

## LCD Projector

### Technical Report (tip for repairing)

Power goes off while the product is in use (Warning LED lights up)

#### #Affected Models:

- PLC-XU300                      ● PLC-XU301                      ● PLC-XU350

#### #Affected Units:

- |             |                                     |
|-------------|-------------------------------------|
| ● PLC-XU300 | Serial numbers: 69401001 – 69813380 |
| ● PLC-XU301 | Serial numbers: 69401001 – 69801750 |
| ● PLC-XU350 | Serial numbers: 69301001 – 69803650 |

#### #Symptom: Forced power-down occurs while the product is in use.

- With some units, forced power down can occur if they are left on for a prolonged period of time, due to the machine detecting a power failure.
- When this problem occurs, the Warning LED indicator on the product lights up in red.
- The problem can be remedied by performing either of the following operations: unplugging the power cord and putting it back in, or turning the power-line breaker off and back on.
- After the product is reset to normal, a Power failure history record appears in the Warning log under Menu/Setting.

#### #Cause: The built-in CPU, which processes information such as keystone, input signals and lamp modes, also performs power failure detection as well as auto keystone distortion detection with the internal A/D converter.

If the process load frequently exceeds the capacity of the A/D converter, the CPU detects a power failure and triggers the shut-down operation.

#### #Measures to improve:

The software has been updated so that the CPU does not detect a power failure when the CPU's internal A/D converter is overloaded.

##### <Software Update>

##### (1) PLC-XU300/XU350

- Name of updated software: XU300\_XU350(1.01\_1007)\_ZIP
- Updated software version: Ver. 1.00 → Ver.1.01

##### (2) PLC-XU301

- Name of updated software: XU301\_XB100\_XB200(1.01\_1002)\_ZIP
- Updated software version: Ver. 1.00 → Ver.1.01

**#Frequency (or Confirmation) of occurrence:**

Two instances have been reported in SANYO's domestic and overseas markets.

**#Corrective measures:**

Please **rewrite your software** using the accompanying updated software in accordance with the Software Rewriting Instructions.

**#Handling:**

**If this symptom is confirmed with a unit having an applicable serial number or a unit in the market that is applicable for general repair, perform software rewriting in each case.**

**#Measures implemented S/Ns:**

For units having the following serial numbers, the above corrective measures are implemented.

- |            |                                    |
|------------|------------------------------------|
| ●PLC-XU300 | Serial numbers: 69913381 and above |
| ●PLC-XU301 | Serial numbers: 69901751 and above |
| ●PLC-XU350 | Serial numbers: 69903651 and above |

**Note: The corrective measures have been implemented for products produced and shipped in September, 2009 or later.**

**Note: For units having serial numbers previous to the above, if a round yellow sticker is affixed to the barcode label on the carton case, the corrective measures have been implemented.**

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