

Technical Bulletin

Number: E10-2010-07

Date: September, 2010

Panasonic Home and Health Company
Home Appliance Group / Food service

Product: Commercial Microwave Oven
Model: **NE1257R, NE1258R, NE1757R, NE2157R**

Subject: Constant Loud Tone

Oven exhibits a loud, high pitched constant tone which comes from the buzzer on the microprocessor board (DP Circuit Board). Instead of replacing the board, find and replace the two transistors on the DPC board labeled Q7 and Q10.

Symptom

With the oven plugged in, there is a constant loud, high pitched tone.

Cause

Transistor Q7 and/or Q10 are damaged on the DP Board. This board is located on the top front of the cavity.

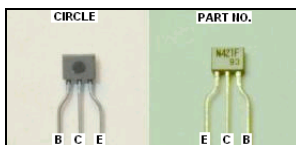
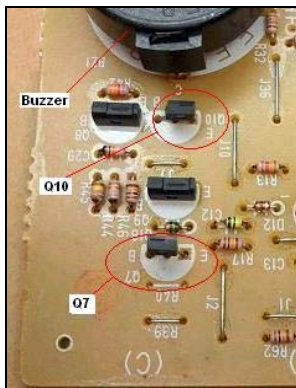
Remedy

Please follow the steps below to replace the two transistors on the board.

Part Numbers

Q7 : UN421F-(TA)

Q10: UN4111-(TA)



1. Unplug the oven and remove the top cover.
2. Remove the DPC board from the oven.
3. Locate the transistors Q7 and Q10 on the board (see picture).
4. Replace Q7 and Q10 by removing the solder from the three pins of the transistors using solder wick, solder puller etc.
5. Insert Q7 and Q10, make sure the transistor is inserted properly (side of the transistor with the part number labeled on it should face towards the buzzer, side with the circle should face away from the buzzer, see picture).
6. Solder the pins of Q7 and Q10, plug the unit in and test.
7. Make sure the ground screw on the board is inserted and tight otherwise unit will exhibit an F33 error code on the display.

NOTE: On a working DPC board, the voltage reading on the Collector of Q7 (see picture, center pin labeled 'C') should read approx. 27V ~ 29V. On a damaged board, it should read less than 15V.

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