

December 19, 2000

Log #: TS-0003

Update for TS-0002 Screws Backing Out of DT600 DPY 102 186 After Prolonged Use

Torx Screws

There have been instances where two screws used to fasten the front cover to the back cover of the DT600 Handset have become loose causing poor physical integrity, intermittent keyboard operation, intermittent microphone operation and varying RF characteristics (poor signal strength). The Torx Type screws of concern are located at the bottom of the Handset in the battery compartment (See Figure 1, Identifier 5). One of the screws is located behind the Warranty Void seal (Identifier 8). Simply tightening the screws at any other torque than what is specified could possibly damage the threaded inserts for the front cover. If the inserts are damaged, the handset will become unusable and must be replaced. The torque tolerances for the two bottom screws (Identifier 5) located in the battery compartment are 24 N-cm Max and 20 N-cm Min. A preventive maintenance practice is recommended for all users of the DT600 handset.

Spanner Screws

There have also been instances where the two spanner screws (see figure 1, identifier 3) became loose. A special spanner bit must be used to tighten the spanner screws to a specified torque tolerance of 15 N-cm Max and 13 N-cm Min. The vendor information to acquire the parts and tools needed to tighten the spanner bits is included in below.

Preventive Maintenance

Every three months the DT600 handset should be inspected and the indicated Torx and spanner screws should be tightened as specified. The specifications are provided in Figure 1. Removing the Warranty Seal will not void the warranty of the handset.

Order Information

The order and contact information necessary to acquire the tools and parts needed to provide basic repair and maintenance of the DT600 DPY 102 186 handset are included.

Torque Tool Information:

Description: Mechanical Torque Driver, Pre-calibrated.
Provider: Mountz, Inc.
1080 N. 11th Street
San Jose, CA. 95112
Fax (408) 292-2733
Model: 020377 MT120 NEH – Mechanical Micro torque square drive
(female HX)

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Description: Electric Torque Driver, Pre-calibrated. AWS Recommended
Provider: Calibration Services of North Carolina
Garry Emmons
919 732-6807
Cost: Approx \$225

Torx Bits:

Description: #6,1/4" drive
Provider: Techni-Tool.
1-800-832-4866
Model: PN 840TO006
Cost: Approx \$4.00

Spanner Bits:

Description: Bit for torque tool.
Provider: Ascom Wireless Solutions
1 877 71ASCOM
Model/PN AWS1018
Cost: \$25.00

Note: This spanner bit can also be used on the DT620 DPY 102 183.

Spanner Screws:

Description: Located in battery compartment, battery contact
Provider: Ascom Wireless Solutions
1 877 71ASCOM
Model/PN: SXA 120 1094. Need 2 per Handset

Screws:

Description: Back Cover Screws, bottom.
Provider: Ascom Wireless Solutions
1 877 71ASCOM
Model/PN: SBA 123 020/0080. Need 2 per Handset

Corrective Procedure

Refer to the Figure and use a suitable Torque Driver, such as the one recommended, to tighten the screws with a force within the torque tolerance guidelines. If the Warranty Seal (Identifier 8) is displayed, remove it and discard. Tighten the screws (identifiers 3 and 5) to the specified torque using a calibrated torque driver. The torque drivers will come pre-calibrated and cannot be adjusted by the user so separate tools are needed for each set of screws.

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Cautions

If the screws are not tightened using the provided guidelines, the handset can be permanently damaged.

Figure 1

