



Basics

Studio Display (17" CRT, 16" VIS)



Service Strategy Change

The service strategy for the Studio Display (17" CRT, 16" viewable image size) changed in September 2001.

A small number of Apple Studio Displays (17" CRT - Blue & White and Graphite colors) with a VGA connector have been shown to exhibit a particular component malfunction.

Symptoms of the malfunction have included an





occasional popping or cracking sound and may be accompanied by a visible electrical discharge. This malfunction does not pose a safety threat to the user when operating the monitor under normal conditions, but could lead to electric shock if appropriate precautions are not taken while servicing the unit.

To streamline repairs for the Apple Studio Displays (17" CRT - Blue & White and Graphite colors), the service strategy for this product is now mail-in only. International service providers in regions with no access to Apple Repair Centers will continue to service the display.

If customers call you describing symptoms with their Apple Studio Display (17" CRT), tell them to contact AppleCare directly at 1-800-APL-CARE (1-800-275-2273) in the United States and 1-800-263-3394 in Canada, or you may contact AppleCare on their behalf to facilitate a dispatch.



A limited number of external Service Parts will still be available for you to order for these displays.