

# HAMILTON

## TECHNICAL BULLETIN

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| Verification:<br>Greg Hoop             | Date Issued:<br>3/12/08 |
| Product:<br>Tell-R-TV<br>5517 and 5550 | Date Revised:           |

Subject:  
**No warranty returns of E0789 or E0790 10.4" LCD monitors.**

All,

The 5550 and 5517 Tell-R-TV units are shipped with a 10.4" LCD monitor. This monitor assembly consists of several circuit boards all connected together with small cables inside the 5500 Tell-R-TV units. This LCD monitor assembly can be replaced in the field using factory parts, however, neither Hamilton nor Finetech will return an LCD monitor or its components once removed from the 5500 unit for credit or warranty repair.

Reason:

The monitor is very delicate and susceptible to damage if handled without proper protection and equipment. Improper handling can cause more damage to the troubled unit and also cause damage to the replacement parts as they are installed. Removing the complete 5517 from its mount is actually faster and easier than removing the LCD monitor and all of its components.

Solution:

The solution is to return the complete 5517 or 5550 unit for warranty repair to Finetech with the proper RGA forms. This will help protect the monitor and its components from further damage from improper handling. Additionally, many times there are small components that can be replaced or repaired instead of replacing the complete LCD monitor assembly.

Attached:

Please find attached a copy of the Finetech service bulletin 08-1 further explaining this issue.

3/17/2008