

CHANGE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

1370.74 CHG 1

10/21/91

TRANSMITTAL OF OFFICE AUTOMATION TECHNOLOGY AND SERVICE (OATS) ADVISORY
SUBJ: INFORMATION

1. PURPOSE. This change transmits technical changes for inclusion in Appendix 2, Technical Advisory Broadcast (TAB).
2. EXPLANATION OF CHANGES. OATS implementation coordinators should assure site coordinators and others with the need to know are advised of contents of broadcast.

PAGE CONTROL CHART

REMOVE PAGES	INSERT PAGES
	Within Appendix 2
	Page 2-i (and 2-ii) (10/21/91)
	Page 2-1 (10/21/91)
	Page 2-2 (10/21/91)
	Page 2-3 (and 4) (10/21/91)

for Rita A. Freeman
Gary D. Titsworth
Branch Manager for Office
Automation Technology and
Services Branch

10/21/91

1370.74 CH 1
Appendix 2

APPENDIX 2. TECHNICAL ADVISORY BROADCAST (TAB)

TABLE OF CONTENTS

TAB NO.	DATE	SUBJECT	PAGE NO.
91-2-1	10/21/91	Getting-Free Replacement Drums for the Fujitsu Printers	2-1

APPENDIX 2. TECHNICAL ADVISORY BROADCAST (TAB)
Broadcast No. 91-2-1

SUBJECT: GETTING FREE REPLACEMENT DRUMS FOR THE FUJITSU PRINTERS.

1. PURPOSE. To advise end-users of their right to replacement drums for the Fujitsu printers and of their obligation to assist AT&T in collecting data about the defective notes.
2. DISTRIBUTION. A working draft of this TAB is initially distributed directly to regional OIC's via FAX with a second copy included with the monthly OIC telephone notes.
3. ACTION. Copy this information and distribute to all appropriate technical support personnel. Make copies available to end-users in accordance with your local ADP maintenance management policies.
4. BACKGROUND, Fujitsu printers have demonstrated several systemic problems. One of the more severe problems has been the short drum life of the Fujitsu laser print drum. The expected drum life is 20,000 copies; however, we have had many reports of drum life as short as 3,000 to 5,000 copies.

AT&T and Fujitsu have agreed to provide free drum replacement for those drums that do not meet the required drum life.

5. SPECIAL INSTRUCTIONS. FAA has agreed to cooperate in collecting statistical data concerning the drum life. The attached format (Figure 1), should be followed when you call in for a drum replacement. It is not mandatory that you provide this information in order to receive a replacement drum; however, in routine requests for drum replacement it is expected. If an end user has difficulty in obtaining the data or needs assistance in understanding what is required, assistance can be obtained by calling the AT&T OATS Hotline.

6. AT&T TROUBLE REPORTING PROCEDURES:

- a. End customer can assist AT&T and Fujitsu by supplying the information detailed in the attachment.
- b. Contact the AT&T OATS Hotline at 1-800-322-OATS where a trouble ticket will be created incorporating the information obtained in Step 1.
- c. AT&T OATS Hotline will FAX the trouble ticket to:

Federal Sales Service, INC. (FSS Inc.)
6598 Fleet Drive
Alexandria, VA 22310

FAC #: 703-971-3085
Contact #: 703-922-9400 or 1-800-826-3421
Contact Name: Jeff Maubleib ext 302 or
Max Levin ext 311

10/21/91

d. FAA Inc. will mail replacement drum to the address noted on the AT&T trouble ticket.

e. FSS, Inc., will retain records for the drum replacements. If a customer needs shipping status, the customer should call FSS, Inc., at the above numbers.

Figure 1. ATTACHMENT TO TAB 91-2-1
FORMAT FOR REPORTING FUJITSU RX7200 DRUM REPLACEMENT INFORMATION

1. PRINTER SERIAL NUMBER (on right rear of the printer): _____

2. DRUM INFORMATION:

The drum information will be visible on top of the drum when you remove the drum unit. (See User's Guide Section 5, pages 13-17 for detailed instructions.)

Part Number B860- _____
Lot Number (Under part number, 10 or more characters)
Lot #: _____

3. TONER CARTRIDGE: Lot Number _____

To determine the lot number, unlock the toner cartridge and SLOWLY withdraw it for about 5" from the developer station (see User's Guide, Section 5, pages 4-8 for more detailed instructions). You may need to lightly dust off toner deposits to read the number. Slowly replace the toner cartridge into the developer station and lock in place.

4. DEVELOPER STATION:

Remove developer station (see User's, Section 5, pages 18-20 for detailed instructions). The part number can be found on the top surface.

Part Number: B860-2120- _____
Lot # (10 or more characters) _____

5. NUMBER OF COPIES printed with drum in question: _____

6. GENERAL COMMENTS:

o Nature of problem (check one or more)

_____ smearing _____ light print
_____ scratch _____ wavy paper
_____ other (please specify) _____

* o Describe briefly: frequency, length, and intensity of problem (just happened, occurring for part week/month). _____

o When is replacement drum needed? _____ (1 day or 2 days)

We appreciate your assistance in supplying this information and apologize for any inconvenience.

