

# SELF DIAGNOSIS FUNCTIONS



## SELF DIAGNOSIS FUNCTION

The units in this manual contain a self-diagnostic function. If an error occurs, the STANDBY LED will automatically begin to flash. The number of times the LED flashes translates to a probable source of the problem. A definition of the STANDBY LED flash indicators is listed in the instruction manual for the user's knowledge and reference. If an error symptom cannot be reproduced, the remote commander can be used to review the failure occurrence data stored in memory to reveal past problems and how often these problems occur.

## DIAGNOSTIC TEST INDICATORS

When an error occurs, the STANDBY LED will flash a set number of times to indicate the possible cause of the problem. If there is more than one error, the LED will identify the first of the problem areas.

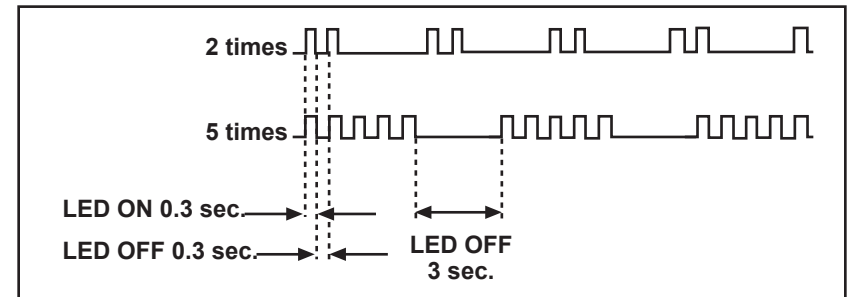
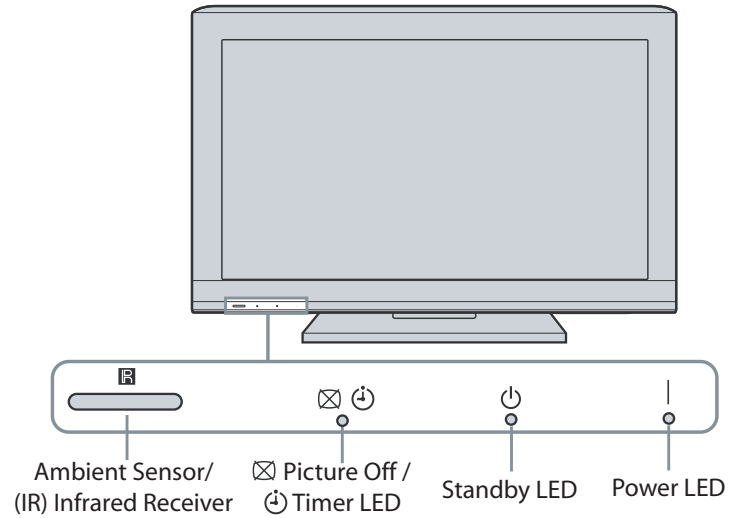
Result for all of the following diagnostic items are displayed on screen.

If the screen displays a "0", no error has occurred .

| Diagnostic Item | Diagnostic Item Description        | Number of times Standby LED blinks | Possible Location  |
|-----------------|------------------------------------|------------------------------------|--|
| RGB_SEN         | RGB Sensor ACK Error               | NA                                 | NA   |
| MAIN_POWER      | Main Power Over Voltage Protection | 2                                  | BAL Board<br>G1HS (Power) Board (KDL-32EX40B Only)<br>G3E (Power) Board (KDL-40EX40B Only) |
| DC_ALERT        | DC Alert                           | 3                                  | BAL Board  |
| AUD_PROT        | Audio Error Detection              |                                    | G1HS (Power) Board (KDL-32EX40B Only)  |
| DTT-WDT         | DTT Error                          |                                    | G3E (Power) Board (KDL-40EX40B Only)   |
| BALANCER        | Panel Balancer Error               | 4                                  | BAL Board  |
| HFR_ERR         | HFR Error                          | 5                                  | BAL Board  |
| TCON_ERR        | TCON Error                         |                                    | LCD Panel  |
| P_ID_ERR        | Panel ID NVM Error                 |                                    | TCON Control MT Board  |
| BACKLITE        | Backlight Error                    | 6                                  | BAL Board<br>LCD Panel   |
| TEMP_ERR        | Temperature Error                  | 7                                  | BAL Board  |
| FAN_ERR         | Not Used                           |                                    | NA   |
| RESERVED        | Not Used                           | 10                                 | NA   |
| RESERVED        | Not Used                           | 11                                 | NA   |

# SELF DIAGNOSIS FUNCTIONS

## STANDBY LED FLASH COUNT



# SELF DIAGNOSIS FUNCTIONS

## VIEWING THE SELF CHECK DIAGNOSTIC LIST

For errors with symptoms such as “power sometimes shuts off” or “screen sometimes goes out” that cannot be confirmed, it is possible to bring up past occurrences of a failure for confirmation on the Self Check diagnostic screen:

1. TV must be in standby mode. (Power off).
2. Press the following buttons on the Remote Commander within a second of each other:

**DISPLAY** → Channel **5** → Volume **-** → **POWER**.

↑ \* NOTE: This differs from accessing Service Adjustments Mode (Volume +)

The screenshot shows a 'SELF CHECK' screen with a list of error items and their associated counts and times. Red boxes highlight specific data points, and red lines connect these boxes to labels on the right side of the page.

| Item name     | Error count (00-99) | Error history (Last failure time beforehand) | Error history (Failure time before last) | Error history (The last failure time) | STBY LED flash time |
|---------------|---------------------|--|--|---------------------------------------|---------------------|
| 000 RGB_SEN   |                     |  |  |                                       | 00                  |
| 002 MAIN_POWE | 0501210811          | 0412311234                                   | 0311111825                               | 00                                    |                     |
| 003 DC_ALERT1 |                     |  |  |                                       | 00                  |
| 003 AUD_PROT  |                     |  |  |                                       | 00                  |
| 003 DTT_WDT   |                     |  |  |                                       | 00                  |
| 004 BALANCER  |                     |  |  |                                       | 00                  |
| 005 HFR_ERR   |                     |  |  |                                       | 00                  |
| 005 TCON_ERR  |                     |  |  |                                       | 00                  |
| 005 P_ID_ERR  |                     |  |  |                                       | 00                  |
| 006 BACKLITE  |                     |  |  |                                       | 00                  |
| 007 TEMP_ERR  |                     |  |  |                                       | 00                  |
| 007 FAN_ERR   |                     |  |  |                                       | 00                  |
| 010 RESERVED  |                     |  |  |                                       | 00                  |
| 011 RESERVED  |                     |  |  |                                       | 00                  |

|       |       |       |
|-------|-------|-------|
| 12345 | 00333 | 06789 |
|-------|-------|-------|

Labels on the right side of the page:

- Error count (00-99)
- Error history (Last failure time beforehand)
- Error history (Failure time before last)
- Error history (The last failure time)
- Item name
- STBY LED flash time
- Panel operation time by hour (MAX:65535)
- Boot count (MAX:65535)
- Total operation time by hour (MAX:65535)

# ***SELF DIAGNOSIS FUNCTIONS***

---

## **CLEARING THE SELF CHECK DIAGNOSTIC LIST**

Since the diagnostic results displayed on the screen are not automatically cleared, always check the self-diagnostic screen after you have completed the repairs to be sure you have cleared the result display to "0".

1. To clear the Error history and Error count: Press the Channel **8** → Channel **0**.
2. To clear the Panel operation time: Press the Channel **7** → Channel **0**.

## **EXITING THE SELF CHECK DIAGNOSTIC SCREEN**

1. To exit the Self Diagnostic screen, turn off the power to the TV by pressing the POWER button on the remote or the POWER button on the TV.