Bulletin No.: 2007-08   **September 27, 2007**

OfficeServ™ 100 Power Supply Mortality

Please be aware that Samsung has noticed an increase in the failure rate for the OfficeServ 100 power supplies manufactured between January 2005 and March 2007. The issue being reported is that the system was working fine and then all phones display the firmware version of the keyset.

Root cause of the problem

After investigating the root cause of this problem, it was identified that two capacitors used during this period had a lower threshold voltage than the required specification. The voltage threshold was 10V on the C30 and C32 capacitors of the power supply, which is responsible for DC-DC converting. This problem is more frequently seen on systems in which the motherboard is drawing - close to maximum power. The combination of the added stress and the lower threshold is causing the capacitor to go bad. Units manufactured beginning April 2007 contain a 16V threshold capacitor which will not exhibit the same problem.

How to identify if your power supply has this problem:

This problem only affects units with serial numbers between 2L9G01xxxx – 2L9J13xxxx. The 4th, 5th & 6th digits identify the year and week of production. Letter G=2005, H=2006, the letter "I" was not used to avoid confusion with the digit "1". J=2007. So the effected PSUs are year G weeks 01 ~52, year H weeks 01~52 and year J weeks 01~13.   If the serial number of your power supply falls into this range, checking the activity LED of the processors (MEM3, MEM4 or SMCP1) can identify if the capacitors are defective. Since this problem directly effects the DC-DC conversion, you will see the firmware version on your keysets, however none of the processor cards, such as the MEM3, MEM4, or SMCP1 will power up**. (No light on LED**)

Note: Please note that if any of your component cards have power, (LEDs will flash or light solid) the capacitors are good and further trouble shooting will need to be done to isolate the problem with your power supply or system.

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My power supply exhibits these symptoms, what now?

Samsung is extending a lifetime warranty on all power supplies with a serial number between 2L9G01xxxx – 2L9J13xxxx. If you have a defective power supply please obtain an RMA through GSBN at http://www.samsunggsbn.com. If you purchase through a distributor they will help you obtain an RMA number to return the power supply for repair. If you do not have a GSBN account, contact Samsung BCS Repair to request a return authorization for your defective power supply. Samsung repair can be reached by calling 1-800-876-4782 and pressing option 3.

Note: Only the power supply will need to be repaired so it is not necessary to ship the entire cabinet.

Repair Specifics:

Capacitor C30 and C32 are being changed from WL10V2200uF to WL16V2200uf.

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com.