

**Subject: Ceronix Overhead Video Problem**

Date: 3/11/99

**Distribution:** North American Framework Customers,  
North American Sales Group, CED Field Service Group,  
Customer Response Center, and Electronic Repair Center

Letter No. CEB99-4

**IMPORTANT! This affects all Ceronix 27" Framework overhead monitors shipped since October 1997! (13" monitors not affected.)**

Brunswick has identified a problem with the Ceronix 27" Framework overhead monitors. The symptoms you will experience are a blue screen, changing to retrace lines, and eventually the screen will go completely blank. It is believed all the identified overheads will eventually fail, even if a center is not currently experiencing any overhead failures. The failures have been tied to Ceronix chassis model 2793 and the associated video output board (neck board) with the majority of the failures occurring within the 496xxx through 513812 serial numbers.

Please check the printed circuit board chassis on your overhead monitors and if it is within this serial number range, contact the Brunswick Customer Response Center at 1.800.323.8141.

***NOTE:** If your chassis has a vertical red line marked on the left rear side, it has already been modified.*

Please supply the Customer Response Center technician with the following information:

1. Center name and your name
2. Your Brunswick customer number
3. Number of overheads needing Ceronix chassis replaced
4. Number of overhead and TV Only spare parts kits needing Ceronix chassis replaced
5. Your choice of the following that Brunswick is offering:
  - a. **Complete Shipment Exchange** with Electronic Repair Center (one complete shipment).
  - b. **Partial Exchange** with Electronic Repair Center (8 to 10 chassis at a time until shipment is complete)
  - c. **Schedule a Brunswick Field Engineer** to do the chassis exchange. (This will require scheduling and a delay of 60-90 days minimum in resolving the issue in your center.)

The Customer Response Center technician will notify the appropriate department and return your call advising the anticipated shipping date.

Please call the Customer Response Center as soon as possible. We apologize for any inconvenience this may have caused you.



Tom Valentino  
Brunswick Field Support Manager



David E. Rice  
Director of Service and Installation