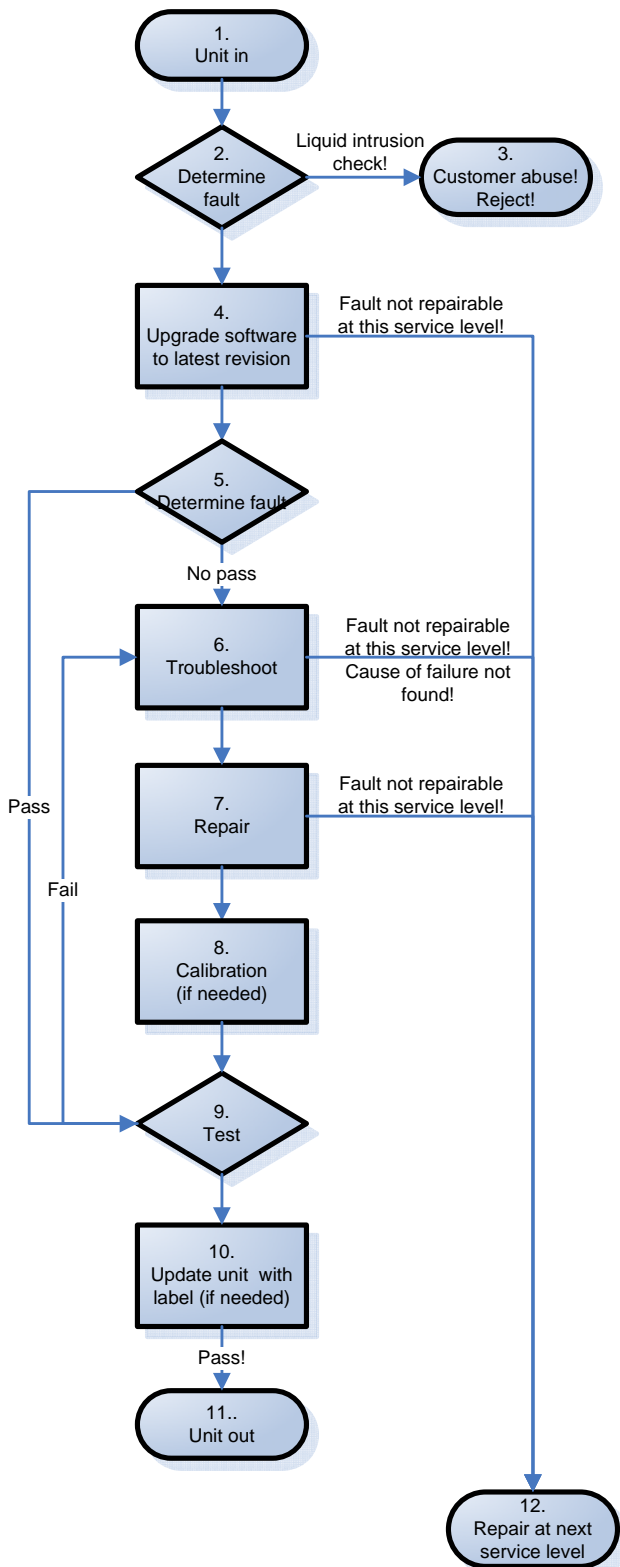
Applicable for W960

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1 Process Flow



1. Unpack and handle the unit according to local instructions. e.g visual inspection, check of warranty.
2. Use the *Test Instructions - mechanical* - to confirm that the unit is faulty and try to verify customer's complaint. Perform those tests needed for confirmation of the failure. If no fault has been found, report as 'NTF'.
3. If liquid intrusion or other kind of abuse can be established, the unit must be rejected according to your local instructions.
4. Follow instruction in the *Test Instructions – mechanical* to upgrade software. Report as 'Software Upgrade'. If not possible to upgrade software escalate.
5. Use the *Test Instructions* to verify if customer's complains remains. Perform those tests needed for confirmation of the fault.
6. Use the *Troubleshooting Guide* to determine the cause of the failure.
7. Use the *Working Instructions - mechanical & Component Replacement - electrical*, to repair the unit. Parts that can be replaced are found in the *Part List - mechanical* and *Component Replacement - electrical*.
8. If a repair that requires calibration has been done, then calibrate the unit using SERP as described in *Tests & Calibration – electrical*.
TO BE DONE BY AUTHORIZED SERVICE CENTERS ONLY!
9. Perform all tests described in the *Test Instructions - mechanical* and *Tests & Calibration - electrical*.
10. If required, print out and attach a new label as described in the *Working Instructions - mechanical*.
11. Handle and package the unit according to local instructions.
12. If a failure cannot be found or be repaired at this service level, choose one of the following alternatives:
 - Swap the unit according to the *Swap Instructions* and local instructions
 - Return the unit to the customer on request
 - Send the unit to next level of repair according to local instructions



2 Revision History

Rev.	Date	Changes / Comments
1	2007-11-29	Initial Release
2	2009-11-05	Process Flow updated