

International Business Machines Corporation
Customer Service Division



Displaywriter System

Incident Reporting Guide IBM 6360 Diskette Unit

(Do Not Use For Parts Ordering)

Revised February, 1983

Z241-6253-3

COMPLETE
WHEN INSTALLING
PRODUCT/SYSTEM

Install Date _____

Model _____

Serial No. _____

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IBM has prepared this maintenance manual for the use of IBM Customer Service Representatives in the installation, maintenance and repair of the specific machines indicated. IBM makes no representations that it is suitable for any other purpose.

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SAFETY PRECAUTIONS

All IBM Customer Service Representatives are expected to take every safety precaution possible and observe the following safety practices when servicing IBM equipment.

Mechanical Safety:

1. Safety glasses must be worn.
2. All safety devices, such as guards, shields, signs, ground wires, etc., must be restored after maintenance. When a guard or shield is removed to observe or make an adjustment, that shield must be replaced when work in the area is completed.
3. Watches, rings, necklaces, ID bracelets, etc., must be removed when servicing the machine.
4. Care must be used when working near moving parts. Keep hair away from moving parts. Avoid wearing loose clothing that might be caught in the machine. Shirt sleeves must be kept buttoned or rolled above the elbows. Ties must be tucked in the shirt or have a tie clasp approximately three inches from the end. Tie chains are not recommended.

Electrical Safety:

1. The equipment referenced in this manual may use high voltages. Check voltage labels!
2. Safety glasses must be worn when checking energized circuits.
3. If a circuit is disconnected for servicing or parts replacement, it must be reconnected and tested before allowing the use of the machine.
4. Power should be removed from the machine for servicing whenever possible. Remember, when checking voltages, avoid contacting ground potential, such as metal floor strips, machine frame, etc.
5. Meter continuity checks should be used instead of voltage checks whenever possible.
6. Do not apply power to any part, component, or subassembly when it is not physically mounted in the machine, or its approved service position.

General Safety

1. Each Customer Service Representative is responsible to be certain no action on his/her part makes the product unsafe or exposes customer personnel to hazards.
2. Store the removed machine covers in a safe, out of the way place where no one can trip over them.
3. If you must leave the machine in a down condition, always install the covers and disconnect the power before leaving the customer's office.
4. Always place CSR tool kit away from walk areas where no one can trip over it.
5. Maintain safe conditions in the area of the machine while performing and after completing maintenance.
6. Before starting the equipment, make sure fellow CSRs and customer personnel are not in a hazardous position.
7. All the machine covers must be in place before the machine is returned to the customer.

Note: Refer to the Safety CEMs relating to this product(s) for further safety precautions.

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INSTRUCTIONS FOR USING THIS GUIDE

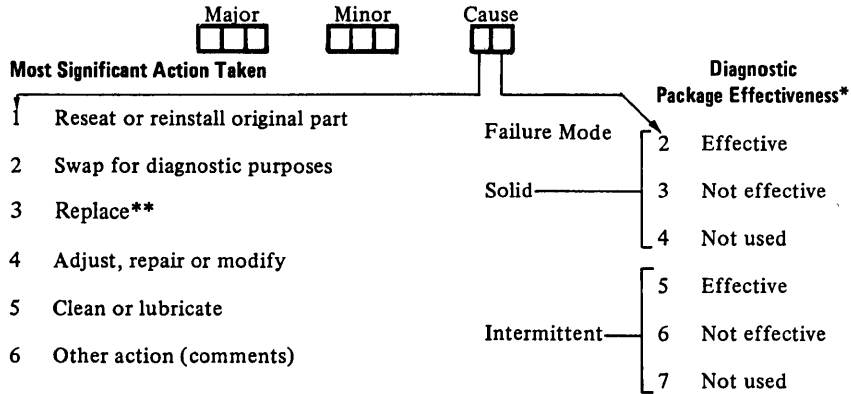
FOR PROBLEMS THAT REQUIRED A REPAIR ACTION

- Record the three-digit major and two-digit minor codes in the appropriate block.
- Record the two-digit cause code that best identifies the action, in the appropriate block.

CAUSE CODES

Use with Major Codes 000, 300, 700, 823, and 824.

Choose one digit from each column:



*The Diagnostic Package includes the MAPs, MDIs, LEDs, Product Support Manual, etc.

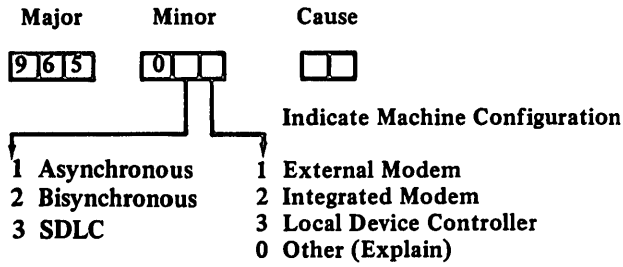
**New defective part which failed at the time it was installed, or within 90 days thereafter, use Cause Code 30.

Note: Consider the MAPs and diagnostics effective if they identify the failing part or direct you to the appropriate repair action.

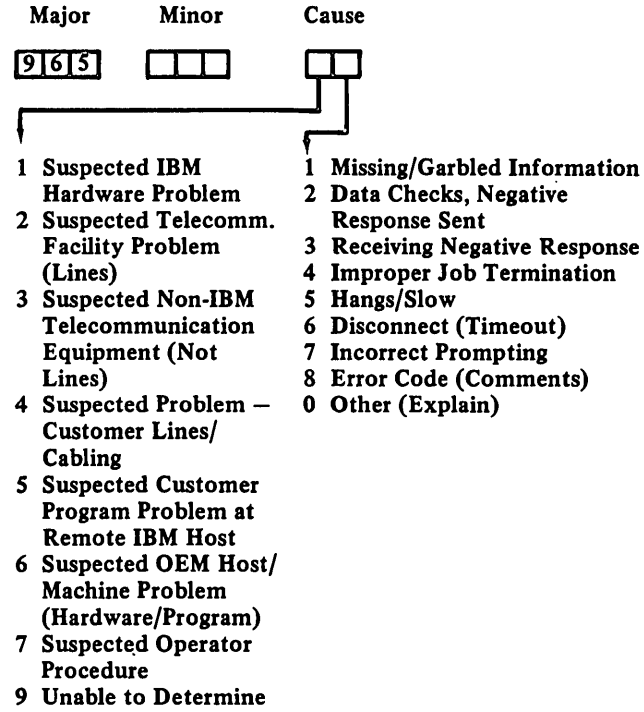
FOR ALL NO-TROUBLE-FOUND CALLS

- Record either major code 960 or 965.
- Record the two-digit symptom codes in place of cause code in the appropriate block.

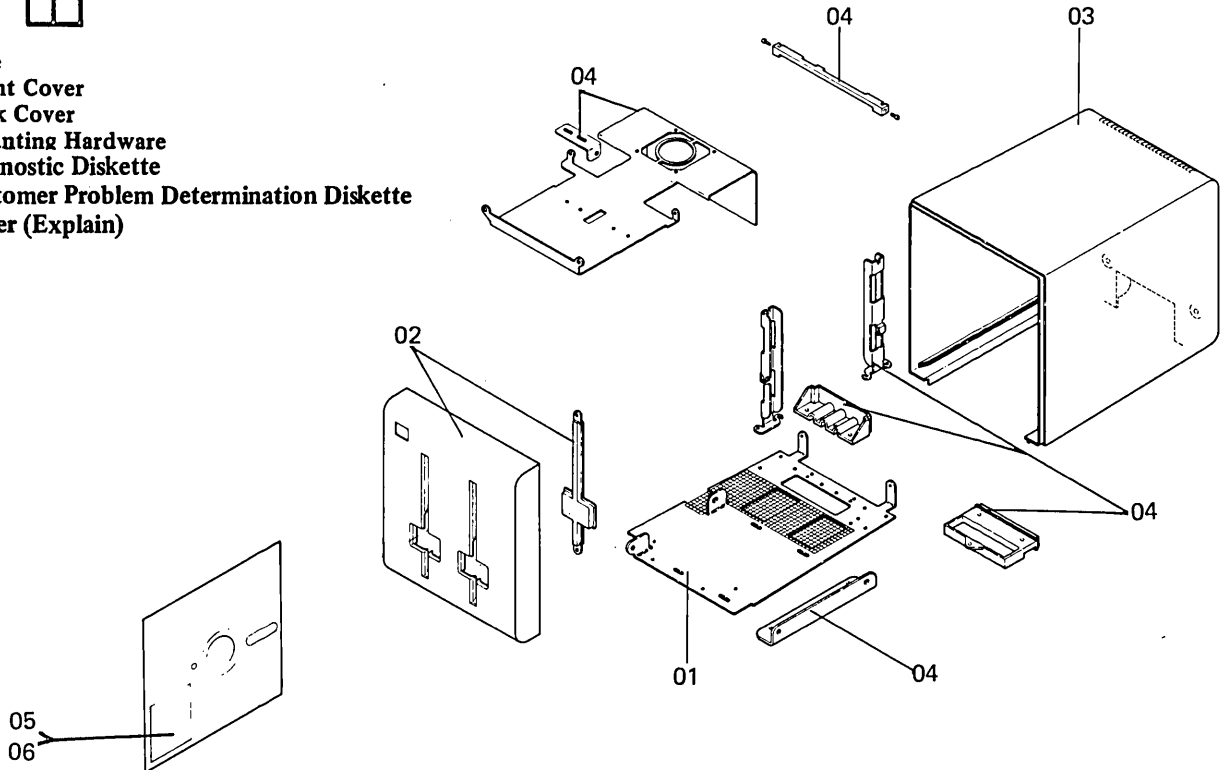
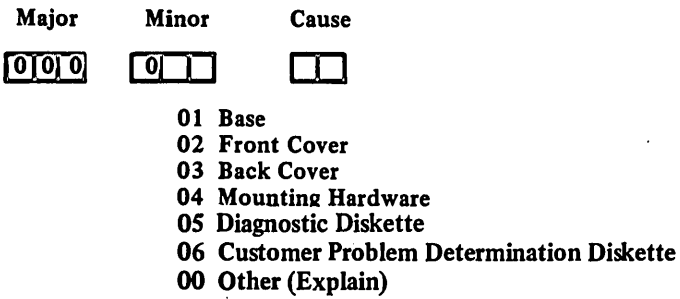
965 NTF/TELECOMMUNICATIONS



SYMPTOM CODES: Use as Cause Code with Major 965 only.



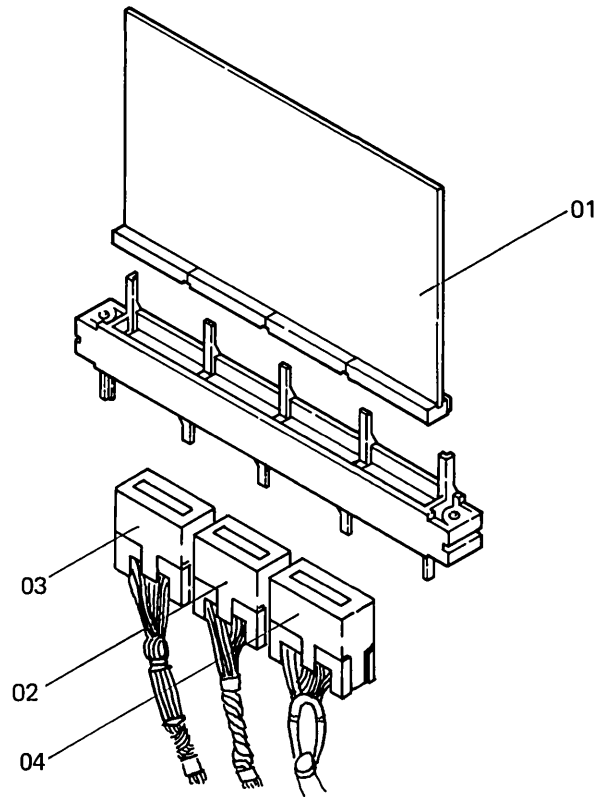
000 BASE/COVERS



300 LOGIC

Major	Minor	Cause
300	0	

- 01 Diskette Adapter Card
- 02 DC Power Cable/Connectors
- 03 Signal Cable/Connectors
- 04 Diskette Drive Cable/Connectors
- 00 Other (Explain)



960 NO TROUBLE FOUND (NTF)

Major	Minor	Cause
960	0	

- 01 Logic
- 02 Drive
- 00 Other (Explain)

SYMPTOM CODES: Use as Cause Codes with Major 960 only.

Major	Minor	Cause
960		

- 71 Stops, Locks Up
- 72 Read/Write Errors
- 73 Noisy
- 74 Error Code (Comments)
- 00 Other (Explain)

870 CUSTOMER RESPONSIBILITY

Major	Minor	Cause
870	0	

- 01 Operator Procedure (Also See Cause/Activity Code 58)
- 02 Environment
- 03 Power Failure
- 04 Hardware Compatibility
- 05 Communications*
- 00 Other (Explain)

CAUSE/ACTIVITY CODES FOR CUSTOMER RESPONSIBILITY 870 ONLY

Major	Minor	Cause
870	0	

- 31 Problem Determination Procedures Were Incorrect Or Misleading
- 32 Problem Determination Procedures Were Not Used

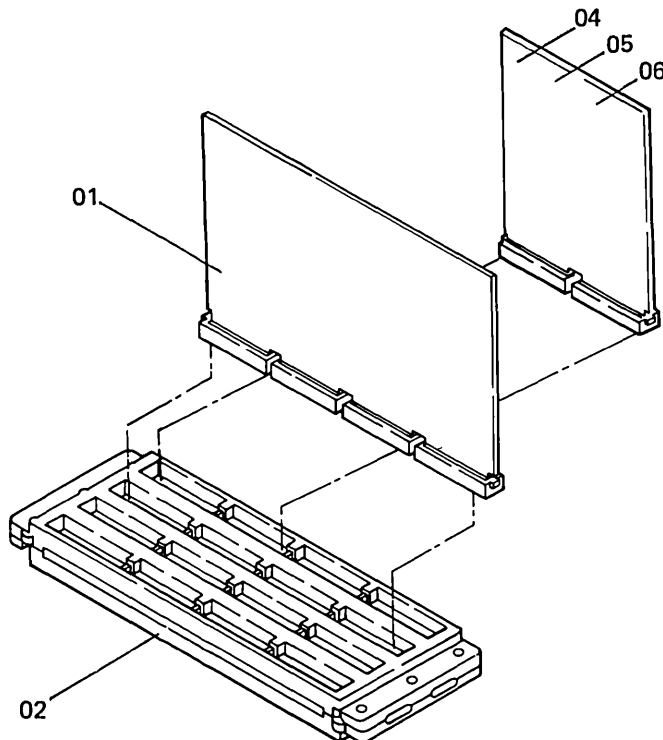
***CAUSE/ACTIVITY CODES TO BE USED WITH MINOR CODE 05 ONLY**

- 47 Teleprocessing communication lines
- 48 Non-IBM data communications equipment (Not Lines)
- 51 Non-IBM machine or host CPU hardware/software
- 58 Telecommunications-related operator error procedural problem. Includes operator instruction.
- 59 Telecommunications installation, setup or personalization on customer setup (CSU) products where such activities have been defined as customer responsibility
- 60 Customer program problem at remote IBM host CPU

700 TELECOMMUNICATIONS

Major	Minor	Cause
700	0	

- | | |
|---|---|
| <ul style="list-style-type: none"> 1 Asynchronous 2 Bisynchronous 3 SDLC | <ul style="list-style-type: none"> 1 Telecommunications Adapter Card 2 Distribution Board 3 External Modem 4 EIA Card 5 Integrated Modem 6 Local Device Controller 7 Cables/Connectors 8 Line Plate (WT) 9 DLA (WT) 0 Other (Explain) |
|---|---|



823 DISKETTE DRIVE, TYPE 1 LEFT
 824 DISKETTE DRIVE, TYPE 1 RIGHT
 825 DISKETTE DRIVE, TYPE 2D LEFT
 826 DISKETTE DRIVE, TYPE 2D RIGHT

Major	Minor	Cause
8 2 X	0	

- 01 Frame/Mounting Hardware
- 02 Drive Belt
- 03 Diskette Guide Assembly
- 04 File Control Card
- 07 Head Carriage Assembly
- 08 Head Load Bail Assembly
- 09 Head Load Solenoid Assembly
- 10 LED/PTX Assembly
- 11 AC Drive Motor
- 12 Stepper Motor
- 14 AC Motor Capacitor
- 16 Band/Pulley/Clamp
- 17 AC Cable
- 18 Diskette Handle
- 25 Fan Cooling
- 99 Diskette Drive Assembly
- 00 Other (Explain)

