

SERVICE LETTER

DATE: 5/18/73

NUMBER: DK3011

SUBJECT: D3000 LOW AC LINE OPERATION

PRODUCT AFFECTED: All D3000 Disk Drives in Field

INFORMATION: Engineering and Quality Assurance tests indicate that the AC induction motor on the D3000 (P/N 519-0013) does not in all cases meet our line voltage specifications which are as low as 95 volts \pm 10%.

The symptoms of this limitation are that the unit may not fully get up to speed in the allotted time when AC line voltage is low (100 volts or less). This causes the heads to emergency unload. Because of the time of day and/or the time of year, this may appear to be an intermittent unload problem (mid-afternoon in mid to late summer would be an ideal time for the AC line to be lower than normal).

Engineering is in a process of correcting the motor problems but all disk drives shipped through the second quarter of 1973 may potentially have this problem.

ACTION: When encountering a customer complaint of intermittent emergency unloads, one of the items to check would be the AC line voltage during the peak useage hours of the day (this may even require power companies to install a chart recorder on the line which they will do at no charge, upon request).

DIAGRAM
CORRECTION:

None

PERTEC