



Philips Cineos digital widescreen flat TV 37PF9731D 94 cm (37") LCD integrated digital with Pixel Plus 3 HD and Ambilight Surround
37PF9731D/10
FJ3.0ELA

Service information

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Reference no.: **SCC_62743**

Symptom

Horizontal bars and/or dark spot visible (only for 37PF9731).

Cure

RESTRICTIONS:

In sets that are produced from week 707 onwards, the issue is solved. This can be checked via the serial number where the week code should be 0707 or later: xxxx0707xxxxxx.

CURE:

- 1) Upgrade the main TV software to version 0.87.0.0 (or later).
- 2) Adapt the "Display Code": activate SAM, select "Options" -> "Option Numbers" -> "Group 2" and change the option numbers according to table below. Do not forget to store the new option codes properly: after changing the code, return to the "Option Numbers" menu, select "Store" -> press "OK" (or go to the right) and press "OK" **again**. The display must now show "Store completed". **To double check:** Switch the set "off", wait 1/2 minute, switch the set "on" again and check in the SAM whether the option code is changed correctly.
- 3) Change the display code (with a pen) on the option code sticker to this new value (this, to prevent repeat repairs).

Model Number	Situation	Display Option Code	Options Group 1				Options Group 2			
37PF9731/69	Old	031	03697	00268	05205	00097	11551	00000	04647	00000
	New	087	03697	00268	05205	00097	11607	00000	04647	00000
37PF9731D/10	Old	031	03697	00268	05461	00096	11551	00256	22055	00000
	New	087	03697	00268	05461	00096	11607	00256	22055	00000

4a) **If it is a workshop repair:** The set must be "burned in" for 24 hours under the following conditions:

- Maximum contrast.
- Lightsensor "off".
- Dynamic Contrast "off".
- Not in cold conditions; normal room temperature is OK.
- Normal picture content.

4b) **If it is a home repair:** The set must also be "burned in" for at least 45 minutes under the same conditions as mentioned above. This can already be started before changing the option code and upgrading the software.

Advise the customer to watch TV for one week with the picture settings "1" to "3" (mentioned above) and to perform a "factory reset" afterwards (via "MENU" -> "TV menu" -> "Installation" -> "Factory settings" -> "Reset").

Warn the customer that during the first days he still will see the issue after starting up, but it will disappear after warming up and within some days he will not see the problem anymore.

5) Do not forget to fill in the correct IRIS code. The use of this IRIS code for this symptom is mandatory.

6) Add on the (electronic) Defect Description Form (DDF), which accompanies the screen back to the supplier, the following information in the "Remarks/Other" area.

- (A) Contrast setting (value).
- (B) Dynamic contrast setting (off, min, med or max).
- (C) Light sensor setting (on or off).
- (D) Operation hours of the TV (value).

REMARKS:

- It is important to **always change the display code**, even if the display is not changed!
- The problem is caused by mercury contamination in the backlights. With the "burning in" the mercury dissolves again. With the SW and display code change, we control the backlights in another way to avoid new contamination.
- Described problem affects in no way the 32PF9731(D) or 42PF9731(D) !
- For an example of the symptom refer to the pictures below.
- The described rework is **not** mandatory for all incoming sets, but if the symptom is visible, perform this change to prevent that the customer will complaint when it becomes worse!
- **It is possible that, in certain specific circumstances (e.g. viewing in ECO-mode, low contrast setting, etc.) , the issue re-appears after several months. First, re-check whether the option numbers are stored correctly, and advice the customer to follow the procedure as described in point "4b" again (with contrast "max", lightsensor "off", and dynamic contrast "off").**

IRIS CODE:

1330 (= constant picture quality problem)

HISTORY:

09-FEB-'07: Remark added that one must order the old codenumber for logistical reasons.
22-FEB-'07: Changed to new SW version (v0.87.0.0) for improved performance.
23-FEB-'07: Typing error in the 12nc corrected.
08-MAR-'07: Cure changed: not longer necessary to replace the display. Short explanation of the cause added.
09-MAR-'07: Some small textual changes.
23-MAR-'07: Remark added to overwrite the display code on the option code sticker after repair.
25-MAR-'07: Text and format updated. Text added about the DDF form. Text highlighted about IRIS code.
01-JUN-'07: Extra info added on how to store the display code properly.
05-JUN-'07: S/C assigned to modelnumber instead of chassis.
28-OCT-'08: Remarks added.



