

LETTER OF CONCERN - VIDEO CONTROLLER JH1600
 For Maritime Multi Display (MMD) based products

INTRODUCTION

Dear Customers,

We have very recently identified a technical problem which can cause power up and image blinking problems with some of our Series 1 displays. After tests, we have established that the problem is directly related to the JH1600 controller board which is used in a wide range of our Maritime Multi Displays (MMD); 17", 19", 20" and 23" based products. The fault has been traced to a production error of a batch of JH1600 controllers.

HATTELAND® display units produced **AFTER 29th of March 2007** have been manufactured with new revision upgrades of the controller and are therefore NOT affected by the problem described in this document.

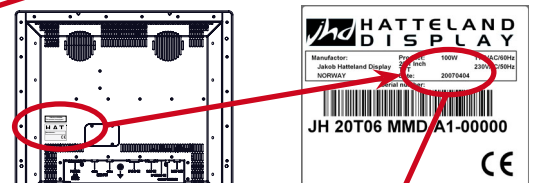
The problem affects JH1600 video controllers installed in HATTELAND® products manufactured/delivered between:
20th of October 2006 - 28th of March 2007.

To determine if your product may be affected by the problem described in this document, please check the PRODUCTION DATE on the serial number label mounted on the back (as illustration **FIG1** to the right for location example).



PROBLEM DESCRIPTIONS

- #1 - Basically it has been reported that a display can fail to show a picture (red LED) when it is powered up.
- #2 - The unit will randomly loose signal. It will be identifiable as a blinking picture. Status LED will stay green, but the picture will turn black for about half a second before reappearing again. There is no emergency work-around for this problem. An easy way to check if your unit is affected, is to check the video controller firmware version in the menu. You can find the version number in the upper right corner in the "UTILITIES" menu.
 - If you have v2.0F12 you are affected, if you have v2.0F21 your unit is ok.
 - If you have any other version, your video controller is not affected.



Date Format:
 YYYYMMDD



FIG1: Illustration of location ONLY!

We have thoroughly investigated the occurrence of such power up problems and discovered the following:

Scenario of reproducing the potential failure:

Loss of power for more than 10 seconds = results in a power up problem:

- STEP 1** - Display is on
 - STEP 2** - Remove power by disconnecting cable or a main switch (not on/off power switch on the unit)
 - STEP 3** - Wait for more then 10 sec
 - STEP 4** - Reconnect the mains power cable to turn on
 - STEP 5** - LED will turn red and does not change to green
- = Failure**

We have investigated other power down/power up sequences like:

- Loss of power less then 10 seconds
- Switch on/off with the "power switch" on the product and could not reproduce this failure.

We therefore want to inform our customers, that a power down by a mains switch or cable disconnection for more then 10 seconds can lead to a "no picture" failure when the power is re-applied.

<<< please turn page >>>

IN CASE OF FAILURE

If the steps were executed as described above (1-5) and resulted in a failure, please use the following procedure to restore the picture back on the unit:

Note: This is NOT the solution to the problem, it is an emergency work-around when determining that your unit has the potential problem as described. Please proceed to page 2 of this document for actions as suggested by Hatteland Display.

STEP 1 - Press power on/off switch and the picture is restored. Please proceed to page 2 of this document.

- >> **If this did not restore the picture proceed to STEP 2.**

STEP 2 - Turn off the unit by pressing the power switch. Remove power cable physically and wait 30 seconds. Reconnect the power cable and press the power on button. You should now have restored the picture.

PROPOSED ACTIONS

The corrective actions are a warranty matter. To ensure a proper controller update and solution, we like to propose the following:

a) Our service network for changing the necessary component and installing the latest firmware version.

To request RMA, please visit our website: <http://www.hatteland-display.com>

Under the menu to the left "Customer Support", choose "Request RMA number" link.

b) A restricted possibility for experienced technicians at your side for urgent cases.

Option "**b)**" includes two scenarios:

1) The video controller JH1600 inside the product must be replaced or

2) The video controller JH1600 must be modified by an additional soldered capacitor to ensure proper reset conditions of the onboard DVI receiver chip.

In both scenarios a full description manual, availability of firmware and a list of necessary material can be provided shortly by request from Hatteland Display. Such work must be carefully registered by serial numbers!

We are very sorry for the inconvenience caused, and would like to thank you in advance for your understanding and support in helping us to resolve this potential problem. Our sales team are available for further clarifications, so please feel free to contact them if you have any questions.

Implemented by: _____ Read & Understood by: _____



Frode Grindheim (Your name and Company)
Vice President, Technical Support Division
Hatteland Display AS

Revision history:

Rev 1 - 04 April 2007

- Initial release.

Rev 2 - 24 Jan 2008

- Added revision history. Changed company logo/profile text to match current company profile.

- Added INDxxxxx-x tracking number & date info for both pages.

- Added text: "image blinking" and Problem #2 text.