

JUNE 1988 ISSUE 21



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INFO

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- 21/1-1.1 WARRANTY CLAIM PROCESSING.

ONLY WARRANTY CLAIMS THAT DO NOT REQUIRE PARTS REPLACEMENTS SUCH AS, NO TROUBLE FOUND AND DRIVE ALIGNMENTS SHOULD BE SUBMITTED DIRECTLY TO THE CREDIT DEPARTMENT.

ALL WARRANTY CLAIMS USING PARTS REPLACEMENT SHOULD BE SUBMITTED WITH THE DEFECTIVE PART, TO THE PARTS DEPOT.

- 21/1-2.1 SERVICE TRAINING SCHEDULE. (SEE INFO PAGE 2)

- 21/1-3.1 WELCOME NEW SERVICE TECHNICIANS.

SERVICE IS PLEASED TO ANNOUNCE THAT TWO TECHNIANS HAVE JOINED OUR STAFF.

TONY GRECO, WHO WILL BE WORKING WITH JOHN DIMEO IN TRAINING.

RON BARDSLEY, WHO WILL BE WORKING WITH BRENDA BRICE ON THE TECH HOT LINE.

PLEASE NOTE: BRENDA BRICE IS NOW AT EXTENSION 9183.

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SECTION 1

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21/1-2.1 SERVICE TRAINING SCHEDULE.

SERVICE WILL BE CONDUCTING COMPONENT LEVEL TRAINING CLASSES AT THE WEST CHESTER FACILITY STARTING IN JULY 1988.

PLEASE CONTACT JOHN DIMEO AT (215) 431-9214 OR TONY GRECO AT (215) 431-9215 FOR DETAILS.

THE 1988 SCHEDULE IS AS FOLLOWS:

MONTH	DATE	TRAINING DAYS	PRODUCTS	STATUS
JULY	25-29	MON-FRI	CBM/PC/AMIGA	FULL
AUG	2-4	TUES-THUR	CBM ONLY	OPENED
AUG	8-12	MON-FRI	CBM/PC/AMIGA	OPENED
AUG	16-18	TUES-THUR	CBM ONLY	OPENED
AUG	22-26	MON-FRI	CBM/PC/AMIGA	OPENED
AUG	29-SEPT2	MON-FRI	CBM/PC/AMIGA	OPENED
SEPT	7-9	WED-FRI	AMIGA/PC ONLY	OPENED
SEPT	12-16	MON-FRI	CBM/PC/AMIGA	OPENED
SEPT	20-22	TUES-THUR	CBM ONLY	OPENED
SEPT	26-30	MON-FRI	CBM/PC/AMIGA	OPENED
OCT	4-6	TUES-THUR	CBM ONLY	OPENED
OCT	10-14	MON-FRI	CBM/PC/AMIGA	OPENED
OCT	18-20	TUES-THUR	AMIGA/PC ONLY	OPENED
OCT	24-28	MON-FRI	CBM/PC/AMIGA	OPENED
OCT	31-NOV4	MON-FRI	CBM/PC/AMIGA	OPENED
NOV	7-9	MON-WED	CBM ONLY	OPENED
NOV	14-18	MON-FRI	CBM/PC/AMIGA	OPENED
NOV	28-DEC2	MON-FRI	CBM/PC/AMIGA	OPENED
DEC	5-9	MON-FRI	CBM/PC/AMIGA	OPENED
DEC	13-15	TUES-THUR	AMIGA/PC ONLY	OPENED
DEC	19-23	MON-FRI	CBM/PC/AMIGA	OPENED

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PARTS

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- 21/2-1.1 PARTS BACK ORDER STATUS.

PLEASE BE INFORMED THAT THE MANAGEMENT AT COMMODORE HAS MADE A DECISION TO CANCEL ALL BACK ORDERS PRIOR TO OCTOBER 1987. WE REALIZE THAT THIS COULD CAUSE SOME INCONVENIENCE AND WOULD LIKE TO APOLOGIZE AT THIS TIME.

IF THESE PARTS ARE STILL REQUIRED PLEASE DO NOT HESITATE TO CONTACT COMMODORE AND RE-ORDER.

- 21/2-2.1 NEW SERVICE PARTS - PRICE BOOK 1988.

NEW 1988 SERVICE PARTS PRICE BOOK WAS MAILED TO ALL AUTHORIZED SERVICE CENTERS IN THE LAST WEEK OF MAY.

THE PARTS PRICE BOOK CONTAINS THREE SECTIONS.
SECTION ONE LIST, SORTED BY PART NUMBER.
SECTION TWO LIST, SORTED BY DESCRIPTION.
SECTION THREE LIST, SORTED BY PART NUMBER WITHIN UNIT.

ONE ERRATUS SHEET WAS INCLUDED WITH 8 CORRECTIONS.

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SECTION 2

PARTS - PAGE 2

21/2-3.1 PARTS PRICE BOOK ERRATUS #1.

THIS ERRATUS SHEET WAS MAILED WITH PARTS PRICE BOOK.

- 1) PAGE 3 - PC10 CPU DIAG KIT 319984-01 CHANGE TO 314984-01
- 2) PAGE 3 - PC10 DRIVE DIAG KIT 319853-01 CHANGE TO 314853-01
- 3) PAGE 3 - 319984-01 PC10/COLT CPU DIAG CHANGE TO 314984-01
- 4) PAGE 22 - 319984-01 KIT PC10 CPU DIAG CHANGE TO 314984-01
- 5) PAGE 56 - 319984-01 KIT PC10 CPU DIAG CHANGE TO 314984-01
- 6) PAGE 69 - 902693-01 TRANS 2SC1815 DB IS 3.00, SR IS 5.00
- 7) PAGE 80 - C128 UNIT PARTS WAS NOT LISTED, DUPLICATE C128D APPEARS, INSERT FOLLOWING C128 COMPONENTS.

C128

PART NO.	DESCRIPTION	UNIT	CRRU	DB	SR
250735-02	KEYBOARD ASSY NTSC	C128		65.00	108.30
250754-01	LED ASSY	C128		2.40	4.00
250779-01	KEYBOARD W/GND STRAP	C128		37.50	62.25
251260-01	BUTTON - SPDT RESET	C128		1.50	2.50
251527-06	IC 8701F6 CLK GEN PAL/NTSC	C128		3.00	5.00
251527-07	IC 8701K6 CLK GEN NTSC	C128		3.00	5.00
251878-01	FILTER LINE ASSY	C128		3.60	6.00
251913-01	ROM C64 KERN/BASIC	C128		15.00	25.00
251917-02	MODULATOR	C128		12.00	20.00
251987-02	CASE TOP	C128		5.60	9.30
251988-02	CASE BOTTOM	C128		5.60	9.30
251993-01	FOOT SELF ADHESIVE	C128		.15	.25
252015-01	SHIELD TOP	C128		4.50	7.50
252016-01	CASE BOTTOM	C128		4.50	7.50
252017-01	INSULATION SHEET	C128		1.00	1.65
252024-01	CONN 9 PIN DIN RGBI	C128		4.00	6.55
252167-01	CONN 5 PIN SQUARE PWR	C128		2.40	4.00
252168-01	CABLE 8 PIN VIDEO SHEILD	C128		2.40	4.00
252182-01	SWITCH ROCKER PWR	C128		3.00	5.00
310379-02	PCB ASSY - EXCH	C128	40.00	140.00	
310389-01	IC 8722-R1 MMU	C128		20.00	33.35
310400-01	NAMEPLATE	C128		1.00	1.65
310407-01	SHEILD CAP	C128		4.50	7.50
310416-01	POWER SUPPLY	C128		42.50	70.80
310638-01	MANUAL USER SYS GUIDE	C128		8.00	13.25

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SECTION 2

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21/2-3.1 PARTS PRICE BOOK ERRATUS #1. * CONTINUED FROM P2 *

PART NO.	DESCRIPTION	UNIT	CRRU	DB	SR
314098-01	KEY SINGLE ASSY - SPECIFY	C128		3.50	5.85
314131-01	KIT IC REPAIR - C128CPU	C128		55.00	91.60
314972-01	KIT ROM UPGRADE C128	C128		13.00	21.65
315009-01	IC 8564-R4 VIC	C128		15.50	25.80
315009-03	IC 8564-R5CA VIC	C128		15.50	25.80
315012-01	IC 8721-R3 PLA	C128		10.50	17.50
315014-04	IC 8563-R9 CRT CNTRL	C128		25.00	41.65
315020-01	IC 8502 MPU	C128		7.50	12.50
317430-01	DISKETTE CP/M DBL SIDED	C128		10.00	16.65
317435-01	DISKETTE TUTORIAL	C128		5.00	8.35
318018-04	ROM BASIC \$4000	C128		8.50	14.15
318019-04	ROM BASIC \$8000	C128		8.50	14.15
318020-05	ROM KERNAL \$C000	C128		8.50	14.15
318615-01	DISKETTE PACK SUB ASSY	C128		15.00	25.00
319773-01	MANUAL USER INTRO GUIDE	C128		4.00	6.65
326265-02	SHEILD BOX	C128		4.50	7.50
390059-01	ROM CHAR 8006 C128/C64	C128		8.50	14.15

8) PAGES 98, 99, 100 -

IN DESCRIPTION FIELD "EX" AND "EXCH" SHOULD NOT APPEAR. THERE IS NO CREDIT FOR RETURN OF THESE PARTS. ALL CBM BUSINESS PARTS ARE DIRECT PURCHASE.

21/2-4.1 C64 POWER SUPPLY SPECIAL SALE.

C64 POWER SUPPLIES, REGULARLY PRICED AT \$18.00 ARE NOW AVAILABLE AT \$15.00 IN CASE LOTS OF 16. SERVICE CENTERS SAVE \$48.00 FOR A LIMITED TIME. THIS SPECIAL SALE WILL BE IN EFFECT UNTIL SEPTEMBER 30, 1988.

21/2-5.1 PARTS PRICE INCREASE EFFECTIVE OCT. 1, 1988.

EFFECTIVE OCTOBER 1, 1988 ALL SERVICE PARTS PRICES WILL BE INCREASED. SERVICE CENTERS ARE ENCOURAGED TO PLACE THEIR ORDERS NOW.

A NEW REVISED PARTS BOOK WILL BE RELEASED AT THE END OF SEPTEMBER WITH THE NEW PRICING STRUCTURE.



***C-64 POWER
SUPPLY SPECIAL
SAVE \$ 48.00***

AVAILABLE IN CASE LOTS ONLY

CASE LOTS = 16 POWER SUPPLIES

REGULAR PRICE	\$ 18.00
SPECIAL PRICE	\$ <u>15.00</u>
YOU SAVE	\$ 3.00 EACH

THIS OFFER EXPIRES 9-30-88

21/6-0.0 INDEX - CTOC SECTION TECHTOPICS 21.

21/6-1.1 CTOC INTRODUCTION.

21/6-1.2 CTOC APPLICATION.

21/6-1.1 CTOC INTRODUCTION.

C-TOC, COMMODORE TECH OP COMMUNICATIONS, THE SERVICE DEPARTMENTS' NEW BULLETIN BOARD IS NOW ON-LINE. ISSUE 21, HAS BEEN ACTIVE SINCE JUNE. SERVICE CENTERS WHO RETURNED THE FIRST APPLICATION SHOULD HAVE RECIEVED THEIR USER CODE, PASSWORD, AND THE 800 TELEPHONE NUMBER.

IF YOU HAVE NOT RETURNED YOUR APPLICATION, PLEASE COMPLETE AND RETURN THE ENCLOSED COPY.

THE BULLETIN BOARD IS FORMATED THE SAME AS TECHTOPICS. SEVERAL NEW SECTIONS HAVE BEEN ADDED.

SECTION 6, CONTAINS THE CURRENT SYSTEM STATUS AND ANY SYSTEM MESSAGES FROM THE CTOC-OPERATOR.

SECTION 7, ALLOWS USERS TO DOWNLOAD ANY TECHTOPIC SECTION OR ALL SECTIONS.

SECTION 8, ALLOWS USER TO TRANSMIT A MESSAGE TO THE CTOC OPERATOR. MESSAGES WILL BE ANSWERED AS SOON AS POSSIBLE. THE 800 TECH HOT LINE IS YOUR PRIMARY ACCESS TO SERVICE, CTOC MESSAGES SHOULD ONLY BE USED AS AN ALTERNATE PATH TO SERVICE.

SECTION 9, THE LOG SECTION ALLOWS USERS TO QUICKLY SCAN FOR ANY NEW POSTINGS SINCE YOUR LAST SIGN-ON.

FOR BEST RESULTS USE VT100 TERMINAL EMULATION. SET WORD LENGTH TO 8 BIT WORDS, NO PARITY, AND ONE STOP BIT.

PLEASE CONTACT H. BEACH EXT 9376 IF YOU ARE HAVING PROBLEMS ACCESSING THE SYSTEM. MOST PROBLEMS ARE DUE TO NOISE ACROSS THE PHONE LINES AND RE-DIALING CAN CORRECT THIS.

ISSUE 22, AUGUST 88 WILL BECOME THE CURRENT ON-LINE ISSUE WITH THE MAILING OF ISSUE 21.

ISSUE 22 WILL REMAIN ON-LINE UNTIL THE NEXT TECHTOPICS PRINT DATE, OCTOBER 1, 1988.