

# SERVICE LETTER

DATE: December 15, 1974

NUMBER: DK-3002B  
(Customer documentation)  
Ref: PIB DK-3023

**\*\*\*NOTE\*\*\***

Service Letter DK-3002B replaces  
Service Letter DK-3002 & DK-3002A  
in their entirety. Remove and  
destroy Service Letter DK-3002A &  
DK-3002.

**SUBJECT:** INTERMITTENT DATA ERRORS (SERVICE HINT)

**PURPOSE:** Should intermittent data errors be plaguing a particular drive and all adjustments of the read/write circuitry are correct, static discharge may be the problem. On older drives, if proper P.M. (Preventive Maintenance) procedures have not been adhered to, it is likely the lubrication has aged and is not making sufficient contact. On newer drives the static discharge lubrication may have dried itself out if low humidity has been an environmental factor. In either case, the static discharge spring, located on the belt guard plate, must be re-lubricated.

**\*\*\*NOTE\*\*\***

In the event replacement of the  
static discharge spring is necessary  
(Reference Service Letter DK-3030).

**SYMPTOMS:** Intermittent data errors approximately one (1) hour after start-up, that continue to build over periods of time.

**TEST  
PROCEDURE:** Bring unit having data errors to the safe condition then restart. If unit does not exhibit data errors for approximately another hour, static discharge spring should be lubricated.

**VENDOR  
INFORMATION:** Electrofilm Inc. - Electro-Graph/18 Grade B, or  
Pertec - P/N 665-0006 = 7 oz. can conductive  
lubricant.

SHOULD ANY ADDITIONAL INFORMATION BE REQUIRED,  
CONTACT PRODUCT SUPPORT.

Distribution Code - 6399  
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**PERTEC**

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