Local Oscillator Drift LNB Replacement
Effective: April 17, 2007
(Replaces Business Rule of same title dated January 8, 2007)

Program Overview:

DISH Network has developed a new receiver software feature for detecting LNB LO drift. This feature gives technicians the ability to recognize and repair a potential future failure. Once completely released, this feature will be available in all receivers with Super Diagnostic capabilities.

LNBF Drift Detection:

If an installed LNB has a LO Drift issue the following will be observed:

After entering System Info on a Super Diagnostics supported receiver, an automatic signal scan is run and its status appears in Field A.
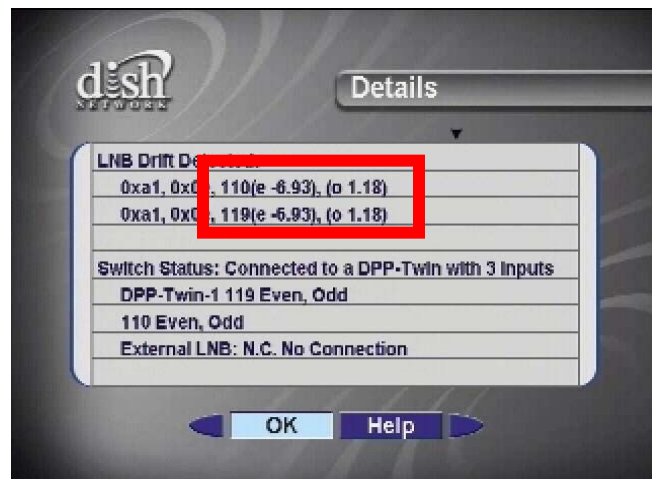

If this Field's Status says "**Check 'Details' for LNB!**", select the onscreen "**Details**" button to view the details of the signal scan.

NOTE: If the Status field says "**GOOD**" then the LNBF is functioning properly and no further actions are required.
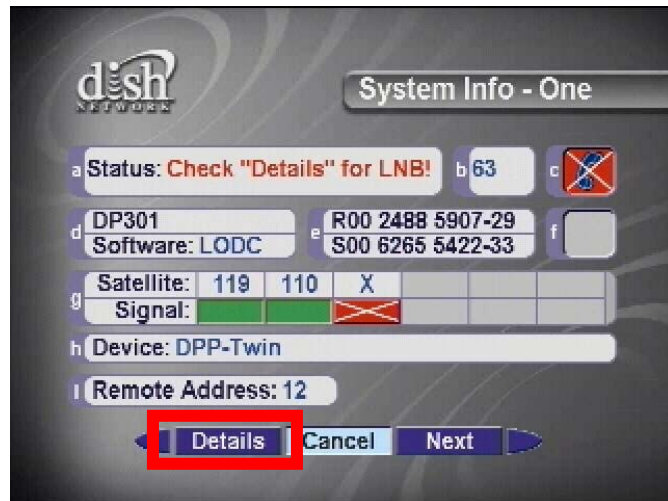
Once in the "Details" screen the LNB LO drift values will be listed.

If any of the LNB Drift values are equal to or greater than +/- 5.00, **REPLACE** the LNBF to prevent a possible future Trouble Call.

NOTE: If the LNB Drift is greater than +/- 12.00 MHz, and the system is functioning properly, this may indicate a false reading and should be ignored. NO LNB REPLACEMENT IS REQUIRED.

Once the LNBF has been replaced the technician should verify the operation of the newly installed LNBF by rechecking for LO Drift in the System Information screen.

Workorder Type: Technicians are required to check for LNB LO drift during any workorder activity where a receiver with Super Diagnostic capabilities is present.

Reporting: If an LNBF is replaced due to LO Drift during a Trouble Call/Service Call the fact it was replaced should be noted in the TC Tracker.

LNB's removed from an operational system due to an identified LO Drift should be noted in the TC Tracker using codes **3.9/LO/19**.

SECTION 3 - LNBs					
L REFERB	3.1				
L SINGLE/DUAL	3.2				
L TWIN	3.3	ORIGINAL INSTALL NOT COMPLETE	OI	83	EQUIPMENT NOT INTEGRATED
L QUAD	3.4			86	PRODUCT AVAILABILITY
DP REFERB	3.5	DEFECTIVE	D	13	NOT FUNCTIONING
DP SINGLE/DUAL	3.6			14	PHYSICAL DAMAGE
DP TWIN	3.7	INCORRECT HARDWARE	IH	148	INCORRECT HARDWARE USED WITH CONFIGURATION
				149	USE OF NON-DNS APPROVED EQUIPMENT
DPP TWIN	3.9	LO DRIFT	LO	19	LNB LO DRIFT GREATER THAN +/- 5 Mhz - System operational
FSS 105	3.10			20	LNB LO DRIFT GREATER THAN +/- 5 Mhz - System non operational
FSS 121	3.11	OTHER	O	175	TECH NEEDS TO HANDWRITE REASON FOR TROUBLE CALL
DUAL BAND	3.12				
WILD BLUE TRIA	3.13				

LNBF's removed from a non operational system due to an identified LO Drift should be noted in the TC Tracker using codes **3.9/LO/20**.

SECTION 3 - LNBs					
L REFERB	3.1				
L SINGLE/DUAL	3.2				
L TWIN	3.3	ORIGINAL INSTALL NOT COMPLETE	OI	83	EQUIPMENT NOT INTEGRATED
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DPP TWIN	3.9	LO DRIFT	LO		
FSS 105	3.10			20	LNB LO DRIFT GREATER THAN +/- 5 Mhz - System non operational
FSS 121	3.11	OTHER	O		
DUAL BAND	3.12				
WILD BLUE TRIA	3.13				

Returns: All LNB's removed due to LO Drift should be returned to Service following the standard process. Service no longer requires an RA to be created for LNB returns from internal offices.   The normal RA process is still required for RSPs and Subcontractors in order to ensure proper Hardware Reimbursement payments.

Hardware Reimbursement: RSPs and Subcontractors will be reimbursed for defective LNB's based on the current return process.