



A Warner Communications Company

February 24, 1983

Dear ATARI Servicer:

Enclosed you will find a New Policy & Procedures Manual. Now there is one manual for all servicers. Use the sections that pertain to you and disregard the other sections. Take your blue and silver Policy & Procedures binder, remove any old procedures and memos from the binder and destroy. Leave tabs in the same order found.

Refer to the Table of Contents. Each section will let you know how to build your new Policy & Procedures binder. Below is a list of how many pages belong to each section.

- 1) Atari Service Facilities - 6 pages
- 2) Contract and Rate Schedule - 17 pages
- 3) Customer Relations - 4 pages
- 4) Claims Procedure - 36 pages
- 5) Warranties - 2 pages
- 6) Defective Parts Handling - 2 pages
- 7) Parts Ordering - 3 pages
- 8) Parts Price List - 47 pages
- 9) Advertising - 3 pages
- 10) Miscellaneous - 2 pages

Letters of introduction to all ATARI Dealers and Distributors are provided for your mailing.

Thank you for supporting the Atari Factory Authorized Network.


Cordially,

*Wanda Lanouette*

Wanda Lanouette  
Supervisor  
FAS Administration

WL/pat  
Enclosure



 A Warner Communications Company

January 14, 1983

Dear Factory Authorized Servicer:

Welcome to the "ATARI" family of Authorized Factory Service Centers.

As a member of this network, you will be provided with technical manuals, training and on-site field contacts to support you in providing our common customers with prompt and effective after-sales service.

We will keep you informed through our "Tech Tips" of the latest "ATARI" computer technology as it develops.

Your "ATARI SERVICE" Policy & Procedures Manual is designed to assist your understanding and compliance with all of the requirements needed to make your experience of being an ATARI Authorized Service Center a pleasant and profitable one.

If you have questions regarding any policies or procedures addressed in this manual, please contact your local Atari Field Service Counselor as listed in the front of this book.

All of us at ATARI are looking forward to a long and rewarding business relationship with your firm.

Sincerely,

A handwritten signature in cursive script that reads 'Edward Boughey'.

Edward Boughey  
Manager  
FAS Administration  
Consumer Product Service

EB/pat

# CONSUMER PRODUCT SERVICE

## Table of Contents

### Section

#### I. INTRODUCTION

#### II. ATARI SERVICE FACILITIES

#### III. CONTRACT & RATE SCHEDULE

- A. Reimbursement Schedule - Video Computer Systems
- B. Reimbursement Schedule - Super Game Systems
- C. Reimbursement Schedule - Home Computer Products
- D. Reimbursement Schedule - Service Contract

#### IV. CUSTOMER RELATIONS

#### V. CLAIMS PROCEDURE

- A. Warranty Claim Form Procedure
- B. Warranty Claim Summary Procedure
- C. Narda Form Procedure
- D. Submission Procedures for Narda Forms
- E. Submission Procedure for Warranty Claims
- F. Handling Procedures for In-Warranty Non-Repairable Units
- G. Handling Procedures for Out-of-Warranty Non-Repairable Units
- H. Exhibit A - Warranty Claim Form
- I. Exhibit B - Location of Manufacturing Site/Date Codes
- J. Exhibit C - Defective Parts Handling - VCS
- K. Exhibit D - Defective Parts Handling - HCD
- L. Exhibit E - Preprinted Address Label
- M. Exhibit F - Warranty Claim Summary
- N. Exhibit G - Rejected Claim Stamp
- O. Exhibit H - Rejected Letter Form
- P. Exhibit I - Narda Form

#### VI. WARRANTIES

#### VII. DEFECTIVE PARTS HANDLING

#### VIII. PARTS ORDERING PROCEDURE

- A. Parts Order Procedure
- B. Payment Procedures for Parts Orders

#### XI.. PARTS PRICE LIST

- A. Video Computer System
- B. Home Computer Products
- C. Video Computer System Parts Kit
- D. Home Computer Products Parts Kit

#### X. ADVERTISING

#### XI. MISCELLANEOUS

The Atari Service Contract Program

## ATARI CONSUMER PRODUCT SERVICE

Atari Consumer Product Service  
1312 Crossman Avenue  
P.O. Box 61657  
Sunnyvale, CA 94088

Vice President - Jon D. Ebbs

Manager, Field Service Operations

Manager, Customer Relations

Manager, Materials & Parts Distribution

Controller, Consumer Product Service

Manager, Technical Support & Publications

Manager, International & Special Markets Services

Manager, Service Marketing

James W. Prather

David S. Wilson

Ronald R. Elliott

Julie B. Naughton

John H. Hahn

William B. McPhetridge

Janis H. Pepper

**ATARI CONSUMER PRODUCT SERVICE**  
**WESTERN REGIONAL SERVICE CENTER & CONFIGURATION**

Atari, Inc.  
1312 Crossman Avenue  
P.O. Box 61657  
Sunnyvale, CA 94088

Manager - Chuck Carroll	(408) 745-2581
Customer Relations Supervisor - Charlie Rosa	(408) 745-4263
Field Service Representative - David Millhouse	(408) 745-4822
Bill Black	(408) 745-5477
Ron Jardine	(408) 745-4708
Trainer - Charles Bowman	(408) 745-2371
Customer Relations Toll-Free Number	(800) 672-1451 CA
Customer Relations Toll-Free Number	(800) 538-1604 USA

**Western Region**

- o Alaska
- o Arizona
- o California
- o Colorado
- o Guam
- o Hawaii
- o Idaho
- o Montana
- o Nevada
- o New Mexico
- o Oregon
- o Utah
- o Washington
- o Wyoming

**ATARI CONSUMER PRODUCT SERVICE**  
**SOUTHERN REGIONAL SERVICE CENTER & CONFIGURATION**

Atari, Inc.  
2109 East Division  
Arlington, TX 76011

Manager - Fred Lowe	(817) 261-6629 X16
Customer Relations Supervisor - Dale Wells	(817) 261-6629 X18
Field Service Representative - Richard Pratt	(817) 261-4990
Steve Kirby	(817) 261-4990
Michael Shephard	(817) 261-4990
Trainer - Ralph Mitchell	(817) 261-4990
Customer Relations Toll-Free Number	(800) 772-5462 TX
Customer Relations Toll-Free Number	(800) 433-5140 USA

**Southern Region**

- o Alabama
- o Arkansas
- o Bermuda
- o Florida
- o Georgia
- o Louisiana
- o Mississippi
- o North Carolina
- o Oklahoma
- o Puerto Rico
- o Tennessee
- o Texas
- o Virgin Island



**ATARI CONSUMER PRODUCT SERVICE**  
**EASTERN REGIONAL SERVICE CENTER & CONFIGURATION**

Atari, Inc.  
12B World's Fair Drive  
Somerset, NJ 08873

Manager - Peter Bamburak	(201) 469-5920
Customer Relations Supervisor - Pat Kirchner	(201) 469-5920
Field Service Representative - Steve Petresky	(201) 469-5920
Joe Giampoala	(201) 469-5920
David Bombard	(201) 469-5920
Trainer - Mark Pope	(201) 469-5920
Customer Relations Toll-Free Number	(800) 942-7794 NJ
Customer Relations Toll-Free Number	(800) 526-3906 USA

Eastern Region

- o Connecticut
- o Delaware
- o Maine
- o Maryland
- o Massachusetts
- o New Hampshire
- o New Jersey
- o New York
- o Pennsylvania
- o Rhode Island
- o Vermont
- o Virginia
- o Washington, D.C.
- o West Virginia



## ATARI CONSUMER PRODUCT SERVICE

Warranty Payments  
1312 Crossman Avenue  
P.O. Box 61657  
Sunnyvale, California 94088

Manager, Finance - Mary Mangus

(800) 538-1515 USA

(800) 672-1467 CA

Manager, Credit - Kimberly Starr

(408) 773-9200 X53

Warranty Parts Return  
1312 Crossman Avenue  
Sunnyvale, California 94086

Parts Order Service  
1312 Crossman Avenue  
P. O. Box 61657  
Sunnyvale, California 94088

(800) 672-1447 CA

(800) 538-1638 USA

Remittance for Parts and Out of Warranty Repair

Atari, Inc.  
Dept. 900  
P. O. Box 61839  
Sunnyvale, CA 94088

(800) 538-1515 USA

(800) 672-1467 CA

## ATARI CONSUMER PRODUCT SERVICE

### Computer Information for Consumers

Inside CA (800) 672-1404

Outside CA (800) 538-8543

Hawaii and Alaska (800) 538-5282

### Technical Support Hotline

Inside CA (800) 672-1466

Outside CA (800) 538-1535

**REIMBURSEMENT SCHEDULE**

**VIDEO COMPUTER SYSTEMS**

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**REIMBURSEMENT SCHEDULE - VIDEO COMPUTER SYSTEMS (2600 Series)**

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The following Atari products are within the scope of this Agreement:

<u>Product</u>	<u>Model No.</u>	<u>Description</u>
Video Computer System (2600 Series)	CX-2600	Console
	CX-2600A	Console
	CX-2600X	Reconditioned Console
	CX-2600AX	Reconditioned Console
	CX-2601	Combat™ Cartridge
	CX-20	Driving Controller
	CX-21	Touch Pad Controller
	CX-30	Paddle Controller
	CX-40	Joystick Controller
	CX-50	Keyboard Controller
	CA010112	Large Antenna Switch Box
	CA014034	AC Power Adaptor

The service fee payable with respect to each incidence of Warranty Service will be as follows:

1. If repair or replacement of a Console is required, whether or not replacement of one or more Accessories is also required, the total service fee will be the Console Rate of \$16.00.
2. If replacement of one or more Accessories is required, but repair of a Console is not required, the total service fee will be \$3.00, regardless of the number of Accessories replaced.

**NOTE:** The Atari Factory Authorized Service Center is bound by the terms and conditions of the agreement to guarantee repair work for 30 days and accept responsibility for all costs involving repairs performed on Atari products.

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**REIMBURSEMENT SCHEDULE - VIDEO COMPUTER SYSTEMS (2600 Series)**

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<u>Product</u>	<u>Model</u>	<u>Description</u>	<u>Reimbursement Rate</u>
Video Computer System (2600 Series)	CX-2600	Console Repair	\$16.00
	CX-2600A	Console Repair	\$16.00
	CX-2600X	Reconditioned Console	\$16.00
	CX-2600AX	Reconditioned Console	\$16.00
	CX-2601	Combat™ Cartridge Replace	\$ 3.00
	CX-20	Driving Controller Replace	\$ 3.00
	CX-21	Touch Pad Controller Replace	\$ 3.00
	CX-30	Paddle Controller Replace	\$ 3.00
	CX-40	Joystick Controller Replace	\$ 3.00
	CX-50	Keyboard Controller Replace	\$ 3.00
	CA010112	Large Antenna Switch Box Replace	\$ 3.00
	CA014034	AC Power Adaptor Replace	\$ 3.00

\*Cartridges are not included under the in-warranty reimbursement schedule with the exception of Combat. Combat is a gift cartridge packaged in all VCS 2600, 2600A, 2600X and 2600AX units. For this reason alone, Combat is covered under the same warranty agreement as the video computer system.

**NOTE: The Atari Factory Authorized Service Center is bound by the terms and conditions of the agreement to guarantee repair work for 30 days and accept responsibility for all costs involving repairs performed on Atari products.**

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**REIMBURSEMENT SCHEDULE - VIDEO COMPUTER SYSTEMS**

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<u>Product</u>	<u>Model</u>	<u>ECN Description</u>	<u>Reimbursement Rate</u>
Video Computer System (2600 Series)	CX-2600 CX-2600A CX-2600X CX-2600AX	Static Discharge Modification	Covered under the \$16.00 Warranty Repair Rate. (Refer to Field Service Manual, December 1982, FD100133.)

<u>Product</u>	<u>Model</u>	<u>ECN Description</u>	<u>Reimbursement Rate</u>
Video Computer System	CX-2600A	Capacitor Modification C241 C242	Covered under the \$16.00 Warranty Repair Rate. (Refer to Field Service Manual, December 1982, FD100133.)

**In-Warranty Repair**

When a unit is opened because of a malfunction, a static discharge modification and a capacitor modification should be performed on all units. These repairs are covered under the normal in-warranty reimbursement rate of \$16.00. (Refer to Field Service Manual, December 1982, FD100133.)

**NOTE:** The above repair(s) should be performed only when a unit is opened to perform another console repair.

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REIMBURSEMENT SCHEDULE - VIDEO COMPUTER SYSTEMS

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CLAIM PROCEDURES FOR ECN REPAIR - VO1

\*\*\* Refers to Field Service Manual, December 1982, FD100133\*\*\*

**In-Warranty Static or Capacitor Modification in Conjunction with Another Console Repair**

Follow standard Warranty Claim Procedures with the following modification:

- o In Work Performed Section, input:

STATIC MODIFICATION and/or CAPACITOR MODIFICATION

plus any other repair performed

- o In Parts Used Section, list the following parts:

Static  
Modification

Part No.

Description

CA018263\*

Zener Diode/Axial Cap.  
(2600)

C017294\*

Static Strip (2600)

C017297\*

Static Strip (2600/2600A)

Capacitor  
Modification

Part No.

Description

21-101104

.1uf Axial Lead Polycap -100V

C014181-03

.1uf Axial Lead Ceramic - 25V

plus any other parts used

**\*Note:** Parts are provided at N/C, therefore, parts will not be reimbursed.

- o In Labor Amount Claimed, input:

\$16.00

**REIMBURSEMENT SCHEDULE**

**SUPER GAME SYSTEMS**

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**REIMBURSEMENT SCHEDULE - SUPER GAME SYSTEMS (5200 Series)**

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The following Atari products are within the scope of this Agreement:

<u>Product</u>	<u>Model No.</u>	<u>Description</u>
Super Game System (5200)	CX-5200	Console
	CX-5203	Super Breakout™ Cartridge
	CX-520	Controller
	CX-521	Power Adaptor (5200)
	CX-522	Switch Box

The service fee payable with respect to each incidence of Warranty Service will be as follows:

1. If repair or replacement of a Console is required, whether or not replacement of one or more Accessories is also required, the total service fee will be the Console Rate of \$35.00.
2. If replacement of one or more Accessories is required, but repair of a Console is not required, the total service fee will be \$3.00, regardless of the number of Accessories replaced.

**NOTE:** The Atari Factory Authorized Service Center is bound by the terms and conditions of the agreement to guarantee repair work for 30 days and accept responsibility for all costs involving repairs performed on Atari products.



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**REIMBURSEMENT SCHEDULE - SUPER GAME SYSTEMS (5200 Series)**

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<u>Product</u>	<u>Model No.</u>	<u>Description</u>	
Super Game System (5200 Series)	CX-5200	Console Repair	\$35.00
		No Trouble Found	\$15.00
	CX-520	Controller - Repair	\$10.00
		Controller - Replace	\$ 3.00
	CX-521	AC Power Adaptor Replace	\$ 3.00
	CX-522	Antenna Switch Box Replace	\$ 3.00
	CX-5203*	Super Breakout™ Replace	\$ 3.00

\*Cartridges are not included under the in-warranty reimbursement schedule with the exception of Super Breakout. Super Breakout is a gift cartridge packaged in all CX-5200 units. For this reason alone, Super Breakout is covered under the same warranty agreement as the Super Game.

**NOTE: The Atari Factory Authorized Service Center is bound by the terms and conditions of the agreement to guarantee repair work for 30 days and accept responsibility for all costs involving repairs performed on Atari products.**

**REIMBURSEMENT SCHEDULE**

**HOME COMPUTER PRODUCTS**

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**REIMBURSEMENT SCHEDULE - HOME COMPUTER PRODUCTS (800/400 Series)**

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The following Atari products are within the scope of this Agreement:

<u>Product</u>	<u>Model Part No.</u>	<u>Description</u>
Home Computer Division (800/ 400 Series	Atari 400	CPU
	Atari 410	Recorder
	Atari 800	CPU
	Atari 810	Disk Drive
	Atari 820	40-Column Printer
	Atari 822	Thermal Printer
	Atari 825	80-Column Printer
	Atari 830	Modem
	Atari 850	Interface Module
	CX 801	10K Personality ROM
	CX 852	8K RAM Memory Module
	CX 853	16K RAM Memory Module
Accessories	CX-30	Paddle Controller
	CX-40	Joystick Controller
	CX-85	Numeric Key Pad
	C014319	AC Power Adaptor
	C016804	AC Power Adaptor
	C017945	AC Power Adaptor
	CA014748	AC Power Adaptor
	CA010112	Antenna Switch Box
	CA014131-02	Basic Cartridge
	Including all cables	

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**REIMBURSEMENT SCHEDULE - HOME COMPUTER PRODUCTS (800/400 Series)**

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<u>Product</u>	<u>Model No.</u>	<u>Description</u>	<u>Reimbursement Rate</u>	<u>Major Repair</u>	<u>Minor Repair</u>
Home Computer Division (800/400 Series)	400	CPU	Repair-Component Level	\$45.00	\$20.00
			Board Exchange	\$20.00*	N/A
			No Trouble Found	\$20.00	N/A
			Package & Return Handling	\$15.00	N/A
	410	Recorder	Repair - Component Level	\$17.50	\$ 7.50
			No Trouble Found	\$ 7.50	N/A
			Package & Return Handling	\$ 7.50	N/A
	800	CPU	Repair-Component Level	\$50.00	\$20.00
			Board Exchange	\$20.00*	N/A
			No Trouble Found	\$20.00	N/A
			Package & Return Handling	\$15.00	N/A
	810	Disk Drive	Repair-Component Level	\$50.00	\$20.00
			Board Exchange	\$20.00*	N/A
			No Trouble Found	\$20.00	N/A
			Package & Return Handling	\$15.00	N/A
820	Printer	Repair - Component Level	\$25.00	\$15.00	
		No Trouble Found	\$15.00	N/A	
		Package & Return Handling	\$15.00	N/A	
822	Thermal Printer	No Trouble Found	\$15.00	N/A	
		Package & Return Handling	\$15.00	N/A	
825	Printer	No Trouble Found	\$15.00	N/A	
		Package & Return Handling	\$15.00	N/A	

\* Boards are available, only for specific problems, when approved through the Technical Support Hotline.

(800) 672-1466 Inside California  
(800) 538-1535 Outside California

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**REIMBURSEMENT SCHEDULE - HOME COMPUTER PRODUCTS (800/400 Series)**

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<u>Product</u>	<u>Model No.</u>	<u>Description</u>	<u>Reimbursement Rate</u>	<u>Major Repair</u>	<u>Minor Repair</u>
Home Computer Division (800/400 Series)	830	Modem	No Trouble Found Package & Return Handling	\$10.00 \$10.00	N/A N/A
	850	Interface Module	Repair - Component Level No Trouble Found Package & Return Handling	\$25.00 \$10.00 \$10.00	\$10.00 N/A N/A
	801	10K Rom	Repair - Component Level Board Swap	\$25.00 \$ 7.50*	N/A N/A
	852	8K Ram	Repair - Component Level Board Swap	\$25.00 \$ 7.50*	N/A N/A
	853	16K Ram	Repair - Component Level Board Swap	\$25.00 \$ 7.50*	N/A N/A

\* Boards are available, only for specific problems, when approved through the Technical Support Hotline.

(800) 672-1466 Inside California  
(800) 538-1535 Outside California

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**REIMBURSEMENT SCHEDULE - HOME COMPUTER PRODUCTS (800/400 Series)**

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<u>Product</u>	<u>Model No.</u>	<u>Description</u>	<u>Reimbursement Rate</u>	<u>Major Repair</u>	<u>Minor Repair</u>
Accessories	CX-30	Paddle Controller	Exchange Only	\$ 3.00	N/A
	CX-40	Joystick Controller	Exchange Only	\$ 3.00	N/A
	CX-85	Numeric KeyPad	Repair - Component Level	\$10.00	N/A
	C014319	AC Power Adaptor	Exchange Only	\$ 3.00	N/A
	C016804	AC Power Adaptor	Exchange Only	\$ 3.00	N/A
	C017945	AC Power Adaptor	Exchange Only	\$ 3.00	N/A
	CA010112	Antenna Switch Box	Exchange Only	\$ 3.00	N/A
	CA014748	AC Power Adaptor	Exchange Only	\$ 3.00	N/A
	CA014131-02	Basic Cartridge	Exchange Only	\$ 3./00	N/A

All "Package & Return Handling" rates include checking for user error.

Rates for component level repairs are maximum per unit and are applicable whether single or multiple repairs are performed.

Major Repair - Any entry into the console.

Minor Repair - Replacement of external hardware items such as screws, nuts, or rubber pads; cosmetic repair externally (such as touch up painting); reseating of external connector; freeing a locked keyboard key.

**NOTE: The Atari Factory Authorized Service Center is bound by the terms and conditions of the agreement to guarantee repair work for 30 days and accept responsibility for all costs involving repairs performed on Atari products.**

**REIMBURSEMENT SCHEDULE**

**SERVICE CONTRACT**

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**REIMBURSEMENT SCHEDULE - SERVICE CONTRACT**

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<u>Product</u>	<u>Model</u>	<u>Description</u>	<u>Reimbursement Rate</u>
Video Computer System	CX 2600	Console	\$22.50
	CX 2600A	Console	\$22.50
	CX 40	Joystick Controller	\$ 3.00
	CX 30	Paddle Controller (2)	\$ 3.00
	CX 50	Keyboard Controller	\$ 3.00
	CX 20	Driving Controller	\$ 3.00
	CA014034	AC Power Adaptor	\$ 3.00
	CA010112	Large Antenna Switch Box	\$ 3.00
5200 Super Game System	CX 5200	Console	Repair \$49.00
			NTF \$21.00
	CX 520	Controller	Repair \$10.00
			Replace \$ 3.00
	CX 521	Power	Replace \$ 3.00
		Adaptor	
CX 522	Switch Box	Replace \$ 3.00	

The service fee payable with respect to each incidence of Service Contract Service will be as follows:

1. If repair or replacement of a Console is required, whether or not replacement of one or more Accessories is also required, the total service fee will be \$22.50 for CX 2600(A) and \$49.00 for CX 5200.
2. If replacement of one or more Accessories is required, but repair of a Console is not required, the total service fee will be \$3.00, regardless of the number of Accessories replaced.

**NOTE:** Refer to Service Contract Program Manual for detailed information on Service Contract Repairs and submission of Service Contract claims.



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**REIMBURSEMENT SCHEDULE - SERVICE CONTRACT**

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<u>Product</u>	<u>Model No.</u>	<u>Description</u>	<u>Reimbursement Rate</u>	<u>Major Repair</u>	<u>Minor Repair</u>
Home Computer Division	400	CPU	Repair-Component Level	\$63.00	\$28.00
			Board Exchange	\$28.00*	N/A
			No Trouble Found	\$28.00	N/A
			Package & Return	\$21.00	N/A
	410	Recorder	Repair-Module Replacement	\$24.50	\$10.50
			Package & Return	\$10.50	N/A
			Handling		
	800	CPU	Repair-Component Level	\$70.00	\$28.00
			Board Exchange	\$28.00*	N/A
			No Trouble Found	\$28.00	N/A
			Package & Return	\$21.00	N/A
	810	Disk Drive	Repair-Component Level	\$70.00	\$28.00
Board Exchange			\$28.00*	N/A	
No Trouble Found			\$28.00	N/A	
Package & Return			\$21.00	N/A	
820	Printer	Repair	\$35.00	\$21.00	
		No Trouble Found	\$21.00	N/A	
		Package & Return	\$21.00	N/A	
		Handling			

\*All Board Swaps require prior approval with authorization number from the Technical Hotline to be acceptable for payment.

(800) 672-1466 Inside California  
(800) 538-1535 Outside California

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**REIMBURSEMENT SCHEDULE - SERVICE CONTRACT**

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<u>Product</u>	<u>Model No.</u>	<u>Description</u>	<u>Reimbursement Rate</u>	<u>Major Repair</u>	<u>Minor Repair</u>
Home Computer	822	Thermal Printer	No Trouble Found Package & Return Handling	\$21.00 \$21.00	N/A N/A
	825	Printer	No Trouble Found Package & Return Handling	\$21.00 \$21.00	N/A N/A
	830	Modem	No Trouble Found Package & Return Handling	\$14.00 \$14.00	N/A N/A
	850	Interface Module	Repair	\$35.00	\$14.00
			No Trouble Found Package & Return Handling	\$14.00 \$14.00	N/A N/A
	CX 852	8K RAM	Repair *Board Swap	\$35.00 \$10.50	N/A N/A
	CX 853	16K RAM	Repair *Board Swap	\$35.00 \$10.50	N/A N/A

Major Repair - Any entry into the console.

Minor Repair - Replacement of external hardware items such as screws, nuts, or rubber pads; cosmetic repair externally (such as touch up painting); reseating of external connector; freeing of locked keyboard key.

Rates for component level repairs are maximum per unit and are applicable whether single or multiple repairs are performed.

\*All Board Swaps require prior approval with authorization number from the Technical Hotline to be acceptable for payment.

(800) 672-1466 Inside California  
(800) 538-1535 Outside California

## CUSTOMER RELATIONS

The goal of Customer Relations is to ensure customer satisfaction. Atari has a well-staffed and highly trained Customer Relations Department. We help thousands of Atari customers daily. Some of our customers are also your customers. If we work together, we can keep the overwhelming majority happy and satisfied with our product and your service.

### Dissatisfied Customers

Occasionally you may have a customer who is dissatisfied with you, Atari, or both. The customer often sees you and your establishment as their only contact with Atari, and they may become upset when you are not able to comply with their demands.

Dealing with Dissatisfied Customers - There are some basic steps which should be used when dealing with unhappy customers.

- A. **LISTEN** - Many times a customer becomes frustrated and irate simply because no one has had time to listen. As you listen, it is often a good idea to write down important information the customer is giving you. Also, this practice will help you in dealing with the customer and will enable you to summarize events as you talk with them.
- B. **BE POLITE** - This is very important. Customers can become abusive and many say or imply almost anything in the heat of an argument. It is difficult, but it is very important to remember not to take this kind of behavior personally. When Atari receives complaints involving service, the first complaint is usually that they were treated rudely. Always try to be gracious and polite; try to treat your customers the way you would like to be treated.
- C. **EXPLAIN YOUR POSITION AND/OR SOLUTION** - Once you know what the customer complaint involves, you can calmly explain your company's position and/or solution to the problem. If the customer is still dissatisfied; call us for help. That is why we are here.

There will be some instances when you or the consumer you are assisting will need to contact us. Please do not hesitate to call any of the following Atari numbers if you have additional questions:

<b>Western Region</b>	Charlie Rosa - Supervisor (800) 538-1604 (800) 672-1451	Outside California Inside California
<b>Southern Region</b>	Dale Wells - Supervisor (800) 433-5140 (800) 772-5462	Outside Texas Inside Texas
<b>Midwestern Region</b>	Mike Bowen - Supervisor (800) 323-4139 (800) 942-7370	Outside Illinois Inside Illinois
<b>Eastern Region</b>	Pat Kirchner -Supervisor (800) 526-3906 (800) 942-7794	Outside New Jersey Inside New Jersey
Atari Promotions	Sunnyvale, CA 800-672-1404 800-538-8543	Inside California Outside California
Warranty Questions or Problems	Regional Office (see above)	
Literature or Supplemental Material	Sunnyvale, CA 800-672-1404 800-538-8543	Inside California Outside California
Technical Information*	Sunnyvale, CA 800-672-1404 800-538-8543	Inside California Outside California
Public Relations Questions	Sunnyvale, CA 408-745-5017	
Sales Questions	Regional Office (see above)	
Production Information	Sunnyvale, CA 800-672-1404 800-538-8543	Inside California Outside California

**\*NOTE:** This number should be given to customers or used by you when technical questions need to be answered concerning the operation of Atari products. The number provided for repair technical information is for your use only and should never be given to the customers.

## SPECIAL NOTES

### A. In-Warranty Repairs

Unless otherwise specified, Atari's products carry a 90-day warranty. The warranty period normally starts from the date of purchase. Since many of our customers receive their Atari units (games, cartridges, etc.) as gifts during the Christmas season, some problems can arise. Examples of these problems include:

1. No receipt
2. They have a receipt, but the unit was purchased weeks or months prior to it being opened as a gift.

Solution - You will be notified by mail each year, prior to the Christmas season as to our policy and how it is to be administered. If you are inadvertently not notified, or if you have questions concerning problems of this nature, call us immediately. Your local Regional Office will be able to help you.

### B. Out-of-Warranty-Repairs

Atari has out-of-warranty pricing which may be lower than what your establishment charges. Our repair/replacement charges, in some cases, are clearly stated on either the product literature or warranty card. We honor the stated prices. Some of your customers may become upset if they are expecting their unit to be serviced at our stated price. You should politely inform them that your prices are determined by you and that only Atari honors service charges stated on product literature.

How to Handle - You can further explain that in most cases the differences are small and not worth the mailing, insurance and delay involved in sending their items to an Atari location. **NOTE: When customers call us, we do not tell them what our prices are unless they ask.** If the customer inquires, we are obliged to tell them.

### C. Irate Customer

Occasionally you may encounter customers who are so upset or dissatisfied that communication is non-productive. These customers do not go away after they leave your establishment. Most of the time they pursue their grievance by contacting either Atari/Warner corporate officers or other third parties (news media, consumer groups, etc.). In the end we handle these customers. Most problems can be avoided if you contact us early, before the customer becomes irate.

### D. Repair Delays

1. Parts Delays - We have experienced some difficulties with customers who have become irate when, after several weeks of delay in getting their unit serviced, they learn that you cannot repair the unit until you get the part from us. This is an unnecessary problem.

Solution - The customer should be notified immediately if a delay due to parts shortage is expected. If you experience problems obtaining parts within a reasonable time period, or if you regularly have parts problems, you should document these and inform your Regional Field Representative.

2. Backlog Delays - Once again, most problems can be avoided if the customer is initially told how long the repair is expected to take. Many service centers put a date on the customer's claim slip to avoid misunderstanding as to when the unit will be ready to be picked up.

## WARRANTY CLAIM FORM PROCEDURE

Each ATARI **WARRANTY CLAIM FORM** (Exhibit A) must contain the following information (circled numbers on Warranty Claim Form correspond to numbers below):

1. Customer's full name, mailing address (including Zip Code) and home phone number (including area code).
2. Service Center's account number.
3. Model number of the unit being repaired. If repairing a Video Computer System (VCS) or Super Game System (5200) unit, enter one of the following model numbers:

**NOTE:** If the exchange of an accessory is done in conjunction with a console repair, record the model number of the console being repaired.

<u>Model No.</u>	<u>Model Description</u>
CX-2600	Video Computer System
CX-2600A	Video Computer System
CX-2600X	Reconditioned Video Computer System
CX-2600AX	Reconditioned Video Computer System
CX-5200	Super Game System

If only replacing an accessory, enter one of the following model numbers in the MODEL NO. Field and enter the part number of the accessory being replaced in the PART No. Field of the Warranty Claim Form:

<u>Model No.</u>	<u>Model Description</u>
CX-20	Driving Controller (Pair)
CX-21	Touch Pad Controller
CX-30	Paddle Controller (Pair)
CX-40	Joystick Controller
CX-50	Keyboard Controller (Pair)
CX-2601	Combat cartridge (2600)
CA010112	Antenna Switch Box (2600)
CA014034	AC Power Adaptor (2600)
CX-520	Controller (5200)
CX-521	AC Power Adaptor (5200)
CX-522	Antenna Switch Box (5200)
CX-5203	Super Breakout Cartridge (5200)

**NOTE:** If the exchange of an accessory is done in conjunction with a CPU repair, record the model number of the CPU being repaired. Peripheral repairs must be put on separate Warranty Claim Forms.

If repairing a Home Computer Division (HCD) unit, enter one of the following model numbers:

**NOTE:** If the exchange of an accessory is done in conjunction with an HCD unit repair, record the model number of the unit being repaired.

<u>Model No.</u>	<u>Model Description</u>
400	CPU
410	Recorder
800	CPU
810	Disk Drive
820	40-Column Printer
822	Thermal Printer
825	80-Column Printer
830	Modem
850	Interface Module
CX801	10K ROM
CX852	8K RAM
CX853	16K RAM

If only replacing an accessory, enter one of the following model numbers in the MODEL NO. Field and enter the part number of the accessory being replaced in the PART No. Field of the Warranty Claim Form:

<u>Model No.</u>	<u>Model Description</u>
CX-30	Paddle Controller (Pair)
CX-40	Joystick
CX-85	Numeric Key Pad
C014319	AC Adaptor
C016804	AC Adaptor
C017945	AC Adaptor
CA010112	Antenna Switch Box
CA014748	AC Adaptor
CA014131-02	Basic Cartridge

**NOTE:** Multiple unit claims will be disallowed if submitted on one Warranty Claim Form unless the servicer is replacing an accessory in conjunction with an HCD or VCS unit repair.



4. Manufacturing site code located on the bottom of the unit.

A manufacturing tag will be affixed to the bottom of the VCS and HCD units (refer to Exhibit B) which will include the name of the manufacturing site. The site name must be translated to one of the following manufacturing site codes and entered in the "Site" field on the Warranty Claim Form:

**Site Code for Console and Controller**

<u>Assembly Factory Site</u>	<u>Code</u>
Sunnyvale	SV
El Paso	EP
Puerto Rico	PR
Elemex, Mexico	EM
Atari Ireland	AI
<u>Taiwan</u>	
Atari Taiwan	AT
Dimerco	DM
Kingtek	KT
Taiwan Williams	TW
TRW	TR
<u>Hong Kong</u>	
Atari Wong	AW
Wongs Electronics	WE

If a manufacturing site code is not present on the unit, enter XX.

5. Date code is found hot-stamped or a manufacturing tag on the back of the VCS, HCD, and Super Game System (5200) units (refer to Exhibit B). If a date code is not present on the unit, enter 999.
6. Serial number of unit is found on the manufacturing tag on the back of the unit. (refer to Exhibit B). If a serial number is not present on the unit, enter "Not on Unit".
7. Customer complaint description.

8. A customer complaint code (for VCS only) must be referenced. Valid codes are as follows:

**Customer Complaint Codes for VCS Only**

<u>Complaint</u>	<u>Code</u>
No picture	C01
No sound	C02
No color	C03
Fuzzy or intermittent picture	C04
Game only - no TV	C05
Erratic game play	C06
Cord/cable loose or broken	C07
Controller fires by itself	C08
Controller inoperative or erratic	C09
Reset switch inoperative	C10
Channel 2-3 switch inoperative	C11
Sides of image missing	C12
Damaged/broken console	C13
Damaged/broken accessories	C14

All board swaps must be approved by ATARI Headquarters prior to the completion of such work. Call the toll-free Technical Hotline number for an authorization number and record the number in the customer complaint code area of the form if a board is swapped and omit the customer complaint code. The Hot Line Numbers are:

**(800) 672-1466 Inside California**  
**(800) 538-1535 Outside California**

9. A Product Code for unit being repaired. Valid codes are as follows:

<u>Code</u>	<u>Use When Repairing/Replacing</u>
VCS	Video Computer System or VCS Accessory/Super Game System or Super Game System Accessory
HCD	Home Computer, Peripheral or Accessory

10. Service Contract Number must be referenced on claim forms if an extended warranty repair is done. Refer to your Service Contract Policy and Procedure Manual for further details in completing and submitting Service Contract claims for payment.

11. Check one warranty status box:

**In-Warranty** implies the initial 90-day period from date of purchase. Reference **WARRANTIES** section of Manual.

**Out-of-Warranty** implies the period following the limited 90 day in-warranty period. Reference **WARRANTIES** section of manual. **NOTE: Out-of-warranty repairs should not be submitted for reimbursement.**

**Service Contract** implies that unit is under extended warranty for a contracted period after the initial 90-day warranty has lapsed. It is the servicer's responsibility to insure that the servicer contract is in force at the time service is requested.

12. Check the boxes that most pertain to the work performed.

13. Explanation of service performed.

14. Date the product was purchased (MM, DD, YY)

**NOTE: The servicer is required by the terms of the agreement to verify that the product is within the limited warranty period or under extended warranty by evidence supplied by the consumer as to the date of purchase of the unit or service contract.**

**If the consumer indicates that the unit was a gift and the servicer determines that the unit is in reasonably good condition, repair the unit and enter "GIFT".**

**If repair of store or dealer stock is done, enter "STORE STOCK" or "DEALER STOCK". Multiple Store or Dealer Stock claims must be pre-approved by calling your local Regional office. These claims must be submitted on a separate summary and then be mailed to your Atari Regional Office.**

A concession code must be obtained by phone from your local Regional Office for any claims submitted for payment on repairs done outside of the initial warranty period. Your Region may feel a concession is in order in special situations. If so, the Region will authorize repairs and provide you with a concession code which should be recorded in the purchase date field of the Warranty Claim Form (refer to Exhibit A).

15. Date the service was requested (MM, DD, YY). Enter the date the unit was received for repair.
16. Date the service was completed (MM, DD, YY).
17. Time the repair was started by the technician.
18. Time the repair was completed by the technician.
19. Total time on job.
20. Quantity of each part used in the repair.
21. ATARI part number used in the repair. If the repair of the unit did not require a replacement part, one of the following pseudo part numbers must be entered:

<u>Pseudo Part No.</u>	<u>Description</u>	<u>Labor Rate</u>
<u>VCS Models: CX2600, CX2600A, CX2600X, CX2600AX</u>		
X01	No repair required (no trouble found)	\$16.00
X12	Color adjusted	\$16.00
X13	Audio carrier frequency adjusted	\$16.00
X14	RF Modulator output frequency adjusted	\$16.00
X16	Miscellaneous accessory repair	\$ 3.00
X17	Miscellaneous console repair	\$16.00
X23	Repair cold solder joint	\$16.00
X62	Minor repair	\$16.00

Models 400/800, 5200

		<u>400</u>	<u>800</u>	<u>5200</u>
X01	No repair required (no trouble found)	\$20.00	\$20.00	\$15.00
X13	Audio-carrier frequency adjustment (major)	\$45.00	\$50.00	\$35.00
X14	RF mod output frequency adjustment (major)	\$45.00	\$50.00	\$35.00
X15	Color adjustment (minor)	\$20.00	\$20.00	\$20.00
X16	Accessory repair (no parts) (major)	\$ 3.00	\$ 3.00	\$10.00
X17	Miscellaneous major repairs/ reseating (major)	\$45.00	\$50.00	\$35.00
X23	Repair cold solder joint (major)	\$45.00	\$50.00	\$35.00
X62	Miscellaneous minor repairs (minor)	\$20.00	\$20.00	

Model 410

X01	No repair required (No trouble found)	\$ 7.50
X17	Miscellaneous major repairs (major)	\$17.50
X21	Head alignment (major)	\$17.50
X22	Adjust switches (major)	\$17.50
X23	Repair cold solder joints (major)	\$17.50
X62	Miscellaneous repairs/head cleaning (minor)	\$ 7.50

Model 810

X01	No repair required (No trouble found)	\$20.00
X17	Miscellaneous major repairs (major)	\$50.00
X23	Repair cold solder joints (major)	\$50.00
X31	Head alignments (major)	\$50.00
X32	Pad pressure adjustment (major)	\$50.00
X33	Speed adjustments (major)	\$50.00
X62	Miscellaneous minor repair (minor)	\$20.00

Models 820/822/825

X01	No repair required (No trouble found)	\$15.00
X17	Miscellaneous major repair (major)	\$25.00
X62	Miscellaneous minor repair (minor)	\$15.00

<u>Pseudo Part No.</u>	<u>Description</u>	<u>Labor Rate</u>
<u>Model 830</u>		
X01	No repair required (No trouble found)	\$10.00
X62	Miscellaneous minor repair (minor)	\$10.00
<u>Model 850</u>		
X01	No repair required (No trouble found)	\$10.00
X17	Miscellaneous major repair (major)	\$25.00
X23	Repair cold solder joint (major)	\$25.00
X62	Miscellaneous minor repair (minor)	\$10.00

**NOTE: Minor repairs as follows:**

- o Replacement of external hardware items such as screws, nuts or rubber pads.
- o External cosmetic repair, such as touch-up painting.
- o External connector re-seating.
- o Freeing a locked keyboard.

**NOTE: Any entry into the console is not a minor repair.**

22. Site/Date code of the accessory which was defective and replaced. **NOTE: Some site/date codes are not stamped on Atari accessories.**
23. Unit wholesale price of each part used (refer to your Parts Price List Section XI).
24. Extended wholesale price of each part used.
25. Labor amount claimed for the repair (refer to Contract and Rate Schedule Section III).
26. Total wholesale amount of all parts used in the repair. Service Centers will be reimbursed for parts used in the repair of warranty and extended warranty (Service Contract) products at the established wholesale price. All parts listed on Exhibits C & D must be returned to Atari with the respective warranty claim packages. Use the preprinted labels supplied by Atari (Exhibit E) when shipping claims with the required defective parts.
27. Include your incurred freight charges when the unit is shipped back to the customer freight prepaid. Indicate the method of shipment in the customer signature area of the form (Field 29 Exhibit A) and record the date shipped (Field 30).

28. Total of labor, parts, and freight prepaid to customer (add Fields 25, 26, & 27).
29. Customer signature or method that unit was shipped back to customer (i.e., UPS, US Mail, etc.).
30. Date customer picked-up unit or date unit was shipped to customer.
31. Technician signature.
32. Date of technician signature.
33. Service Center's name/address stamp.
34. The Customer Claim Check (tear-off goldenrod) is completed when service is requested. Be sure to include your company's name and the date the unit will be ready for pick-up.

## WARRANTY CLAIM SUMMARY PROCEDURE

Claims for warranty reimbursement must be summarized on the **Warranty Claim Summary** (Exhibit F) and submitted at least monthly with copies of each Warranty Claim Form (Exhibit A).

Separate Warranty Claim Summaries must be prepared for:

- o In-warranty 2600 series claims.
- o Service Contract 2600 series claims.\*
- o In-warranty 5200 series claims.
- o Service Contract 5200 series claims.\*
- o In-warranty HCD product claims.
- o Service Contract HCD product claims.\*

\*Please refer to your Service Contract Policy Manual for more specific information.

The Warranty Claim Summary number above the service account number will be the reference tied to the reimbursement check.

Each Atari Warranty Claim Summary must contain the following information (circled numbers on Exhibit F correspond to numbers below):

1. Service Center name, mailing address, and phone number.
2. Service Center account number ("C" number).
3. Date that claim is submitted.
4. Warranty Claim Form number (Exhibit A) of each claim being submitted.
5. Respective labor amount of each Warranty Claim Form being submitted.
6. Respective parts amount of each Warranty Claim Form being submitted.
7. Respective customer freight prepaid amount of each Warranty Claim Form being submitted if the unit is shipped to the customer.
8. The total claimed amount of each Warranty Claim Form.
9. The total number of Warranty Claim Forms being submitted on the Warranty Claim Summary.
10. The total labor amount from the Warranty Claim Forms being submitted on the Warranty Claim Summary.
11. The total parts amount from the Warranty Claim Forms being submitted on the Warranty Claim Summary.



12. The total amount for customer freight from the Warranty Claim Forms being submitted on the Warranty Claim Summary.
13. The total of all labor, parts, and customer freight from the Warranty Claim Forms being submitted on the Warranty Claim Summary.
14. The total freight prepaid for the return of the defective warranty parts to Atari.
15. The grand total of the Warranty Claim Summary. (Add items 13 and 14.)
16. Quantity of each part number being returned. (Reference Exhibits C & D for the required parts to return to Atari for warranty reimbursement.)
17. The Atari part number of the required parts being returned.

**NOTE: The shaded areas of the Warranty Claim Summary are for Atari use only.**

## NARDA FORM PROCEDURE

Narda Forms (Exhibit I) may be used in place of the Atari Warranty Claim Form (Exhibit A), when submitting warranty claims. Atari will not supply you with Narda Forms. If you prefer to use the Narda Form, please refer to the procedures for completing the Warranty Claim Form as the same field descriptions and instructions apply. Complete the following fields (circled numbers on the Narda Form Exhibit I correspond to numbers below):

1. Brand - Atari VCS or HCD
2. Customer name and address
3. Customer complaint
4. \*Customer complaint code
5. Explanation of service performed
6. Time started, time completed, time on job
7. Quantity, part number, part description
8. Extended parts price
9. Customer signature, date
10. Technician signature
11. Service Center stamp
12. \*Manufacturing site
13. \*Date code
14. Service Center account number
15. Model number
16. Serial number
17. Date purchased
18. Date service requested
19. Date service completed
20. Total labor charge
21. Total parts charge
22. \*Customer freight, if any
23. Grand total claimed

**\*NOTE: Items 4, 12, 13, 22 are not standard fields on the Narda form. This data is required by Atari when submitting claims. If this data is not consistently placed on the Narda forms, claims will be rejected.**

## SUBMISSION PROCEDURES FOR NARDA FORMS

Narda Forms must be summarized on the Warranty Claim Summary (Exhibit F) and submitted at least monthly with copies of each Narda form (Exhibit I).

Invoice copy distribution will be as follows:

1. Both the white and canary copies of Narda form (Exhibit I) and the Warranty Claim Summary (Exhibit F) must be submitted with the required defective warranty parts to the Warranty Parts Return department. Use preprinted labels supplied by Atari (Exhibit E).
2. Pink copy of Narda form must be retained by servicer for questions regarding claims.
3. Goldenrod copy of Narda form must be provided to customer when repair is completed.

**NOTE: Refer to Submission Procedure for Warranty Claims for:**

- o **General claims submission information**
- o **Mailing claims and defective warranty parts to Parts Return Department**
- o **Returning defective part**
- o **Rejection of claims**
- o **Rejection of shipments**

## SUBMISSION PROCEDURE FOR WARRANTY CLAIMS

### 1. General Information

- o Claims for warranty reimbursement must be summarized on the Warranty Claim Summary (Exhibit F) and submitted at least monthly with copies of each Warranty Claim Form (Exhibit A) attached.
- o The Summary Claim number above the service account number will be the reference tied to the check.
- o All parts listed on Exhibit C & D must be returned with the respective warranty claim packages.
- o You may replenish your supply of Warranty Claim Forms, Warranty Claim Summary Forms and preprinted labels by placing an order with the Parts Order Department.
- o Warranty billings will not be accepted if the date indicated on the Warranty Claim form, as the date of repair, exceeds 60 days from the date of submittal.
- o Submit separate Claim Summaries for VCS 2600 Series, VCS 5200 Series, and HCD warranty repairs.
- o Occasionally a unique warranty situation may arise which may not be covered in your policy manual. Should you have questions, contact your local Regional Office. Any claims which you submit that are outside of the terms and conditions of the agreement must be sent to the Regional Office serving your area. Include a complete written justification of any such claims and be sure to submit them on a separate Warranty Claim Summary Form. The Region will forward your claims to the Warranty Claims department for payment consideration.
- o Atari reserves the right to conduct audits of any claims submitted for reimbursement. Any such claims which are not properly substantiated and do not meet the terms and conditions of the agreement will be debited back to the Servicer.

### 2. Invoice Copy Distribution

- o White and Canary copies of both the Warranty Claim Form (Exhibit A) and Warranty Claim Summary (Exhibit F) must be submitted with the Defective Parts to the Warranty Parts Return Department. Use preprinted labels supplied by Atari (Exhibit E).
- o Pink copy of both the Warranty Claim Form (Exhibit A) and Warranty Claim Summary (Exhibit F) must be retained by Servicer for questions regarding claims.
- o Goldenrod copy of Warranty Claim Form (Exhibit A) must be given to customer when repair is completed.

3. Mailing Claims to Parts Return Department

- o White and Canary copies of both the Warranty Claim Form (Exhibit A) and Warranty Claim Summary (Exhibit F) must be submitted with the Defective Parts to the Warranty Parts Return Department.
- o Use preprinted labels supplied by Atari (Exhibit E) for the return of defective parts only.

**NOTE: These labels are not to be used when returning whole product to the Region for repair, or when returning parts under the RMA procedure.**

- o Place your Return Address on each box submitted to Warranty Parts Return Department.

4. Returning Defective Parts to Parts Return Department

- o Service Centers will be reimbursed for parts used in the repair of warranty products, at the established current wholesale price. Return to Atari for reimbursement all parts listed on Exhibit C and Exhibit D that were used for Warranty Repair. Use preprinted labels supplied by Atari (Exhibit E). The return address is:

Atari, Inc.  
1312 Crossman Avenue  
Sunnyvale, CA 94086  
Attn: Defective Warranty Parts

- o Warranty parts will be reimbursed, not replaced. You must re-order parts as needed. (Refer to Section VIII, Parts Ordering Procedure.)

5. Rejection of Claims

**NOTE: Please be advised that Warranty Claim Forms will automatically be rejected for one or more of the following reasons (Exhibit G):**

- o Customer name and/or address missing or illegible.
- o Serial Number, Model Number, Manufacturing Site, Date Code, Purchase Date missing.
- o Lack of customer signature on claim form (unless shipped).
- o Neglect to list parts used in repairs with quantity and price on individual Warranty Claim Form.
- o Explanation of work performed on claim form.
- o Neglect to list on Summary and/or return of required defective parts

- o VCS 2600 Series, VCS 5200 Series, and HCD Warranty Claim Forms submitted on one Warranty Claim Summary Form.
- o Service Contract claims and in-warranty claims submitted on one Warranty Claim Summary Form.
- o Submission of out-of-warranty or duplicate claims.
- o Lack of concession codes or appropriate authorization for "board swap".
- o Claim includes unauthorized software or non-Atari parts not authorized for parts reimbursement on Warranty Claim Form.
- o Claim includes initially defective parts (DOAs) not authorized for parts reimbursement on Warranty Claim Form (refer to Section VI, Defective Parts Handling).
- o Submission of claims on units not endorsed for repair.

**NOTE: Claims that do not meet contracted rates should be submitted to the Atari Regional Service Center on a separate summary for payment consideration. A written justification must accompany such claims.**

6. Rejection of Shipments

**NOTE: Please be advised that the Parts Return Department will automatically reject shipments for one or more of the following reasons (Exhibit H):**

- o Shipment received without Warranty Claim Summary Form and Warranty Claim Form(s).
- o Warranty Claim Summary Form does not list the defective parts returned with the shipment.
- o Shipment includes software not authorized for parts reimbursement on Warranty Claim Form(s).
- o Shipment includes in-warranty complete units not authorized for parts reimbursement.
- o Shipment includes initially defective parts (DOAs) not authorized for parts reimbursement on Warranty Claim Form(s).

## HANDLING PROCEDURES FOR IN-WARRANTY NON-REPAIRABLE UNITS

If an in-warranty Atari unit cannot be repaired by the servicer, the unit should be returned to the nearest Atari Regional Service Center. Procedures are as follows:

1. Complete the Warranty Claim Form (Exhibit A) according to the instructions in the Claims Procedure section of the manual.
  - a. In the work performed area of the Warranty Claim Form, enter your service center name, address, phone number, and the name of the person preparing the form.
  - b. Indicate that the unit is in-warranty by checking the box "In-Warranty" and record the purchase date of the unit on the form.
  - c. Write the words "Regional Repair Requested" above the in-warranty box on the form.
  - d. Include the nature of the defect in the customer complaint area of the form.
  - e. Freight charges prepaid to Atari can be claimed in the "Freight Prepaid to Customer" box on the form.
  - f. Record any parts usage (according to Claims procedure).  
**NOTE: Parts will only be reimbursed when sent back to the Atari Regional Service Center with the defective unit.**
  - g. Record the pertinent Package and Return Handling Rate for the unit in the Labor Amount Claim box. (Refer to Contract and Rate Schedule, Section III).
2. Ship the defective unit to the nearest Atari Regional Service Center (refer to Atari Service Facilities, Section II) with the completed white and canary copies of the Warranty Claim Form.
  - a. Retain the pink copy of the Warranty Claim Form for your records.
  - b. Furnish the customer with the goldenrod Customer Claim Check.
  - c. Label the box in which the unit is shipped to the Atari Regional Service Center "In-Warranty Repair".
  - d. Include the Service Center name and address on the box.
3. Atari will repair and ship the unit back to the Servicer (freight prepaid) with both the white and canary copies of the Warranty Claim Form. Additionally, a copy of Atari's shop invoice will accompany the unit.

4. The Warranty Claim Form, accompanied with the Atari shop invoice should be submitted on the next Warranty Claim Summary for reimbursement of the Package and Return Handling fee.

If there are any questions concerning this procedure, contact your Atari Regional Service Center Field Representative. (Refer to Atari Service Facilities, Section II).



## HANDLING PROCEDURES FOR OUT-OF-WARRANTY NON-REPAIRABLE UNITS

If an out-of-warranty Atari unit cannot be repaired by the Servicer, the unit should be returned (freight prepaid) to the nearest Atari Regional Service Center. Procedures are as follows:

1. Complete the Warranty Claim Form (Exhibit A) according to the instructions in the Warranty Claim Form Procedures section of the manual.
  - a. In the work performed area of the warranty claim form, enter your service center name, address, phone number, and name of person preparing the form.
  - b. Indicate that the unit is out-of-warranty by checking the box "Out-of-Warranty" and write the words "Regional Repair Requested" above the out-of-warranty box on the form.
  - c. Include the nature of the defect in the customer complaint area of the form.
2. Ship the defective unit to the nearest Atari Regional Service Center (refer to the Atari Service Facilities, Section II) freight prepaid with the white and canary copies of the completed Warranty Claim Form.

**NOTE: Atari will not reimburse the servicer for prepaid freight charges to Atari for out-of-warranty units.**

- a. Retain the pink copy of the Warranty Claim Form for your records.
  - b. Furnish the customer with the goldenrod customer claim check.
  - c. Label the box in which the unit is shipped to the Atari Regional office "Out-of-Warranty Repair".
  - d. Include the Service Center return name and address on the box.
3. Atari will repair and ship the unit back to the Service Center (freight prepaid) with the canary copy of the Warranty Claim Form. Additionally, a copy of Atari's shop invoice will accompany the unit.

**NOTE: Package and Return Handling rates will not be paid to the Servicer for out-of-warranty units that are returned to the Region for repair.**

4. Atari will bill the Service Center a flat rate for the repair of out-of-warranty units according to the rate schedule below. When more than one unit is received from the Servicer, a diagnostic fee will be charged for any unit which is found to be non-defective.

#### RATE SCHEDULE

<u>Product</u>	<u>Flat Rate</u>	<u>Diagnostic Fee</u>
400	\$ 85	\$20
800	\$100	\$20
410	\$ 40	\$10
810	\$125	\$15
820	\$ 60	\$15
822	\$ 60	\$15
825	\$150	\$15
830	\$ 50	\$10
850	\$ 50	\$15
10K ROM (800)	\$ 35	\$10
8/16K RAM (800)	\$ 35	\$10

If there are any questions concerning this procedure, contact your Atari Regional Service Center Field Representative. (Refer to the Atari Service Facilities, Section II.)

EXHIBIT A

WARRANTY CLAIM FORM



Warranty Claim Form

CLAIM NUMBER  
434401

CUSTOMER NAME	LAST	FIRST
ADDRESS (1)		
CITY		STATE
AREA CODE		TELEPHONE NO.
CUSTOMER COMPLAINT (7)		CC (8)

SERVICE CENTER NO. (2)		
MODEL NO. (3)	SITE (4)	DATE CODE (5)
SERIAL NO. (6)		
PRODUCT CODE (9)	SERVICE CONTRACT NUMBER (10)	

WARRANTY STATUS		
<input type="checkbox"/> IN WARRANTY (11)	<input type="checkbox"/> OUT OF WARRANTY	<input type="checkbox"/> SERVICE-CONTRACT
WORK PERFORMED		
<input type="checkbox"/> LOOSE CONNECTIONS (12)	<input type="checkbox"/> ADJUSTMENTS/ALIGNMENTS	<input type="checkbox"/> PART(S) REPLACED
<input type="checkbox"/> OTHER		
EXPLANATION OF SERVICE PERFORMED (13)		DATE PURCHASED (MO./DAY/YR) (14)
		DATE SERVICE REQUESTED (MO./DAY/YR) (15)
		DATE SERVICE COMPLETED (MO./DAY/YR) (16)
TIME STARTED (17)	TIME COMPLETED (18)	TIME ON JOB (19)

QTY.	PART NO.	CODE	AMOUNT	EXTENSION	LABOR AMOUNT CLAIMED
(20)	(21)	(22)	(23)	(24)	\$ (25)
					PARTS AMOUNT CLAIMED
					\$ (26)
					FREIGHT PREPAID TO CUSTOMER
					\$ (27)
SERVICE WAS COMPLETED SATISFACTORILY					TOTAL AMOUNT CLAIMED
CUSTOMER SIGNATURE (29)					\$ (28)
DATE (30)		TECHNICIAN SIGNATURE (31)		DATE (32)	

DO NOT WRITE IN THIS AREA - CLAIM DEPARTMENT USE ONLY		SERVICE CENTER STAMP (33)

White-Warranty Claims Canary-Warranty Claims Piik-Service Center Goldenrod-Customer Service Confirmation/Customer Claim Tag  
35089 R2 (6-82)



EXHIBIT B

LOCATION OF MANUFACTURING SITE/DATE CODES

VCS 2600 Series

123 ————— DATE CODE

MFG BY ATARI INC.	SUNNYVALE, CA	MANUFACTURING SITE
MODEL NO. CX-2600		
FCC TYPE APPROVAL NO TV 363		
VALID ONLY WHEN OPERATED PURSUANT TO FCC RULES PART 15		
COVERED BY U.S. PATENTS 3,793,483; 3,900,886; 8,723,652; RE 28507; 8,728,480; RE 28598 & PATENT PENDING		
SN	3 2 9 7 4 4	

VCS 5200 Series

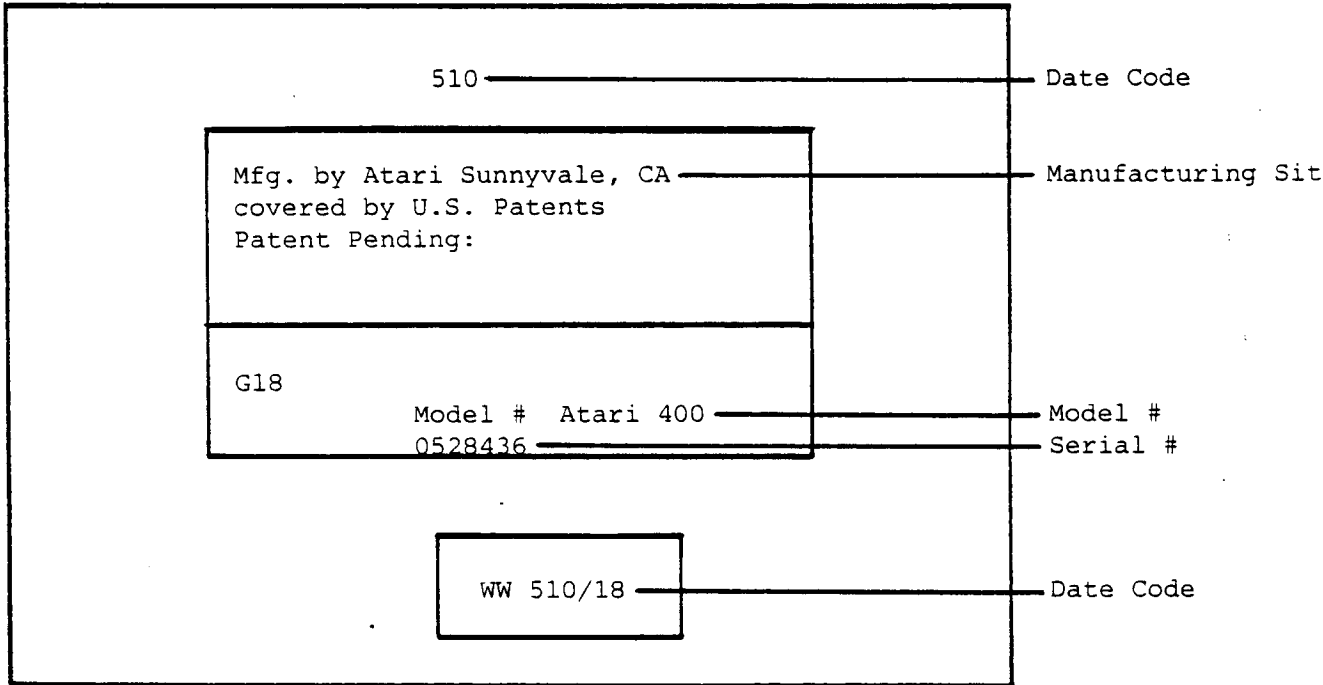
ATARI INC.
ATARI MODEL NO. 5200
FCC ID: BPA 83SCX5200
ATARI INC.
MADE IN U.S.A.
CERTIFIED TO COMPLY WITH THE LIMITS FOR A CLASS B COMPUTING DEVICE PURSUANT TO SUBPART J OF PART 15 OF FCC RULES. SEE INSTRUCTIONS IF INTERFERENCE TO RADIO RECEPTION IS SUSPECTED.
COVERED BY U.S. PATENTS 3,728,480; RE. 28,507; RE. 28,598; 3,728,483; 4,112,422; 4,152,671; 4,214,360; 4,296,476; 4,314,236; 4,139,099; 4,045,789; & PATENTS PENDING
S.N. 0185489 SV-462

EXHIBIT B

LOCATION OF MANUFACTURING SITE/DATE CODES

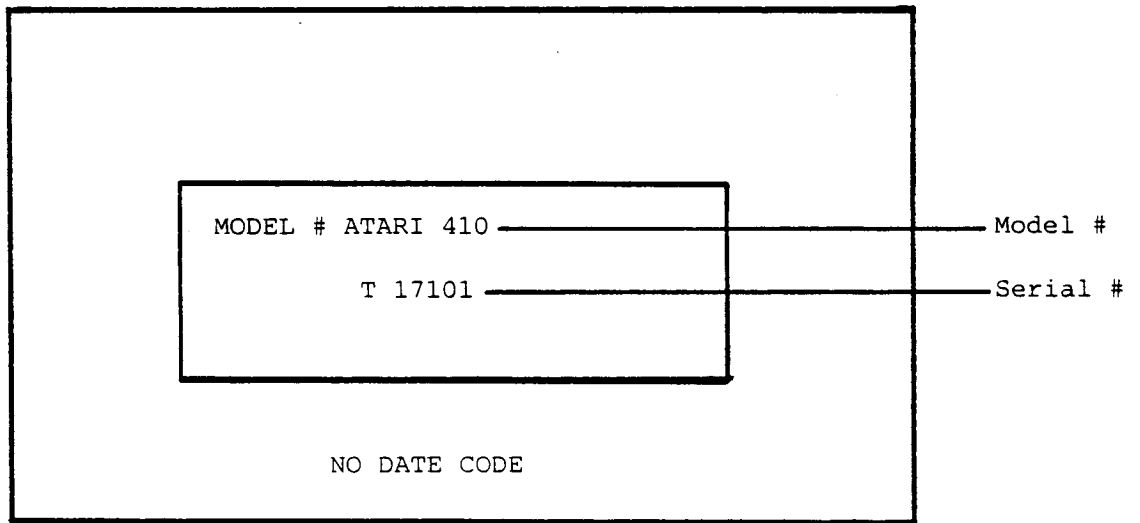
HCD 800/400 SERIES

400 (Computer)



Note: Date Code could be in one of the two locations shown above.

410 (Recorder)



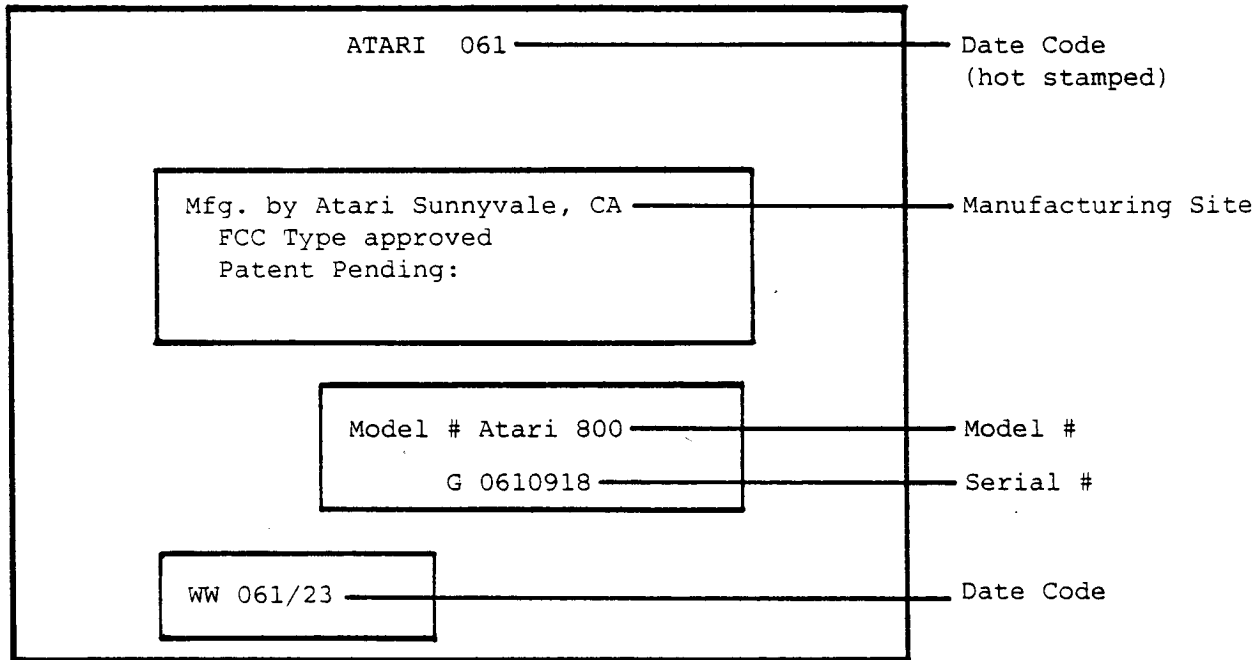
Note: All 410's currently manufactured in Sunnyvale.

EXHIBIT B

LOCATION OF MANUFACTURING SITE/DATE CODES

HCD 800/400 SERIES

800 (Computer)



Note: Date Code could be in one of the two locations shown above.

810 (Disk Drive)

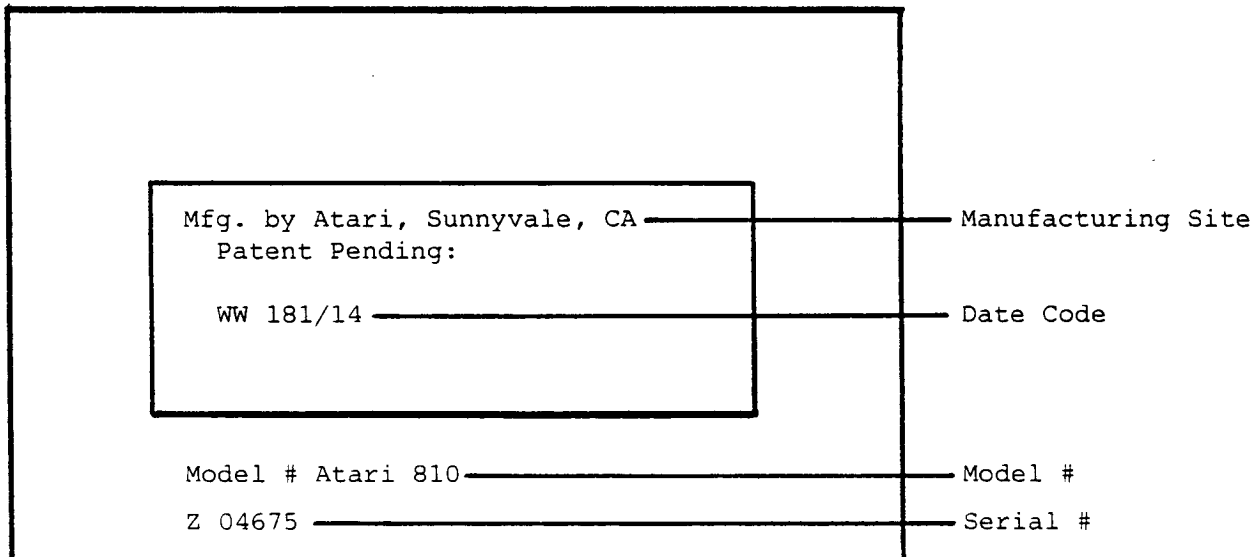


EXHIBIT B

LOCATION OF MANUFACTURING SITE/DATE CODES

HCD 800/400 SERIES

825 (80 Column Printer)

No Date Codes

Mfg. for Atari, Inc.  
Sunnyvale, CA

Model # Atari 825

S/N U 01015

Manufacturing Site

Model #

Serial #

850 (Interface Module)

Mfg. for Atari, Inc.  
Sunnyvale, CA  
Patent Pending:  
112 (stamped)

Model # Atari 850

AN 123798

Manufacturing Site

Date Code

Model #

Serial #

## EXHIBIT C

### DEFECTIVE PARTS HANDLING - VCS

The following parts, when used in the repair of a VCS unit warranty product, must be returned with the white and canary copies of the **WARRANTY CLAIM FORM** (Exhibit A) and the white and canary copies of the **CLAIM SUMMARY** (Exhibit F).

#### 2600, 2600A, 2600A, 2600AX

- |  |                    |
|--|--------------------|
| 1. Cartridge Sockets (J200)  | C010806            |
| 2. RF Modules  | CA010410, CA012174 |
| 3. RAM Chips   | C010750            |
| 4. MPU Chips   | C010745            |
| 5. TIA Chips   | C010444            |
| 6. AC Adaptors   | CA014034           |
| 7. Switchboxes   | CA010112           |
| 8. Combat Cartridges   | CA016940-01        |
| 9. All Hand Held Controllers (when total controller is replaced in lieu of repair) |                    |

#### 5200

- |                   |             |
|-------------------|-------------|
| 1. Controller     | CA019058-01 |
| 2. Power Adaptor  | CA019141-01 |
| 3. Switch Box     | CA019068-01 |
| 4. Super Breakout | CA018017-03 |
| 5. RF Module      | CA012174    |
| 6. CPU            | C014806     |
| 7. GTIA           | C014805     |
| 8. ANTIC          | C012296     |
| 9. POKEY          | C012294     |
| 10. OS ROM        | C019156     |

The parts received will be matched to the individual invoices, prior to payment, and any parts not received will cause those invoices to be rejected.

All other warranty parts should be held for ten working days from date claim is submitted. Audits will be conducted by the Regional Manager or Field Service Representative. If, after the 10-day holding period, you have not been notified of our intent to audit, the parts may be scrapped.

**NOTE:** Include the shipping charges for returning the requested warranty parts on the claim summary in the block marked "Return Parts Prepaid Freight" and you will be reimbursed.



EXHIBIT D

DEFECTIVE PARTS HANDLING - HCD

IC LISTING  
800/400

The following parts, when used in the repair of a HCD warranty product, must be returned with the white and canary copies of the **WARRANTY CLAIM FORM** (Exhibit A) and the white, canary, and pink copies of the **CLAIM SUMMARY** (Exhibit F).

<u>Atari</u> <u>Part Number</u>	<u>Description</u>
<b>CPU</b>	
C014377	6502
C014805	GTIA
C012296	ANTIC
C014313	74LS244
C014311	74LS74
C014340	74LS02
C012295	CTIA
<b>KEYBOARDS</b>	
CA012952-02	400
CA017999	800
<b>MOTHERBOARD</b>	
C012294	CUSTOM POKEY
C014795	PIA
C014361	74LS42
C014362	74LS32
C014347	74LS243
C010816	4050B
C014336	CD4051
C010174	TRANSISTOR ARRAY
<b>RF MODULE</b>	
C010174	3086 TRANSISTOR ARRAY
<b>10K ROM</b>	
C012499	CUSTOM ROM
C014599	CUSTOM ROM
C012399	CUSTOM ROM
C014344	74LS138
C014312	74LS09
C014341	74LS00

## Defective Parts Handling - HCD (cont)

<u>Atari Part Number</u>	<u>Description</u>
<b>16K RAM</b>	
C014331	16K RAM
C014339	74LS10
C014345	74LS158
C014313	74LS244
C012298	6520

### ACCESSORIES

o I/O Cables	CA014122
o A/C Power Adaptors	
o Hand Controllers	CA012760-06
o Antenna Switch Box	CA010112
o Basic Cartridge	CA014131-02
o Joystick	CA012994-03

### IC LISTING 810

<u>Atari Part Number</u>	<u>Description</u>
<b>ANALOG BOARD</b>	
C014332	LM311
C017951	NE592
C017950	4052
<b>POWER BOARD</b>	
C014332	LM311
C010174	TRANSISTOR ARRAY
C016821	TRANSISTOR ARRAY
<b>POWER BOARD (NEW)</b>	
C017101	LM2917
<b>SIDE BOARD</b>	
C011299	CUSTOM ROM
C010745	CUSTOM LSI (6507)
C010750	CUSTOM LSI (6532)
C014328	6810, TRANSISTOR ARRAY
C014334	4013, TRANSISTOR ARRAY
C010447	4077, TRANSISTOR ARRAY

## Defective Parts Handling - HCD (cont)

<u>Atari</u> <u>Part Number</u>	<u>Description</u>
C014333	4011, TRANSISTOR ARRAY
C011465	4069, TRANSISTOR ARRAY
C010174	3086, TRANSISTOR ARRAY

### DATA SEPARATORS

C017100	74LS1932
C016045	74LS74
C017097	74LS08
C017096	74LS04
C014329	1771, FLOPPY CONTROLLER

### 820 40-COLUMN PRINTER

C011298	CUSTOM ROM
C010745	6507
C010750	6532
C010174	3086

### 850 INTERFACE MODULE

C010745	6507 MPU
C012099	ROM
C010750	PIA

The parts received will be matched to the individual invoices, prior to payment, and any part not received will cause the total invoice to be rejected.

All other warranty parts should be held for ten working days from the date claim is submitted. Periodic audits will be conducted by the Regional Manager or Field Service Representative as required. If, after the 10-day holding period, you have not been notified of our intent to audit, the parts may be scrapped.

**\*NOTE:** Include the shipping charges for returning the requested warranty parts on the claim summary in the block marked "Return Part Prepaid Freight" and you will be reimbursed.

EXHIBIT E

PREPRINTED ADDRESS LABEL





EXHIBIT G

REJECTED CLAIM STAMP

REJECTED CLAIM FORM

FROM SUMMARY # \_\_\_\_\_ DTD \_\_\_\_/\_\_\_\_/\_\_\_\_  
 CUSTOMER NAME/ADDRESS       MODEL #  
 DATE CODE       PURCHASE DT  
 PARTS NOT RETURNED       OTHER \_\_\_\_\_

---

---

PLEASE CORRECT ABOVE AND RESUBMIT THIS ORIGINAL  
CLAIM FORM WITH YOUR NEXT WARRANTY CLAIM SUMMARY  
PACKAGE. PREFACE THE CLAIM FORM NUMBER WITH AN  
"R" WHEN LISTING ON THE SUMMARY.

**EXHIBIT H**  
**Rejected Letter Form**

Dear Atari Service Center:

Please be advised that as of June 1, 1982, defective warranty parts shipments to Sunnyvale, California will be returned to you for the reasons indicated on the following pages. Shipments will be resealed and returned via UPS with a copy of the letter. You should take the required actions and resubmit your shipment and associated Warranty Claim Forms to the following address:

Atari, Inc.  
1312 Crossman Avenue  
Sunnyvale, CA 94086  
Attn: Defective Warranty Parts

Please call the Warranty Claims Department if you have any questions.

Thank you for your continued cooperation.

(800) 538-1515 Outside California  
(800) 672-1467 Inside California

## EXHIBIT H

### Rejected Letter Form

Dear Atari Factory Authorized Service Center:

Your shipment of defective parts associated with warranty claims is being returned to you for the reason(s) checked below. Please take the required action and return the shipment to the following address so that your claims can be processed for payment:

ATARI, INC.  
1312 Crossman Avenue  
Sunnyvale, CA 94086  
Attn: Defective Warranty Parts

<u>Reason</u>	<u>Action</u>
<input type="checkbox"/> Shipment received without Warranty Claim Summary and Warranty Claim Forms.	Resubmit shipment with Summary and Forms. If Summary & Forms were submitted directly to Warranty Claims Dept., include a copy of Summary when resubmitting shipment to above address.
<input type="checkbox"/> Warranty Claim Summary does not list the defective parts in shipment.	Summarize parts by listing quantities and part numbers on the enclosed Summary and resubmit shipment.
<input type="checkbox"/> Shipment includes software not authorized for parts reimbursement on Warranty Claim Forms.	Resubmit shipment less software and associated Warranty Claim Form and adjust Summary accordingly. Return defective software to your distributor or call ATARI for authorization to return software for credit.
<input type="checkbox"/> Shipment includes in-warranty complete units (Model #2600, 2600A, 5200, 400, 800, 810, 410, 820, 822, 825, 830, 850 CX852, CX853) not authorized or parts reimbursement.	Resubmit shipment less complete units associated Warranty Claims Forms and Warranty Claim Summary accordingly. Ship the defective complete units to your <u>area Regional Service Center</u> with the <u>respective Warranty Claim Forms</u> . These units will be repaired/replaced by your area RSC and shipped back to you with Warranty Claim Forms and a copy of Atari's Shop Invoice. The Warranty Claim Forms and copy of Shop Invoice can then be resubmitted on your next Summary for handling charges only.
<input type="checkbox"/> Shipment includes initially defective parts (DOAs) not authorized for parts reimbursement on Warranty Claim Forms.	Resubmit shipment less initially defective parts and Warranty Claim Forms with adjusted Summary. Call Parts Department's toll-free number to receive verbal RMA to return the Initially Defective Parts under separate cover.



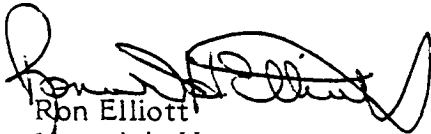
Rejected Defective Parts Shipments (cont)

Please contact the Warranty Claims Department at one of the following toll-free numbers should you have any questions:

(800) 672-1467 California  
(800) 538-1515 USA

Thank you for your cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Elliott", written over a printed name.

Ron Elliott  
Materials Manager  
RE/CV

EXHIBIT I

NARDA FORM

JAPCO Business Forms - No.

FORM 454CA - ORDER FROM: NARDA, INC. IN: RIVERSIDE PLAZA, SUITE 222, CHICAGO, ILLINOIS, 60608 (312) 454-0444

LABOR WARRANTY     PARTS WARRANTY     NO WARRANTY

BRAND 1 \_\_\_\_\_ CLAIM NO. **CT05008-3**

(PLEASE PRINT)

CUSTOMER'S NAME (LAST NAME FIRST) <u>2</u> _____ FIRST NAME _____		SERVICE CENTER NO. <u>14</u> _____
ADDRESS _____		MODEL NO. <u>15</u> _____
CITY _____ STATE _____ ZIP CODE _____ AREA CODE _____ PHONE NUMBER _____	SERIAL NO. <u>16</u> _____	
CUSTOMER'S COMPLAINT <u>3</u> _____		
DEALER'S NAME <u>4</u> _____ CITY _____		DATE PURCHASED MO. _____ DAY _____ YR. <u>17</u>
SERVICE PERFORMED (CHECK AND DESCRIBE BELOW) <input type="checkbox"/> ADJUSTMENTS OR ALIGNMENTS <input type="checkbox"/> LOOSE CONNECTIONS <input type="checkbox"/> PART(S) REPLACED <input type="checkbox"/> OTHER		DATE SERVICE REQUESTED MO. _____ DAY _____ YR. <u>18</u>
EXPLANATION OF SERVICE PERFORMED <u>5</u> _____		DATE SERVICE COMPLETED MO. _____ DAY _____ YR. <u>19</u>
TIME STARTED <u>6</u> _____ TIME COMPLETED <u>6</u> _____ TIME ON JOB <u>6</u> _____	CHECK PRODUCT WORKED ON TV <input type="checkbox"/> STEREO <input type="checkbox"/> OTHER <input type="checkbox"/>	
QTY. <u>7</u> _____ PART NO. <u>7</u> _____ PART DESCRIPTION <u>7</u> _____	CHECK REPAIR CATEGORY MINOR MAJOR CARRY IN SERV. <input type="checkbox"/> <input type="checkbox"/> HOME SERVICE <input type="checkbox"/> <input type="checkbox"/> SHOP SERVICE <input type="checkbox"/> <input type="checkbox"/> CRT REPLACE. <input type="checkbox"/> <input type="checkbox"/> STOCK MERCH. <input type="checkbox"/> <input type="checkbox"/>	
SERVICE WAS SATISFACTORILY COMPLETED		TOTAL LABOR CHARGE <u>20</u> _____
CUSTOMER'S SIGNATURE <u>9</u> _____	TECHNICIAN'S SIGNATURE <u>10</u> _____	TOTAL PARTS CHARGE <u>21</u> _____
SERVICE CENTER STATE (U.S. NO.) <u>11</u> _____	DISTRIBUTOR INFORMATION NAME <u>12</u> <u>13</u> _____ CODE _____	OTHER <u>22</u> _____
ORIGINAL MAIL TO MANUFACTURER		REMOVAL & REINSTALLATION CHARGE _____
COPY 2		SALES TAX _____
AMOUNT OF THE ACTUAL CASH VALUE AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM.		GRAND TOTAL <u>23</u> _____
ESTIMATE \$ _____	REVISED ESTIMATE \$ _____	ESTIMATES INCLUDE ALL PARTS, LABOR AND HANDLING. IF UPON CLOSER ANALYSIS, THIS ESTIMATE MUST BE REVISED YOU WILL BE CONTACTED FOR APPROVAL TO PROCEED.
A DIAGNOSIS/HANDLING CHARGE OF \$ _____ WILL BE MADE IF EQUIPMENT IS RETURNED AT CUSTOMER REQUEST BEFORE SERVICE IS PERFORMED. PLEASE SEE REVERSE SIDE.		RECEIVED BY _____ DATE _____ TIME _____ AM PM
I HEREBY ACKNOWLEDGE RECEIPT OF THIS ESTIMATE		INVOICE PREPARED BY: _____
X _____		EQUIPMENT RECEIVED BY: _____
		DATE _____

SERVICE CENTER COPY

## WARRANTIES

### (Video Computer System)

Atari, Inc. ("Atari") warrants to the original consumer purchaser that your Atari Computer System as well as all accessory items are free from any defects in material or workmanship for a period of ninety days from the date of purchase. If any defect is discovered within the warranty period, Atari's sole obligation will be to repair or replace, at its election, the game (or accessory) free of charge on receipt of the game (charges prepaid if mailed or shipped) with proof of date of purchase satisfactory to Atari at any Atari Independent Service Center or at one of the Atari Regional Service Centers.

This warranty shall not apply if the game (i) has been misused or shows signs of excessive wear; (ii) has been damaged by being used with any products not supplied by Atari, or (iii) has been damaged by being serviced or modified by anyone other than an Atari Independent Service Center or Atari Regional Service Center.

ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS, ARE HEREBY LIMITED TO NINETY DAYS FROM THE DATE OF PURCHASE. CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM A BREACH OF ANY APPLICABLE EXPRESS OR IMPLIED WARRANTIES ARE HEREBY EXCLUDED.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives you specific rights and you may also have other rights which vary from state to state.

If you ship your game, package it securely and ship it with charges prepaid and insured, by parcel post or United Parcel Service. Please include the AC Power Adaptor, and the TV/GAME Switch Box.

## WARRANTIES

### (Personal Computer Products)

ATARI, INC. ("ATARI") warrants to the original consumer purchaser that this ATARI Personal Computer Product (not including computer programs) shall be free from any defects in material or workmanship for a period of 90 days from the date of purchase. If a defect covered by this warranty is discovered during this 90 day warranty period, and you have timely validated this warranty, ATARI will repair or replace the Computer Product, at ATARI's option, provided the Computer Product and proof of date of purchase is delivered or mailed, postage prepaid, to an authorized ATARI Service Center, a list of which accompanies this warranty.

**YOU MUST RETURN DEFECTIVE COMPUTER PRODUCTS TO AN AUTHORIZED ATARI SERVICE CENTER FOR IN-WARRANTY REPAIR.**

This warranty shall not apply if the Computer Product (i) has been misused or shows signs of excessive wear, (ii) has been damaged while being used with any products not supplied by ATARI, or (iii) if the purchaser causes or permits the Computer Product to be serviced or modified by anyone other than an authorized ATARI Service Center. Any applicable implied warranties, including warranties of merchantability and fitness, are hereby limited to 90 days from the date of purchase. Consequential or incidental damages resulting from a breach of any applicable express or implied warranties are hereby excluded.

### **NOTICE**

All ATARI computer programs are distributed on an "as is" basis without warranty of any kind. The entire risk as to the quality and performance of such programs is with the purchaser. Should the programs prove defective following their purchase, the purchaser and not the manufacturer, distributor, or retailer assumes the entire cost of all necessary servicing or repair.

ATARI shall have no liability or responsibility to a purchaser, customer, or any other person or entity with respect to any liability, loss or damage caused or alleged to be caused directly or indirectly by computer programs sold by ATARI. This includes, but is not limited to any interruption of service, loss of business or anticipatory profits or consequential damages resulting from the use or operation of such computer programs.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

## AUTHORIZATION FOR DEFECTIVE PARTS RETURN

Parts may be returned to Atari for credit under the following conditions:

1. Defective stock.
2. Over-shipment.
3. Error in item shipped.
4. Termination of service agreement.
5. Stock part used in repair of warranty unit found to be defective.

A Return Material Authorization (RMA) number is required when returning parts for credit.

The following information must be supplied to Atari when requesting an RMA number:

1. Customer account number.
2. Atari sales order number or invoice number that credit is to be applied to.
3. Quantity of item(s) to be returned.
4. Part number of item(s) to be returned.
5. Description of item(s) to be returned.
6. Reason for return.

\*Invoices to be credited that are dated within 30 days of RMA request will be credited at actual invoice price. Invoices dated after 30 days of RMA request will be credited at current wholesale prices.

Upon receipt of the above information, your request will be processed. You will receive by mail, a Return Material Authorization form (see Exhibit A) and a green RMA shipping label.

1. Do not make any changes to the form.
2. In space provided, indicate freight charges incurred to return item(s) to Atari.
3. Sign and date the RMA form at the bottom.
4. Detach the green copy and retain for your records.
5. Enclose remaining copies inside the box with the items.
6. Complete the return address section of RMA label.
7. Affix the label to outside of the box.
8. Ship all packages United Parcel Service (UPS) PREPAID surface unless otherwise instructed by Atari, Inc.

Each RMA form will have an expiration date of 45 days after issue date. Items must be returned to Atari before that date or the RMA will be cancelled and no credit will be issued.

Atari will also accept returned material under the following conditions and deduct a 20% restock charge from amount of credit:

1. Excess inventory.
2. Customer ordered incorrect part.
3. Customer over-ordered part.

The procedure for returning parts with a restocking charge is the same as previously stated, with the following exception:

Parts must be returned freight prepaid and customer will not be issued credit for freight costs.

Please be advised that merchandise returned incurring a restocking charge will decrease your co-op advertising allowance on gross dollars by the amount of credit issued.

Upon receipt, all RMA's will be verified and processed for credit. If any discrepancies are found, you will be notified by phone and by follow up letter.

Any merchandise received that does not comply with the above procedure, will be immediately returned to you with a letter of explanation and no credit will be issued.

The Return Merchandise Authorization phone numbers are:

(800) 672-1447 Inside California

(800) 538-1638 Outside California

**PLEASE NOTE**

**This procedure does not apply to material being returned under warranty. Refer to the warranty claims procedure.**

## PARTS ORDER PROCEDURE

Atari accepts parts orders in two formats:

1. Customer Purchase Order
2. Verbal Telephone Order

I. **CUSTOMER PURCHASE ORDERS** should be completed as follows:

1. Purchase order number
2. Date
3. "Ship To" information to include:
  - o Business name
  - o Attention (when applicable)
  - o Street Address
  - o City
  - o State
  - o Zip Code
4. "Bill To" information (if different than "Ship To")
5. Part number of items to be ordered
6. Quantity of items required
7. Cost per item (optional)
8. Customer signature

II. **VERBAL TELEPHONE ORDERS:** Atari accepts verbal telephone orders for all parts. When the order is being placed, the following information should be readily available:

1. Customer account number.
2. Customer purchase order number
3. "Ship To" information
4. Part number of items to be ordered
5. Quantity required (See minimum quantity requirements on parts price list.)
6. Special instructions (if applicable)
7. Name of individual placing order
8. All Verbal Telephone Orders should be called into Customer Service Order Processing:

Toll-Free Number

800-672-1447 Inside California

800-538-1638 Outside California

III. Our office hours are 7:00 a.m. to 4:30 p.m. (Pacific Time). Orders will be shipped within 48 hours of placement.

1. All orders are subject to acceptance by Atari and at prices prevailing at date of shipment.
2. All orders must be a minimum of \$50.00.
3. Each parts order must meet minimum quantity requirements or multiples thereof as indicated on the current price list.
4. All orders will be shipped UPS surface prepaid. If UPS is not available to your location, Atari reserves the right to use the next most efficient mode of transportation.
5. The Customer does have the right to request specific modes of transportation. It is understood that if the Customer elects to ship by common carrier, the freight will be considered F.O.B shipping point, freight collect, and the Customer will bear the freight charges.
6. In the event that the Customer's specified freight carrier does not provide service to the shipping point, Atari reserves the right to consign the freight to a common carrier that services both locations.

IV. **GENERAL INFORMATION:**

1. All Customer Purchase Orders should be mailed to:

Atari, Inc.  
c/o Customer Service Order Processing  
1312 Crossman Avenue  
P.O. Box 61657  
Sunnyvale, CA 94088



## PAYMENT PROCEDURE FOR PARTS ORDERS

This is to advise you of our Remit-To address for ATARI PARTS ACCOUNTS.

To insure proper cash applications to your Parts Account, please mail payments to:

ATARI, INC.  
DEPT 900  
P.O. BOX 61839  
SUNNYVALE, CA 94088

Note: The above address should be used for parts and out of warranty repair remittance only. Atari parts and out of warranty repair invoices will clearly reference the above remit-to address.

Should you have other Atari Accounts, please send separate remittances to the respective addresses reflected on those invoices.

Remittance for your Parts Account should reflect the following information for proper posting to your account:

- o Customer Name and Account Number
- o Atari Invoice Number(s) and date of Invoice(s)
- o Amount remitted for each Invoice Number

Should you have any questions concerning remittance, please contact our Cash Applications Department at one of the toll-free numbers below:

(800) 538-1515 USA  
(800) 672-1467 CALIFORNIA

**ATARI**

**CONSUMER PRODUCT SERVICE**

**PARTS LIST**

**VIDEO COMPUTER SYSTEM**

**SECTION I**

**PLEASE NOTE: There are minimum quantity requirements on some part numbers.**

DOMESTIC WHOLESALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHREP USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
<u>COMPONENT PARTS</u>				
A003647	RF Cable Assy	2600A M/N	5	1.75
CA010410	Assy RF Box	2600 M/N	3	4.03
*CA010798	Electronic Module Assy	2600 M/N		
*CA010808	Cartridge Socket Assy	2600 M/N		
CA010837	Control Knob Assy	2600 M/N	25	0.15
*CA010869	Console Base Assy	2600A M/N		
*CA010873	Bezel Assy	2600 M/N		
*CA010933	Control Cable Assy	2600 M/N		
CA011620	Switch (use CA011620-01)	2600 M/N		
*CA011620-01	Switch	2600A M/N	25	0.45
*CA011824	Dust Cover Assy	2600A M/N	3	4.03
CA012174	Modulator PF "B"	2600 M/N		
		5200		
CA012175	RF Module Assy	2600 M/N		
	(use CA012174)	2600 M/N		
CA014058	Cable (Use C010726)	2600A M/N		
*CA015796	Cartridge Socket Assy	2600A M/N		
*CA015908-01	Bezel Assy	2600A M/N	5	11.14
CA018145	Controller Cable Assy	5200		
*CA018175-01	Top Housing Assy	5200		
*CA018176-01	Base Assy	5200		
*CA018218	Cable Assy	5200		
*CA018223	Top Housing Assy	5200		
CA018263	Zener Diode/Axial Wrap Assy	2600 M/N	100	.34
		2600A M/N		
*CA018987	Pot & Arm Assy	5200		
*CA018988	Cable Pot Assy	5200		
CA018995	Coaxial Assy	5200	5	3.14
CA019069	Heatsink Assy/Reg Assy	5200	5	1.93
C010129	Balun (75/300 Ohm)	5200	25	0.31

\* Order by Component Level Only

DOMESTIC WHOLESALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C010172	Switch SPDT	2600 M/N	25	0.50
C010177	Crystal 3.579575 MHz	2600 M/N, 2600A M/N, 5200	5	1.50
C010307-01	Console Top (2600)	2600 M/N	1	10.00
C010308-01	Bezel (2600)	2600 M/N	10	1.30
C010313	Casting	2600 M/N	1	3.58
C010314	Socket Cartridge	2600 M/N	10	0.35
C010336	Cap Elec Radial 4.7uF (35V)	2600 M/N	25	0.13
C010373	Switch Slide	2600 M/N, 2600A M/N	25	0.50
C010388	Switch DPST	2600 M/N, 2600A M/N	25	0.50
C010394	Cap. Poly Radial .22uF (100V)	5200	25	0.24
**C010416	Nut	2600A M/N		
**C010417	Lockwasher	2600 M/N		
C010444	IC TJA	2600A M/N	4	8.37
C010448	Connector Rt Angle "D" (9 pin)	2600 M/N	10	1.05
C010457	Knob (CX30 Paddle) (use CA010837)	2600A M/N		
C010464	Potentiometer (CX30 Paddle)	2600 M/N	10	0.70
C010726	Cable (CX40 Joystick)	2600A M/N	5	1.89
C010727	Socket Connector (9 pin) (use C010448)	2600 M/N		
C010737	Cover Top (CX30 Paddle)	2600 M/N, 2600A M/N	25	0.23
C010738	Cover Bottom (CX30 Paddle)	2600 M/N, 2600A M/N	25	0.20
C010739	Fire Button	2600A M/N	25	0.05
C010745	IC CPU (6507)	2600 M/N, 2600A M/N	4	4.97
C010750	IC 6532	2600A M/N, 2600 M/N	4	7.17

\*\* Source Locally

DOMESTIC WHOLESALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C010776	Dust Cover	2600A M/N 2600 M/N	10	0.13
C010786	Rezel Inlay	2600 M/N	10	.95
C010806	Connector (12/24)	2600A M/N 2600A M/N	5	2.90
C010810	Cable Y Control	2600 M/N	5	2.70
**C010812	Foam Pad	2600A M/N 2600 M/N	50	0.03
C010813	Switch Dust Cover	2600A M/N	100	0.03
C010816	IC Hex Buffer (4050B)	2600 M/N	20	0.50
C010819	Regulator 78M05 (Use C014348)	2600 M/N		
C010820	Inductor 15uH	2600 M/N	20	0.25
C010821	Cap. Polystyrene 820pF (50V)	2600 M/N	50	0.23
C010822	Inductor 2uH	2600 M/N	20	0.30
C010823	Inductor Variable	5200 2600 M/N	50	0.19
C011695	Heat Sink	2600 M/N	10	0.40
C011925	Console Base (use C016398)	2600 M/N		
C011960	Connector Cover	2600 M/N	20	0.10
C012107	Cover Top (CX 40 XY Cont.)	2600 M/N	25	0.44
C012107-02	Cover Top (CX 40 XY Cont.)	2600A M/N	25	0.40
C012108-02	Cover Bottom (CX 40 XY Cont.)	2600 M/N, 2600A M/N	25	0.25
C012109	Boot (CX40 X-Y Cont.)	2600A M/N 2600 M/N	25	0.23
C012110	Retainer Ring (CX40 X-Y Cont.)	2600A M/N 2600A M/N	50	0.03
C012114	Fire Button	2600A M/N 2600 M/N	50	0.08
C012116	Handle (CX40 X-Y Cont.)	2600A M/N 2600 M/N	25	0.20

\*\* Source Locally

DOMESTIC WHOLESALF & RETAIL, VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MTN QTY</u>	<u>WHOLESALE</u>
C012241	Switch Channel Select.	5200 2600 M/N	25	0.33
C012243	Rear Panel Label.	2600A M/N 2600A M/N 2600 M/N	25	0.10
C012294	IC Pokey	5200	4	11.09
C012296	IC ANTIC	5200	4	13.94
C012715	Bottom Plate Casting	2600 M/N	5	1.43
C012749	Coil	2600A M/N	25	0.20
C012766	Label Paddle	2600 M/N 2600A M/N	50	0.03
C012776	Cable Ribbon (12 Conductor)	2600 M/N	5	1.95
C012951	Spring - Fire Button	2600A M/N 2600 M/N	50	0.03
C014179-01	Cap. Ceramic Axial 2.2pF (50V)	2600A M/N, 5200	50	0.10
C014179-03	Cap. Ceramic Axial 10pF (50V)	2600A M/N	50	0.23
C014179-03	Cap. Ceramic Axial 10pF (50V)	2600A M/N, 5200	50	0.23
C014179-05	Cap. Ceramic Axial 47pF (50V)	2600A M/N 5200	50	0.23
C014179-12	Cap. Ceramic Axial 68pF (50V)	5200	50	0.14
C014179-16	Cap. Ceramic Axial 470pF (50V)	5200	50	0.17
C014179-19	Cap. Ceramic Axial 100pF (50V)	2800	50	0.13
C014179-22	Cap. Ceramic Axial 10pF (50V)	2800	50	0.09
C014180-04	Cap. Ceramic Axial 150pF (50V)	2600A M/N	50	0.07
C014180-05	Cap. Ceramic Axial 220pF (50V)	2600 M/N	50	0.11
C014180-07	Cap. Ceramic Axial 470pF (50V)	2600A M/N	50	0.13
C014180-17	Cap. Ceramic Axial .001uF (50V)	5200	50	0.11
C014180-18	Cap. Ceramic Axial .01uF (50V)	5200	50	0.11
C014181-01	Cap. Ceramic Axial .001uF (25V)	2600A M/N	50	0.08
C014181-02	Cap. Ceramic Axial .01uF (25V)	2600A PAL N 2600A PAL J 2600/2600A BG 2600A M/N	50	0.09
C014181-03	Cap. Ceramic Axial .1uF (25V)	2600A PAL N 2600A PAL J 5200, 2600/2600A BG 2600A M/N	50	0.15

DOMESTIC WHOLESALE & RETAIL, VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MTN. QTY</u>	<u>WHOLESALE</u>
C014181-05	Cap. Ceramic Axial .22uF (50V)	5200	50	0.11
C014181-08	Cap. Ceramic Axial .56uF (50V)	5200	50	0.10
C014313	IC 74LS244	5200	4	1.28
C014334	IC 4013B	5200	4	0.57
C014339	IC 74LS10	5200	4	0.46
C014341	IC 74LS00	5200	4	0.57
C014348	Voltage Regulator 7805 (5V)	2600A M/N 5200	10	1.00
C014353	Cap. Epoxy Dipped .068uF (100V)	2600 M/N, 2600A M/N	25	0.10
C014369	Cap. Elec Radial 4.7uF (35V)	2600A M/N	50	0.12
C014372	Cap. Elec Radial 4.7uF (35V)	2600 M/N	50	0.17
C014373	Cap. Elec Axial 2200uF (16V)	2600 M/N 2600A M/N	10	0.48
C014380	Inductor Axial 22uH	5200	20	0.33
C014384	Inductor Ferrite Bead	2600A M/N 5200	20	0.50
C014386-02	Socket IC (14 pin)	2600 M/N	20	0.14
C014386-03	Socket IC (16 pin)	5200	20	0.17
C014386-05	Socket IC (20 pin)	5200	20	0.20
C014386-07	Socket IC (24 pin)	5200	20	0.25
C014386-08	Socket IC (28 pin)	2600A M/N 2600 M/N	15	0.50
C014386-09	Socket IC (40 pin)	2600A M/N 2600 M/N	11	0.75
C014776	LED Pilot Lamp (MP501)	5200	10	0.23
C014778-03	12 Pin Socket	5200	20	0.63
C014804	Inductor Axial 4.7uH	2600 M/N	25	0.33
C014805	IC GTIA	5200	4	11.26
C014806	IC 6502 (Modified)	5200	4	9.64
C015510	Crystal 3.579575 MHz (use C010177)	2600 M/N, 2600A M/N 5200		
C015570	Console Top	2600A M/N	1	10.00
C015572	Bezel	2600A M/N	10	1.30

DOMESTIC WHOLESALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C015573	Cartridge Socket	2600A M/N	10	0.77
C015574	Shield Top	2600A M/N	5	0.50
C015575	Shield Bottom	2600A M/N	10	0.35
C015752	Inductor 1.8uH	2600A M/N	20	0.27
C015901	Bezel Label	2600A M/N	10	0.95
C015902	Connector (12/24)	2600A M/N	10	3.74
C015918	Rear Label (2600A)	2600A M/N	10	0.23
C016010	Crystal	2600A M/N	10	1.50
C016033	Cap. Elec Radial 4700uF (25V)	5200	50	1.93
C016035	Rivet	2600 M/N	100	0.01
C016398	Console Base	2600A M/N	1	12.00
C016398-01	Console Base	2600 M/N	1	5.57
C017294	3 Switch Static Strip	2600 M/N	50	0.09
C017297	2 Switch Static Strip (Use C017294)	2600A M/N		
C017516	Cap. Tantalum Axial 10uF	5200	50	1.09
C017549	Switch PCB Slide (Use C012241)	2600A M/N		
C017518	Cap. Polyester Radial .047uF	5200	50	0.09
C017654	Diode Zener 1N4736 (6.2V)	2600 M/N	25	0.14
C017950	IC 4052	5200	4	2.14
C018013	Connector (15 pin)	5200	20	1.29
C018032	IC 74LS130N	5200	4	0.94
C018081	Connector Cartridge PC Board	5200	10	4.17
C018082	IC RAM	5200	4	6.17
C018093-01	Switch Momentary Push Button	5200	25	0.86
C018094	Transistor MJE210	5200	25	0.57
C018108	Top Housing	5200	5	0.42
C018109	Bottom Housing	5200	5	0.53
C018110	Top Bezel	5200	10	0.13
C018111	Side Bezel	5200	10	0.04
C018112	Top Actuator Plate	5200	10	0.19
C018113	Bottom Actuator Plate	5200	10	0.17
C018114	Slide Flock	5200	10	0.14
C018115	Root (Use C021084)	5200		
C018116	Retaining Ring	5200	10	0.11
C018117	Pot Arm	5200	10	0.15
C018118-01	Pot, Single Turn	5200	5	3.45



DOMESTIC WHOLESALF & RETAIL, VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHFFE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C018120	Pivot Shaft	5200	10	1.66
C018121	Knob	5200	10	0.18
C018123	Support Plate (Keyboard)	5200	10	0.14
C018124	Flex Circuit	5200	10	1.43
C018126	12 Key Switch Set	5200	10	0.86
C018127	2 Fire Button Switch Set	5200	10	0.49
C018128	Auxiliary Function Keys	5200	10	1.51
C018131	Housing Top	5200	10	6.63
C018132	Housing Bottom	5200	10	6.71
C018137	Button (Power ON/OFF)	5200	10	0.51
C018140	Heatsink	5200	10	0.91
C018141	Atari Logo Name Plate	5200	10	3.00
C018143	IFD Standoff	5200	10	0.07
C018144	Spring (Power ON/OFF)	5200	10	0.02
C018188-01	Resistor 1W 182 Ohm	5200	50	0.03
C018189	Inductor Axial 2.7uH	5200	50	1.00
C018244	Connector Type "F"	5200	10	0.84
C018245	Connector Phono Jack	5200	10	0.37
C018247	Screw Terminal	5200	10	0.11
C018267	Housing Top	5200	5	0.30
C018268	Housing Bottom	5200	5	0.30
C018261	Cap. Polystyrene 820pF (25V)	5200	50	0.23
C018951	Connector Cover	5200	10	2.83
C018952	Cover Controller	5200	10	3.29
C018955	Connector Power Jack	5200	10	0.51
C018956	Switch SPDT	5200	25	0.40
C018974-01	Resistor 1/4W 1K	5200	50	0.06
C018974-02	Resistor 1/4W 1.5K	5200	50	0.06
C018974-03	Resistor 1/4W 3.3K	5200	50	0.06
C018975	Resistor Variable 1K (Use C019103-01)	5200		
C018976-01	Relay	5200	10	5.31
C018990	IC Comparator (LM393)	5200	4	0.97
C018991	Transistor 2N3906 (use 34-2N3906)	2600A M/N 5200		
C018992	Inductor Axial .47uH	2600 M/N		
C019025	Switch Slide (Use C010373)	5200 2600 M/N	50	0.26

DOMESTIC WHOLESALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHQPE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C019026	Switch DPST (Use C010388)	2600 M/N	10	7.54
C019027	Shield Top	5200	10	1.70
C019028	Shield Bottom	5200	50	0.01
C019031	Resistor 1/2W .33 Ohm	5200	4	0.91
C019052	IC 74LS258N	5200	50	0.37
C019103-01	Resistor Variable 1K	5200	4	4.29
C019156	IC ROM QS	5200	4	.86
C019748	IC 555	2600A M/N	4	1.40
C021084	Root (CX 40 X-Y Cont.)	5200	10	0.03
13-5680	Resistor 2W 68 Ohm	2600 M/N	50	0.03
14-5100	Resistor 1/4W 10 Ohm	5200	50	0.03
14-5101	Resistor 1/4W 100 Ohm	2600 M/N	50	0.03
14-5102	Resistor 1/4W 1K	5200	50	0.03
14-5103	Resistor 1/4W 10K	2600 M/N	50	0.03
14-5104	Resistor 1/4W 100K	5200	50	0.03
14-5105	Resistor 1/4W 1 Meg	5200	50	0.03
14-5114	Resistor 1/4W 110K	2600A M/N	50	0.03
14-5123	Resistor 1/4W 12K	2600 M/N	50	0.03
14-5151	Resistor 1/4W 150 Ohm	5200	50	0.03
14-5152	Resistor 1/4W 1.5K	5200	50	0.03
14-5153	Resistor 1/4W 15K	2600A M/N	50	0.03
14-5182	Resistor 1/4W 1.8K	5200	50	0.03
14-5183	Resistor 1/4W 18K	2600 M/N	50	0.03
14-5202	Resistor 1/4W 2K	2600A M/N	50	0.03
14-5203	Resistor 1/4W 20K	5200	50	0.03
14-5220	Resistor 1/4W 22 Ohm	5200	50	0.03
14-5221	Resistor 1/4W 220 Ohm	2600A M/N	50	0.03
		5200		
		2600 M/N		

DOMESTIC WHOLESALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
14-5222	Resistor 1/4W 2.2K	2600A M/N 5200	50	0.03
14-5223	Resistor 1/4W 22K	5200	50	0.03
14-5241	Resistor 1/4W 240 Ohm	2600A M/N 5200	50	0.03
14-5243	Resistor 1/4W 24K	2600A M/N 2600 M/N	50	0.03
14-5270	Resistor 1/4W 27 Ohm	2600 M/N	50	0.03
14-5273	Resistor 1/4W 27K	2600A M/N	50	0.03
14-5332	Resistor 1/4W 3300 Ohm	2600 M/N, 2600A M/N 5200	50	0.03
14-5391	Resistor 1/4W 390 Ohm	5200	50	0.03
14-5393	Resistor 1/4W 39K	5200	50	0.03
14-5471	Resistor 1/4W 470 Ohm	2600 M/N 5200	50	0.03
14-5472	Resistor 1/4W 4700 Ohm	2600 M/N, 2600A M/N 5200	50	0.03
14-5473	Resistor 1/4W 47K	2600 M/N, 2600A M/N 5200	50	0.03
14-5474	Resistor 1/4W 470K	2600A M/N, 5200	50	0.03
14-5511	Resistor 1/4W 510 Ohm	5200	50	0.03
14-5512	Resistor 1/4W 5.1K	5200	50	0.03
14-5560	Resistor 1/4W 56 Ohm	5200	50	0.03
14-5561	Resistor 1/4W 560 Ohm	5200	50	0.03
14-5623	Resistor 1/4W 62K	5200	50	0.03
14-5681	Resistor 1/4W 680 Ohm	2600 M/N 5200	50	0.03
14-5682	Resistor 1/4W 6.8K	2600 M/N, 2600A M/N 5200	50	0.03
14-5821	Resistor 1/4W 820 Ohm	2600A M/N	50	0.03
14-5822	Resistor 1/4W 8.2K	5200	50	0.03
14-5823	Resistor 1/4W 82K	5200	50	0.03
14-5910	Resistor 1/4W 91 Ohm	2600A M/N 5200	50	0.03

DOMESTIC WHOLESALF & RETAIL, VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
14-5912	Resistor 1/4W 9100 Ohm	2600 M/N, 2600A M/N 5200	50	0.03
79-5903	Connector Jack RF Output	2600 M/N 2600A M/N	10	0.25
79-5918	Connector Jack (3.5mm)	2600 M/N, 2600A M/N	25	0.12
**81-4004	Speed Clip Fastener	2600A M/N		
88-1004	Rubber Feet	2600 M/N	120	0.03
88-1006	Rubber Feet	2600A M/N	120	0.03
19-411504	Resistor Variable 1/4W 500K	2600 M/N 5200 2600A M/N	25	0.37
21-101104M	Cap. Mylar Dipped .1uF	2600 M/N	25	0.13
21-101683	Cap. Mylar .068pF	2600 M/N	10	0.50
21-101224M	Cap. Poly Film .22uF (100V)	2600 M/N 2600A M/N	25	0.22
2A-003	Cap. Ceramic Disc 10pF (50V)	2600A M/N	25	0.09
2A-008	Cap. Ceramic Disc 47pF (50V)	2600A M/N	25	0.08
2A-018	Cap. Ceramic Disc 22pF (50V)	2600 M/N 2600A M/N	25	0.08
2R-003	Cap. Ceramic Disc 470pF (50V)	2600A M/N	25	0.09
2B-004	Cap. Ceramic Disc 220pF (50V)	2600 M/N	25	0.06
2R-007	Cap. Ceramic Disc .01uF (50V)	2600 M/N 2600A M/N	25	0.05
2R-008	Cap. Ceramic Disc .001uF (50V)	2600 M/N	25	0.05
2R-009	Cap. Ceramic Disc 150pF (50V)	2600A M/N 2600 M/N	25	0.06
2C-001	Cap. Ceramic Disc .1uF (50V) (use 21-101104M or C014181-03)	2600A M/N 2600 M/N		
31-1N4001	Diode 1N4001	2600A M/N	25	0.09
31-1N914	Diode 1N914	2600 M/N 5200	25	0.40

\*\* Source Locally

DOMESTIC WHOLESALE & RETAIL, VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MTN QTY</u>	<u>WHOLESALE</u>	<u>SUG. RETAIL</u>
33-2N3906	Transistor	2600 M/N 5200	25	0.18	
34-2N3563	Transistor 2N3563	2600 M/N 2600A M/N	25	0.25	
34-2N3904	Transistor 2N3904	5200	25	0.14	
34-MPS3563	Transistor MPS3563 (use 34-2N3563)	2600 M/N			
<u>DIAGNOSTICS &amp; KITS</u>					
FD100046	CPS Loopback PCB	5200	1	58.57	
FK100037	Spare Parts & Diagnostic Kit	2000 Series	1	395.00	
FK100038	Diagnostic Kit	2000 Series	1	60.00	
FK100146	Diagnostic Kit 5200	5200	1	73.00	
FK100152	Diagnostic Kit VCS NTSC		1	15.00	
FK100172	Joystick Replacement Kit	CX40	12	2.19	
FK100175	Joystick PCB Replacement Kit	CX40	6	1.97	
FK100190	Diagnostic Kit 5200 (VCS Servicer)	5200	1	194.97	
FK100191	Diagnostic Kit 5200 (VCS/HCD Serv)	5200	1	145.40	
<u>ACCESSORIES</u>					
CA010112	Switch Box	2000 Series	25	3.50	6.95
CA012760-06	Paddle Controller	2000 Series	12	9.00	14.95
CA012994-03	X-Y Controller (each)	2000 Series	24	5.00	9.95
CA014034	AC Power Adapter	2000 Series	24	4.00	6.95
CA018107	CX 52 Controller (Use CA019058-01)	5200			
CA018187	CX521 Power Adapter (Use CA019141-01)	5200			
CA018266	CX522 Switch Box (Use CA019068-01)	5200			
CA019058-01	CX52 Controller	5200	12	15.00	21.95
CA019068-01	CX522 Switch Box Assy	5200	12	8.00	12.95
CA019141-01	CX521 Power Adapter	5200	12	8.00	12.95

DOMESTIC WHOLESALE & REPAIR VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
<u>RCARD</u>			
CA010434	2600 PC Board (Mother)	1	60.00
CA012233	2600 PC Board (Switch)	1	15.00
CA015396	PC Board (Use CA016741)		
CA016741	PC Board	10	1.20
CA015911	PC Board Assy (Mother)	1	70.00
CA015913-01	PCB/Shield Assy (Use CA015911)		
CA018087	PC Board Assy (Main)	1	139.00
CA018396	PC Board Assy (Switch) (Use CA018087)		
C018085	PC Board (Use CA018087)		
C018938	PC Board (Switch) (Use CA018087)		
<u>PROMOTIONAL</u>			
FC100063	AD Prem - Pencil	100	0.15
FC100064	AD Prem - Pocket Protector	25	0.35
FC100065	AD Prem - Press-n-Stick Calendar	25	0.50
FC100066	Ad Prem - Ice Scraper	25	0.59
FC100067	Ad Prem - Papermate Stick Pen	100	0.59
FC100068	Ad Prem - Frisbee - Red & Blue	25	0.89
FC100070	Ad Prem - Key Tag	20	0.99
FC100071	Ad Prem - Lighter (BIC)	20	0.99
FC100072	Ad Prem - Penlight	20	1.50
FC100073	Ad Prem - Baseball Cap - Navy	10	3.95
FC100074	Ad Prem - Baseball Cap - Red	10	3.95
FC100075	Ad Prem - Bike Pak	10	4.95
FC100076	Ad Prem - T-Shirt - Red (Small)	5	5.20
FC100077	Ad Prem - T-Shirt - Red (Medium)	5	5.20
FC100078	Ad Prem - T-Shirt - Red (Large)	5	5.20

\*\*\* Not For Resale

DOMESTIC WHOLFSALE & RETAIL VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>MIN QTY</u>	<u>WHOLFSALE</u>
FC100079	Ad Prem -- T-Shirt -- Red (X-Large)	5	5.20
FC100080	Ad Prem -- T-Shirt -- Navy (Small)	5	5.20
FC100081	Ad Prem -- T-Shirt -- Navy (Medium)	5	5.20
FC100082	Ad Prem -- T-Shirt -- Navy (Large)	5	5.20
FC100083	Ad Prem -- T-Shirt -- Navy (X-Large)	5	5.20
FC100084	Ad Prem -- T-Shirt -- Heather (Small)	5	5.20
FC100085	Ad Prem -- T-Shirt -- Heather (Medium)	5	5.20
FC100086	Ad Prem -- T-Shirt -- Heather (Large)	5	5.20
FC100087	Ad Prem -- T-Shirt -- Heather (X-Large)	5	5.20
FC100088	Ad Prem -- Shopping Bag	1	0.28
FA100089	Ad Prem -- Cab Door Decal Set (2)	1	9.95
FA100090	Ad Prem -- Van Decal Set (3)	1	68.95
FA100091	Ad Prem -- Cab Door Decal Set	1	27.95
FC100092	Ad Prem -- Window Decal (2 side) (5-15/16")	1	1.25
FC100093	Ad Prem -- Window Decal (1 side) (5-15/16")	1	1.50
FC100094	Ad Prem -- Window Decal (2 side) (8-5/8")	1	1.95
FC100095	Ad Prem -- Window Decal (1 side) (8-5/8")	1	2.25
FC100096	Ad Prem -- Banner 9" x 36"	1	7.00
FC100097	Ad Prem -- Banner 13" x 54"	1	10.00
FC100098	Ad Prem -- Pencil w/Dealer Copy	1000	0.18
FC100099	Ad Prem -- Pocket Protector w/Dealer	250	0.39
FC100100	Ad Prem -- Press-n-Stick Calendar	250	.55
FC100101	Ad Prem -- Ice Scraper w/Dealer Copy	300	.65
FC100102	Ad Prem -- Papermate Stick Pen	500	.65
FC100103	Ad Prem -- Frisbee -- Red and Blue	200	.99
FC100105	Ad Prem -- Key Tag w/Dealer Copy	250	1.09
FC100106	Ad Prem -- Lighter (BIC)	150	1.09
FC100107	Ad Prem -- Penlight w/Dealer Copy	150	1.65
FC100108	Ad Prem -- Baseball Cap -- Navy	100	4.35
FC100109	Ad Prem -- Baseball Cap -- Red	100	4.35
FC100110	Ad Prem -- Bike Pak	100	5.50
FC100111	Ad Prem -- T-Shirt -- Red w/Dealer Copy (Small)	72	5.95
FC100112	Ad Prem -- T-Shirt -- Red w/Dealer Copy (Medium)	72	5.95
FC100113	Ad Prem -- T-Shirt -- Red w/Dealer Copy (Large)	72	5.95
FC100114	Ad Prem -- T-Shirt -- Red w/Dealer Copy (X-Large)	72	5.95
FC100115	Ad Prem -- T-Shirt -- Navy w/Dealer Copy (Small)	72	5.95
FC100116	Ad Prem -- T-Shirt -- Navy w/Dealer Copy (Medium)	72	5.95
FC100117	Ad Prem -- T-Shirt -- Navy w/Dealer Copy (Large)	72	5.95

DOMESTIC WHOLESALE & RETAIL, VCS PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>MIN. QTY</u>	<u>WHOLESALE</u>
FC100118	Ad Prem - T-Shirt - Navy w/Dealer Copy (X-Large)	72	5.95
FC100119	Ad Prem - T-Shirt - Heather w/Dealer Copy (Small)	72	5.95
FC100120	Ad Prem - T-Shirt - Heather w/Dealer Copy (Medium)	72	5.95
FC100121	Ad Prem - T-Shirt - Heather w/Dealer Copy (Large)	72	5.95
FC100122	Ad Prem - T-Shirt - Heather w/Dealer Copy (X-Large)	72	5.95
FC100123	Ad Prem - Shopping Bag w/Dealer Copy	3000	0.32
FC100125	Ad Prem - Mug (Ceramic)	12	4.45



**ATARI**

**CONSUMER PRODUCT SERVICE**

**PARTS LIST**

**HOME COMPUTER PRODUCTS**

**SECTION II**

**PLEASE NOTE: There are minimum quantity  
requirements on some part numbers.**

DOMESTIC RETAIL & WHOLESALE HCD PAPERS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
<u>COMPONENT PARTS</u>				
A003647	Coaxial Cable	400, 800	5	1.75
CA011620-01	Switch Paper Advance	800, 820 Printer	25	0.45
CA011620-02	Switch Pushbutton (use CA011620-01)	800		
CA011840	Speaker Assy (63 OHM)	400, 800	1	3.14
CA012174	Module RF "B"	400, 800	3	4.03
CA012952-01	Keyboard Assy	800	1	60.00
CA012952-02	Keyboard Assy	800	1	60.00
CA014002	Switch Assy (use CA012952-02)	800		
CA014031	Keyboard Assy (use CA017999)	400		
*CA014038	Door Assy	800		
*CA014073	Module Assy	800		
*CA014074-01	Console Assy	800		
*CA014074-02	Console Assy (8K)	800		
*CA014074-03	Console Assy (16K)	800		
*CA014115	Top Cover Assy	800		
*CA014116-01	Lower Cover Assy (8K)	800		
*CA014116-02	Lower Cover Assy (16K)	800		
CA014122	I/O Cable Assy	810 Analog	1	13.50
CA014124	Cable Assy	410	1	5.57
*CA014151-01	Console Assy (8K)	400		
*CA014151-02	Console Assy (16K)	400		
*CA014152-91	Module Assy	400		
*CA014153	Door Assy	400		
*CA014156	Atari HCD 810 Disk Drive Assy	810		
*CA014156-02	Atari HCD 810 Disk Drive	810 Analog		
*CA014157	Upper Assy	810, 810 Analog		
*CA014158	Lower Assy	810, 810 Analog		
*CA014159	Panel Assy (Front)	810, 810 Analog		
*CA014160	Mounting Plate Assy	810, 810 Analog		
*CA014160-02	Mounting Plate Assy	810		
*CA014163	Atari HCD 820 Printer Assy	810 Analog		
*CA014164	Top Housing Assy	820 Printer		

\*Order by Component level only.

DOMESTIC REPAIR & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>QTY USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
*CA014165	Panel Assy (Front)	820 Printer		
CA014166	Switch Board Assy	820 Printer	1	13.23
*CA014167	Lower Housing Cover	820 Printer		
*CA014168	Mounting Plate Assy	820 Printer		
*CA014309	Console Base Assy	400		
*CA014318	Fastener Base Assy	810, 810 Analog		
CA014701	Printer Mechanism #7040	820 Printer	1	101.80
*CA014708	Heatsink Assy	400, 800		
CA014709	Cable Assy	800	5	1.75
*CA014714	Casting Assy	400		
*CA014782	Top Cover Assy	400		
CA014784	Power Cord Assy	820 Printer	1	9.86
CA014792	Power & Advance Cable Assy	820 Printer	1	3.86
CA014838	Fuse Holder Assy	820 Printer	5	1.43
*CA014848	Shield Assy	800		
CA014851	Cable Assy	400, 800	5	2.06
CA015319	Cable Assy (use CA012952-02)	800		
*CA015323	Heatsink Assy	820 Printer	1	
*CA015325	I/FD Standoff Assy	810, 810 Analog, 850		
*CA015326	Transistor Heatsink Assy	810		
*CA015393-01	Atari 850 Interface Module	850		
*CA015393-02	Atari 850 Interface Module	850		
CA015515	Transformer Assy	820 Printer	1	12.06
*CA015992	Console Base Assy	400		
*CA016075	Heatsink/Regulator Assy	850		
*CA016236	Cartridge Locator Assy	800		
*CA016530	Transistor Assy	810 Analog		
CA017947	Interconnect Cable	810 Analog	10	2.29
CA017999	Keyboard Assy	400	1	40.00
*CA015368	Final Assy (Transtek)	410		
C010174	Transistor Array	800, 850	4	.77
		810, 810 Analog		
C010177	Crystal 3.579575 MHz	400, 800	5	1.50
C010389	Torroid Core	400, 800	5	0.15
C010394	Cap. Poly Film .22uF	400, 800, 810, 850	25	0.24
		820 Printer		

\* Order by Component level only.

DOMESTIC RETAIL, & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN</u>	<u>QTY</u>	<u>WHOLESALE</u>
C010447	Transistor Array 4077	810, 810 Analog		4	0.57
C010448	Connector Solder RT Angle	800		10	1.05
C010470	Shield RF Module (use CAO12174)	400, 800			
C010471	Cover PF Module (use CAO12174)	400, 800			
C010727	Connector RF Angle (9 Pin)	800			
C010745	(use C010448) IC MPH (6507)			4	4.97
C010750	IC 6532	820 Printer 850, 810, 810 Analog		4	7.17
C010816	Buffer Hex CMOS (CD4050)	820 Printer		20	0.50
C010819	Voltage Regulator 78M05 (use C014348)	400, 800 820 Printer			
C010821	Cap. Poly 820 PF (50V)	400, 800, 410		50	0.23
C010822	Inductor 2 UH	400, 800		20	0.30
C010823	Inductor Variable 0.6-1.2 UH	400, 800		50	.19
C011298	IC ROM	820 Printer		4	4.28
C011299	IC ROM	810, 810 Analog		4	4.29
C011465-01	HEX CMOS Inverter 4069	810, 810 Analog, 850		4	0.71
C011465-04	IC HEX CMOS Inv (SCL4069UBC) (use C011465-01)	850			
C012099	IC ROM (4K x 8)	850		4	6.43
C012241	Switch Channel Select	400, 800		25	0.33
C012242	Switch Channel Select	400, 800		25	0.34
C012284	Crystal 4.433618 MHz	850		10	1.54
C012294	IC Pokey	800		4	11.09
C012296	IC Antic	400, 800		4	13.94
C012399	IC ROM (2K)	400, 800		4	4.29
C012499	IC ROM (4K)	400, 800		4	6.43
C012763	Primary Shield (Casting)	800		2	9.71
C012764	Lower Shield	800		2	4.69
C012778	Rear Shield	800		5	1.63
C012779	Cartridge Shield	800		5	1.14
C012939	Cartridge Cover	800		5	1.23
C012940	Rear Cover	800		5	1.69

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C012947	Top Cover	800	1	7.43
C012948	Lower Cover	800	1	7.43
C012955	Cartridge Guide	800	5	1.86
C012970	Latch	800	10	0.37
C012971	Actuator	800	10	0.17
C012972	Common Base	810, 810 Analog	1	7.43
C012973	Top Housing	820 Printer	1	6.79
C012974	Top Housing Cover	820 Printer	1	3.91
C012975	Front Panel	820 Printer	1	1.81
C012976	Disk Panel Primary	810, 810 Analog	1	1.49
C012977	Mounting Plate	820 Printer	1	15.71
C012980-04	Keypad (Start)	800	5	0.43
C012980-05	Keypad (Select)	800	5	0.43
C012980-06	Keypad (Option)	800	5	0.43
C012990	Keypad (System Reset)	800	5	0.43
C012991	Lens	800	5	0.50
C012992	Jack Panel	800	1	0.43
C012995	Connector RT Angle (13 Pin)	400, 800	5	2.31
C014001	Clamp	810, 810 Analog		
C014013	Console Base	820 Printer, 850	20	0.17
C014014	Console Top	800	1	3.89
C014015	Electronic Module	400	1	3.89
C014016	Cartridge Door	400	1	6.14
C014017	Bottom Plate/Cover	400	5	1.20
C014018	Door Latch	400	1	3.97
C014019	Hinge Bracket	400	5	0.17
C014020	Door Shield	400	10	.17
C014021	Cartridge Socket	400	5	1.29
C014049	Top Shield	400	10	0.34
C014050	Bottom Shield	820 Printer	1	0.49
C014056	Advance Button	820 Printer	1	0.49
C014069	LED Standoff	820 Printer	5	0.69
C014075	Plunger Interlock Switch	400, 850	25	0.10
C014092	Heatsink	810, 820 Printer	20	0.20
C014093	Spring	400, 800	5	2.74
C014103	Foam Pad	800	10	0.16
		400	10	0.10

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C014104	Cartridge Door Spring	400	10	0.25
C014105	Panel Label Cover	810, 810 Analog	10	0.47
C014106	Hole Cover Label	810, 810 Analog	100	0.06
C014136	RF Shield Inside/Component	810, 810 Analog	10	0.74
C014137	RF Shield Outside/Trace	810, 810 Analog	10	0.90
C014138	Ground Bracket	810 Analog	5	0.54
C014170	Spring Latch	800	5	0.25
C014179-01	Cap. Ceramic Axial 22pF (50V)	850	50	0.10
C014179-02	Cap. Ceramic Axial 47pF (50V)	800, 810, 810 Analog	50	0.14
C014179-03	Cap. Ceramic Axial 10pF (50V)	820 Printer	50	0.23
C014179-04	Cap. Ceramic Axial 33pF (50V)	400, 800	50	0.09
C014179-05	Cap. Ceramic Axial 47pF (50V)	810, 810 Analog	50	0.23
C014179-07	Cap. Ceramic Axial 62pF (50V)	400, 800	50	0.14
C014179-08	Cap. Ceramic Axial 82pF (50V)	810, 810 Analog	50	0.11
C014179-12	Cap. Ceramic Axial 68pF (50V)	810, 810 Analog	50	0.14
C014180-03	Cap. Ceramic Axial 100pF (50V)	400, 800, 850	50	0.08
C014180-05	Cap. Ceramic Axial 200pF (50V)	400, 800	50	0.11
C014180-06	Cap. Ceramic Axial 470pF (50V)	810, 810 Analog	50	0.16
C014180-07	Cap. Ceramic Axial 470pF (50V)	820 Printer	50	0.13
C014180-08	Cap. Ceramic Axial .0047uF	810, 810 Analog	50	0.13
C014180-09	Cap. Ceramic Axial .047uF (use 21-101473)	410, 810	50	
C014180-10	Cap. Ceramic Axial 390pF (50V)	800	50	0.11
C014180-11	Cap. Ceramic Axial .002uF	810, 810 Analog	50	0.11
C014180-12	Cap. Ceramic Axial .0068uF	810 Analog	50	0.19
C014180-13	Cap. Ceramic Axial 330pF (50V)	410	50	0.11
C014180-14	Cap. Ceramic Axial 680pF (50V)	810 Analog	50	0.11
C014180-15	Cap. Ceramic Axial .001uF	810 Analog	50	0.11
C014180-16	Cap. Ceramic Axial .1uF (50V)	810 Analog	50	0.11
C014181-01	Cap. Ceramic Axial .001uF	400, 800	50	0.08
C014181-02	Cap. Ceramic Axial .01uF (25V)	410, 810, 810 Analog 820 Printer, 850	50	0.09

DOMESTIC REPAIR. & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C014181-03	Cap. Ceramic Axial .1uF (25V)	400, 800 410, 810, 810 Analog 820 Printer, 850	50	0.15
C014181-05	Cap. Ceramic Axial .22uF (25V)	800, 810, 810 Analog	50	0.11
C014181-07	Cap. Elec Radial .47uF (25V)	810 Analog	50	0.11
C014311	IC 7474	400, 800	4	0.51
C014312	IC 74LS09	800	4	0.46
C014313	IC 74LS244	400, 800	4	1.28
C014316	Crystal 1 MHz	810, 810 Analog 820 Printer	5	6.80
C014320	IC IM324 (OP Amp)	410	4	2.66
C014322	Connector Edge (22/44)	400, 800	5	2.51
C014323	Connector Edge (28/56)	400, 800	5	3.20
C014324	Ross Fastener	810, 810 Analog 820 Printer	100	0.06
C014326	Common Plate Insulator	820 Printer	100	0.56
C014328	Transistor Array 6810	810, 810 Analog	4	3.14
C014329	IC FDC 1771	810, 810 Analog	4	22.43
C014331	IC PAM (16K)	400, 800	4	3.71
C014332	IC IM311N	810, 810 Analog	4	1.06
C014333	Transistor Array 4011	810, 810 Analog	4	0.91
C014334	Transistor Array 4013	810, 810 Analog	4	0.57
C014336	IC 4051B	400, 800	4	0.94
C014339	IC 74LS10	400, 800	4	0.46
C014340	IC 74LS02	400, 800	4	0.46
C014341	IC 74LS00	800	4	0.57
C014344	IC 74LS138	400, 800	4	0.74
C014345	IC 74LS158	400, 800	4	1.00
C014347	IC 74LS243	800	4	1.20
C014348	Voltage Regulator 7805 (5V)	400, 800 810, 810 Analog, 850	10	1.00
C014349	Voltage Regulator (12V)	400, 800	10	1.03
C014350	Transistor	810 Analog, 820 Printer	4	1.09
C014351	Transistor	810	25	0.74
C014361	IC 74LS42	400, 800	4	0.60
C014362	IC 74LS32	800	4	0.43
C014363	IC, 4108	400, 800	4	6.00

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C014368	Cap. Elec Radial 470uF (16V)	810, 810 Analog, 850	50	0.27
C014369	Cap. Elec Radial 4.7uF (35V)	410, 810, 810 Analog 820 Printer	50	0.12
C014370	Cap. Elec Axial 470uF (16V)	400, 800	50	0.29
C014371	Cap. Elec Axial 10uF (16V)	400, 800	50	0.15
C014373	Cap. Elec Radial 2200uF (16V)	400, 800	10	0.48
C014374-01	Cap. Elec Radial 4700uF (16V) (use C014374-02)	410, 820 Printer, 850 400, 800		
C014374-02	Cap. Elec Radial 4700uF (16V)	400, 800	50	1.86
C014375	Cap. Elec Radial 4700uF (50V)	820 Printer	50	2.57
C014377	IC MPU (6502B)	400, 800	4	11.23
C014379	Resistor Network (9 x 4.7K)	400, 800	25	13.43
C014380	Resistor Network 22uH	810, 810 Analog 820 Printer	20	0.33
C014383	Inductor Axial 1uH	400, 800	20	0.29
C014384	Inductor Ferrite Bead	400, 800	20	0.50
C014386-01	Socket IC (8 pin)	810, 810 Analog	20	0.08
C014386-02	Socket IC (14 pin)	810, 810 Analog 820 Printer, 850	20	0.14
C014386-03	Socket IC (16 pin)	820 Printer, 850 400, 800	20	0.17
C014386-05	Socket IC (20 pin)	810, 810 Analog	20	0.20
C014386-07	Socket IC (24 pin)	400, 800	20	0.25
C014386-08	Socket IC (28 pin)	810, 810 Analog 820 Printer	15	0.50
C014386-09	Socket IC (40 pin)	810, 810 Analog 820 Printer, 850	11	0.75
C014387	Switch Interlock	400, 800	5	1.43
C014388	Connector Socket (DIN)	800	1	0.75
C014389	Connector Edge (15/30)	400, 800	1	2.20



DOMESTIC REPAIR, & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C014392	Cap. Elec Radial 10uF (16V)	800, 850 810, 810 Analog	50	0.09
C014393	Cap. Elec Axial 22uF (16V)	400	50	0.14
C014394	Transistor MPS-A06	400, 810, 810 Analog	10	0.21
C014396	Alignment Cover	410	10	0.37
C014397-01	Switch Power	400, 810, 810 Analog	20	1.00
		800, 850		
C014397-02	Switch Power	850, 810 Analog	20	3.51
C014398	Diode Rectifier (MR501)	800, 410	25	0.31
		810, 810 Analog		
		820 Printer		
C014599	IC ROM (4K)	400, 800	4	6.43
C014702	Inductor Axial 470uH	810, 810 Analog	25	0.40
C014703	Inductor 680uH	810	25	0.26
C014704	Relay Solid State	820 Printer	1	13.06
C014710-01	Connector (3 pin)	820 Printer		
	(use C014719-01)			
C014710-03	Connector Housing (18 pin)	800		
	(use CA012952-02)			
C014712	Voltage Regulator 7812 (12V)	810, 810 Analog	5	1.34
C014715	Connector Power Jack	400, 800	20	0.89
		810, 810 Analog, 850		
C014716-01	Connector Socket (22 pin)	800	20	1.11
C014716-02	Connector Socket	400	20	1.14
C014716-03	Connector (3 pin)	810, 810 Analog	20	0.23
C014717-01	Connector Socket (23 pin)	810, 810 Analog	20	1.75
C014718-01	Connector Header (20 pin)	400	20	1.75
C014718-02	Connector Header (22 pin)	800	20	2.30
C014719-01	Connector (3 pin)	820 Printer	20	0.26
C014719-02	Connector (5 pin)	810, 810 Analog	20	0.20
C014719-03	Connector (23 pin)	810, 810 Analog	20	0.87
C014719-10	Connector (10 pin)	810 Analog	20	0.51
C014720-01	Connector Header (2 & 4 Pin)	400, 800	20	0.33
C014721-03	Connector Rt Angle (5 pin)	810 Analog	20	0.51
C014721-04	Connector Pt Angle (10 pin)	810 Analog	20	1.43
C014725	Switch Logic	810, 810 Analog	10	0.71
C014771	Resistor 2W 33 OHM	400, 800	25	0.18
C014773	Cap. Elec Radial 1uF (50V)	820 Printer, 850	20	0.11

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MJN QTY</u>	<u>WHOLESALE</u>
C014774	Cap. Poly Film 1.25uF (400V)	820 Printer	20	1.18
C014776	LED Pilot Lamp (MF501)	800	10	0.23
C014777	LED Diode	400, 810 Analog, 850	10	0.17
		820 Printer		
C014778-02	Connector (22 pin)	400	5	0.88
C014780	Cap. Elec Radial 4700uF (25V)	810, 810 Analog	20	1.86
C014781	Connector (15 pin)	820 Printer	5	1.60
C014783	Fuse Holder	820 Printer	5	1.39
C014785	Connector Support Bracket	400	5	0.40
C014793	Connector (6 pin)	820 Printer	5	0.71
C014794	Connector (6 pin)	820 Printer	5	0.63
C014795	IC PIA (6520)	400, 800	4	5.94
C014796	Fastener Latching (Rivet)	400, 800	50	0.07
		810, 810 Analog		
		820 Printer, 850		
C014798	Heatsink	810, 810 Analog	5	0.20
C014799	Heatsink	820 Printer, 850	5	0.36
C014804	Inductor Axial 4.7uH	820 Printer, 850	25	0.33
C014805	IC GTIA	400, 800	4	11.26
C014808-01	Diode Zener IN5231B (5.1V)	400, 800	25	0.14
		810, 810 Analog		
C014808-05	Diode Zener IN5239B (9.1V)	850	25	0.19
C014808-06	Diode Zener IN5235B (6.8V)	810 Analog	25	0.29
C014809	Transistor (MPSA55)	400, 800	25	0.23
C014812	IC PIA A102 (use C014795)	400, 800		
C014831	Switch Power	820 Printer	5	1.57
C014837	Grounding Clip	800	5	0.29
C014843	Inner Shield	800	5	0.40
C014847-01	Foam Strip	800	5	0.12
C014847-02	Foam Strip	800	5	0.04
C014853	Mandrel Paper Roll	820 Printer	1	0.51
C014854	Ribbon Spool	820 Printer	1	4.60
C014866	Inductor Ferrite Bead	820 Printer	10	0.13
C014867	Resistor Network (7 x 470 ohm)	820 Printer	20	0.48
C014868	Cap. "Across the Line" .1uF	820 Printer	20	0.75
C015306-01	Connector Header (18 pin)	800	5	0.91
C015318	Ribbon Cable (use CA012952-02)	800		

DOMESTIC RETAIL, & WHOLESALE ICD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C015324	Pad Foam	800	10	0.14
C015344	Rivet Nylon	400, 820 Printer, 850 800, 810, 810 Analog	50	0.06
C015352	Insulator Lower Shield	800	5	0.57
C015367	Fishpaper Insulator	400	5	0.40
C015384	Housing Top (Metal) (use C015970)	850		
C015385	Housing Bottom (Metal) (use C015971)	850		
C015505	Cap. Elec Radial 47 uF (16V)	410, 810, 810 Analog	25	0.11
C015513	Connector Housing (use CA015515)	820 Printer		
C015514	Crimp Socket Transformer (use CA015515)	820 Printer		
C015521	Shield Top	850	10	1.00
C015522	Shield Bottom	850	10	1.00
C015523	Door RCM Access	850	10	0.51
C015569-02	Strain Relief Rushing	820 Printer	5	0.01
C015581-09	Connector RF Angle (9 pin)	850	5	3.91
C015581-15	Connector RF Angle (15 pin)	850	5	4.83
C015769	IC Op Amp (JM 349)	850	4	1.71
C015795-01	Socket IC (24 pin)	850	5	3.80
C015945	Screw Lock Standoff Kit	850	1	1.14
C015970	Housing Top (Plastic)	850	1	2.33
C015971	Housing Bottom (Plastic)	850	1	2.27
C015999	Cap. Elec Radial 1000uF (16V)	850	20	0.41
C016018	Crystal 4.000000 MHZ	810, 810 Analog	10	2.49
C016028	Test Points	810 Analog	10	0.06
C016045	IC 74LS74	810, 810 Analog	4	0.49
C016074	Neoprene Pad	800	100	0.02
C016103	Support Block	800	20	0.43
C016104	800 Card Locator	800	20	0.40
C016237	Adhesive Strip	400, 800	20	.09
C016326	400 Card Stabilizer	400	20	.40
C016364	Dicde Schottky IN5818	810 Analog, 850	10	0.14
C016569	Cap. Tantalum Axial 1uF (20V)	810 Analog	25	0.71
C016732-001	Print Head (use CA014701)	820 Printer		

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
C016732-015	Switch Print OK (use CA014701)	820 Printer		
C016732-034	AC Motor Assy (use CA014701)	820 Printer		
C016732-045	Ribbon Post (use CA014701)	820 Printer		
C016804	AC Power Adaptor (New Unit) (use CA017964)	810		
C016821	IC Transistor Array	410, 810, 850	4	2.57
C016848	Foot Plug	810, 810 Analog	10	0.17
C017096	IC 74LS04	820 Printer	4	0.49
C017097	IC 74LS08	810, 810 Analog	4	0.43
C017100	IC 74LS193	810, 810 Analog	4	0.90
C017101	IC LM2917-8	810, 810 Analog	4	2.00
C017194	Mounting Plate Common	810 Analog	1	15.14
C017511	Shield Insulator Pad	810, 810 Analog	5	0.12
C017520	Socket Dip (40 pin)	810, 810 Analog	20	5.83
C017521	Dip Header (40 pin)	810, 810 Analog	5	4.20
C017540	Fuse Holder (40V) (use CA014838)	820 Printer		
C017948-01	Inductor 150uH (7 ohm)	810 Analog	25	0.57
C017948-02	Inductor 680uH (30 ohm)	810 Analog	25	0.57
C017949-01	Resistor Variable 1K	810 Analog	25	0.57
C017950	IC CMOS Analog Multiplexer	810 Analog	4	2.14
C017951	IC NE592	810 Analog	4	2.14
C017952	Inductor 3.3 uH	810 Analog	25	0.57
C017954	Cap. Ceramic Axial .01uF (25V)	810 Analog	25	0.20
C017955	Voltage Regulator 79M05 (use C017956)	810 Analog		
C017956	Voltage Regulator 79L05	810 Analog	20	0.71
C017957	Cap. Elec Radial 4700uF (35V)	810 Analog	50	0.20
C017988	Diode (1N5391)	400	50	0.09
C018991	Transistor 2N3906 (use 33-2N3906)	850		
C060163-02	Cap. Ceramic Axial .01uF	400	25	0.09
FA100010	Transtek Drive Mechanism	410	1	30.00
FA100011	Transtek Play/Record Head Assy	410	1	4.80
FA100012	Transtek Door Assy (w/Spring)	410	2	1.00

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
FC100013	Transtek Drive Belt (Counter)	410	5	0.30
FC100014	Transtek Drive Belt (Motor)	410	5	0.30
FC100015	Transtek Drive Belt	410	5	0.30
FC100016	Transtek Cap Elec Radial 220MF	410	20	0.15
FC100017	Transtek Diode 1S2076	410	5	0.10
FC100018	Transtek Inductor 100 MH	410	5	0.15
FC100019	Transtek Switch	410	2	0.85
FC100020	Transtek Switch	410	1	0.95
FC100021	Transtek Transistor	410	5	0.80
FC100022	Transtek Transistor	410	5	0.20
FC100023	Transtek Transformer	410	5	3.35
FC100027	Transistor Array	810 w/o Data Separator	4	2.57
FC100031	MPI Drive Belt	810	5	12.00
FA100032	MPI Load Pad Assembly	810	1	2.97
FA100033	MPI Rt Hand Guide	810	1	12.00
FA100034	MPI Band/Pulley Assy	810	5	18.00
FA100035	MPI Ejector Assy	810	5	11.43
FC100054	Drive Belt (Rewind) Transtek	410	5	0.29
14-5100	Resistor 1/4W 10 Ohm	810 Analog, 850	50	0.03
14-5101	Resistor 1/4W 100 Ohm	400, 800	50	0.03
14-5102	Resistor 1/4W 1K	810, 820 Printer, 850	50	0.03
14-5103	Resistor 1/4W 10K	400, 800	50	0.03
14-5104	Resistor 1/4W 100 K	410, 810, 810 Analog 820 Printer, 850	50	0.03
14-5105	Resistor 1/4W 1 Meg	400, 800	50	0.03
14-5121	Resistor 1/4W 120 Ohm	410, 810, 810 Analog	50	0.03
14-5122	Resistor 1/4W 1.2K	820 Printer, 850	50	0.03
14-5123	Resistor 1/4W 12K	400, 800	50	0.03
14-5124	Resistor 1/4W 120K	410, 810, 810 Analog	50	0.03
14-5132	Resistor 1.3K	820 Printer, 850	50	0.03

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
14-5151	Resistor 150 Ohm	400, 850	50	0.03
14-5152	Resistor 1/4W 1.5K	810, 810 Analog	50	0.03
14-5153	Resistor 1/4W 15K	810, 810 Analog	50	0.03
14-5154	Resistor 1/4W 150K	400, 410	50	0.03
14-5181	Resistor 1/4W 180 Ohm	810, 810 Analog	50	0.03
14-5182	Resistor 1/4W 1.8K	410, 810 Analog	50	0.03
14-5183	Resistor 18K	850	50	0.03
14-5202	Resistor 1/4W 2K	400, 800	50	0.03
14-5220	Resistor 1/4W 22 Ohm	810 Analog, 850	50	0.03
14-5221	Resistor 1/4W 220 Ohm	400, 800	50	0.03
14-5222	Resistor 1/4W 2.2K	810, 810 Analog	50	0.03
14-5223	Resistor 1/4W 22K	820 Printer, 850	50	0.03
14-5224	Resistor 1/4W 220K	410, 800	50	0.03
14-5241	Resistor 1/4W 240 Ohm	810, 810 Analog	50	0.03
14-5271	Resistor 1/4W 270 Ohm	810, 810 Analog	50	0.03
14-5272	Resistor 1/4W 2.7K	400, 800	50	0.03
14-5273	Resistor 1/4W 27K	810, 810 Analog	50	0.03
**14-5274	Resistor 1/4W 270K	400, 800, 410	50	0.03
14-5302	Resistor 1/4W 3K	410, 810, 810 Analog	50	0.03
14-5303	Resistor 1/4W 30K	820 Printer	50	0.03
14-5331	Resistor 1/4W 330 Ohm	410	50	0.03
14-5332	Resistor 1/4W 3.3K	810 Analog, 850	50	0.03
14-5333	Resistor 1/4W 33K	400	50	0.03
14-5334	Resistor 1/4W 330K	400, 800	50	0.03

\*\* Source Locally

DOMESTIC RETAIL & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHEPES USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
14-5363	Resistor 1/4W 36K	800	50	0.03
14-5391	Resistor 1/4W 390 Ohm	850	50	0.03
14-5392	Resistor 1/4W 3.9K	800, 810	50	0.03
14-5393	Resistor 1/4W 39K	810, 810 Analog	50	0.03
		820 Printer		
14-5470	Resistor 1/4W 47 Ohm	410	50	0.03
14-5471	Resistor 1/4W 470 Ohm	400, 800	50	0.03
		410, 810, 810 Analog		
		820 Printer		
14-5472	Resistor 1/4W 4.7K	400, 800	50	0.03
		410, 810, 810 Analog		
		820 Printer, 850		
14-5473	Resistor 1/4W 47K	400, 800	50	0.03
		810, 810 Analog		
		820 Printer, 850		
14-5474	Resistor 1/4W 470K	400, 800	50	0.03
14-5512	Resistor 1/4W 5.1K	810 Analog	50	0.03
14-5561	Resistor 1/4W 560 Ohm	410, 850	50	0.03
14-5562	Resistor 1/4W 5.6K	810, 810 Analog	50	0.03
14-5563	Resistor 1/4W 56K	410	50	0.03
14-5622	Resistor 1/4W 6.2K	810 Analog	50	0.03
14-5623	Resistor 1/4W 6.7K	400	50	0.03
14-5680	Resistor 1/4W 68 Ohm	810 Analog	50	0.03
14-5681	Resistor 1/4W 680 Ohm	410, 800, 810 Analog	50	0.03
14-5682	Resistor 1/4W 6.8K	400, 800	50	0.03
14-5683	Resistor 1/4W 68K	410	50	0.03
14-5750	Resistor 1/4W 75 Ohm	410, 800,	50	0.03
		810, 810 Analog		
14-5821	Resistor 1/4W 820 Ohm	810 Analog	50	0.03
14-5912	Resistor 1/4W 9.1K	400, 800	50	0.03
15-5222	Resistor 2W 2.2K	820 Printer	50	0.03
**15-5244	Resistor 1/2W 240K	410	50	0.03
15-5360	Resistor 1/2W 36 Ohm	810 Analog	50	0.03
15-5681	Resistor 1/2W 680 Ohm	850	50	0.03
78-2115	Strain Relief Bushing (use C015569-02)	820 Printer		
79-5903	Connector Phono Jack	400, 800	10	0.25

\*\* Source Locally

DOMESTIC RETAIL, & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHERE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
88-1004	Rubber Feet	810, 810 Analog 820 Printer, 850	120	0.03
88-1006	Rubber Feet	400, 800	120	0.03
88-1010	Mounting Pad	810, 810 Analog	25	0.06
79-58104	Meader (3 pin)	820 Printer	5	0.49
19-411504	Resistor Variable 500K	820 Printer	25	0.37
21-101104M	Cap. Mylar .1uF (100V)	400, 800, 810	25	.13
**21-101333	Cap. Mylar .033uF (100V)	820 Printer	25	
21-101473	Cap. Mylar .047uF (100V)	410	25	0.10
21-101474	Cap. Mylar Film .47uF (100V)	400, 800	25	0.37
46-2032002	Fuse 2 Amp 3AG	810, 800	5	0.20
14-51R0	Resistor 1/4W 1 Ohm	820 Printer	25	0.02
14-51R1	Resistor 1.1 Ohm	400, 800	25	0.02
14-5562	Resistor 1/4W 5.6K	810	25	0.02
15-51R0	Resistor 1/2W 1 Ohm	410, 810, 810 Analog	25	0.02
**2A-012	Cap. Disc 50PF (50V)	810 Analog	25	0.03
31-IN4001	Diode 1N4001	410	25	0.09
31-IN914	Diode 1N914	800, 810, 810 Analog 820 Printer, 850	25	0.40
33-2N3906	Transistor 2N3906	400, 800 810, 810 Analog 820 Printer, 850	25	0.18
34-IN3904	Transistor 2N3904	400, 800	25	0.12
34-2N3563	Transistor 2N3563	810, 810 Analog	25	0.25
34-2N3904	Transistor 2N3904	820 Printer, 850	25	0.14

BOARD ASSEMBLY (Authorization needed to purchase board assemblies.)

CA014072	Disk Drive Assy MPI	810 Analog	1	110.00
CA014090-01	10K ROM	800	1	27.92
CA014155	PC Board Assy (Power Supply)	400	1	31.32
CA014162	810 Side Board (use CA014834)	810		

\*\* Source Locally



DOMESTIC RETAIL, & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHFRE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>	<u>SUG. RETAIL</u>
CA014171	PC Board Assy (800 Pwr Supp)	800	1	41.45	
CA014801	PC Board Assy (8K)	400, 800	1	33.50	
CA014802	PC Board Assy (16K)	400, 800	1	69.00	
CA014803	PC Board (10K ROM)	800	1	22.00	
CA014807	PC Board Assy (Main)	400	1	78.28	
CA014829	PC Board (800 Main)	800	1	80.09	
CA014833	Rearboard Assy	810	1	20.66	
CA014834	PC Board Side Assy	810	1	49.05	
CA014835	PC Board (Main)	820 Printer	1	72.00	
CA015377	PC Board Assy	410	1	19.00	
CA015545	PC Board (Main)	850	1	83.00	
CA017173	PC Board Assy (CPU Card)	400, 800	1	33.57	
CA017231	PC Board Data Separator (use CA014834)	810, 810 Analog			
CA017936	PC Board Analog	810 Analog	1	19.00	
CA017937	PC Board Analog Power Supply	810 Analog	1	22.00	
<u>ACCESSORIES</u>					
CA014131-02	Atari Basic Cartridge				49.95
CA014748	AC Power Adaptor (Pkg D) (use CA017964)	400, 800	6	34.00	
CA017964	AC Adaptor (Pkgd)	400 - 800, 810 Analog, 850	5	13.50	19.95
CA010112	Antenna Switch Box	400, 800	25	3.50	6.95
CA012760-06	Paddle Controller	400, 800	12	9.00	14.95
CA012994-03	X-Y Controller (hand)	400, 800	24	5.00	9.95
<u>DIAGNOSTICS</u>					
FD100006	Diagnostic Cartridge	810	1	35.00	
FD100008	Test Tape	410	1	4.00	
FD100009	Scratch Tape	410	1	4.00	
FD100026	Dymek Reformatted Disk	810	1	4.00	
FD100053	Work Diskette	810		7.71	

DOMESTIC RETAIL. & WHOLESALE HCD PARTS LIST

<u>PART #</u>	<u>DESCRIPTION</u>	<u>WHFRE USED</u>	<u>MIN QTY</u>	<u>WHOLESALE</u>
FK100039	Spare Parts & Diagnostic Kit	400, 410, 800, 810, 850	1	969.00
FK100040	Diagnostic Kit	400, 410, 800, 810, 850	1	500.00
FK100041	Repair & Diagnostic Kit	410, 810, 850	1	183.00
FK100042	Diagnostic Kit	410, 810, 850	1	116.00
FK100049	MISC Diagnostic Kit	400, 800	1	35.00
FK100051	MISC Diagnostic Kit	410	1	8.00
TE15638	Serial Port Board	400, 800	1	23.00
TE15639	Peripheral Port Plug	400, 800	1	12.00

**ATARI**

**CONSUMER PRODUCT SERVICE**

**PARTS KIT**

**VIDEO COMPUTER SYSTEM**

**SECTION I**

**PLEASE NOTE: There are minimum quantity requirements on some part numbers.**

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 VCS INITIAL SPARE PARTS KIT  
 2000 SERIES

FK100037

PART NUMBER	DESCRIPTION	QUANTITY REQUIRED	UNIT PRICE	EXTENDED COST
19-411504	POT 500K	10	\$ 0.37	\$ 3.70
21-101104M	CAPACITOR .1UF	20	0.13	2.60
21-101683	CAPACITOR .068 pf	10	0.50	5.00
C014373	CAPACITOR 2000 pf	10	0.48	4.80
33-2N3906	TRANSISTOR	10	0.18	1.80
34-2N3563	TRANSISTOR	10	0.25	2.50
79-5918	POWER JACK	10	0.12	1.20
88-1004	RUBBER FOOT	20	0.03	0.60
A003647	COAX CABLE ASSEMBLY	5	1.75	8.75
C010177	CRYSTAL (2600)	5	1.50	7.50
C010373	SLIDE SWITCH	10	0.50	5.00
C010388	MOMENTARY SPRING SWITCH	10	1.00	10.00
C010394	CAP. POLY FILM .22 pf	20	0.24	4.80
C010444	TIA I.C.	4	8.37	33.48
C010448	9 PIN CONNECTOR	5	1.05	5.25
C010745	CPU I.C.	6	4.97	29.82
C010750	RAM I.C.	5	7.17	35.85
C010776	DUST COVER	5	0.13	0.65
C010806	J-200 SOCKET	2	2.90	5.80
C010813	SWITCH DUST COVER	20	0.03	0.60
C010816	HEX BUFFER	10	0.50	5.00
C014348	VOLTAGE REGULATOR	10	1.00	10.00
C010820	CHOKE 15 u.h.	10	0.25	2.50
C010821	CAPACITOR 820 pf	20	0.23	4.60
C010822	COIL 2 u.h.	10	0.50	5.00
C010823	COIL 12½	10	0.25	2.50
C012241	2-3 SELECT SWITCH	10	0.33	3.30
C012776	RIBBON CABLE	2	1.95	3.90
C014384	CHOKE 1 u.h.	5	0.50	2.50
C014386-08	28 PIN SOCKET	5	0.50	2.50
C014386-09	40 PIN SOCKET	5	0.50	2.50
C014778-03	12 PIN SOCKET	5	0.63	3.15
C016010	CRYSTAL (2600A)	5	1.50	7.50
CA010112	SWITCH BOX	5	3.50	17.50
CA012760-06	PADDLE CONTROLLER (PAIR)	3	9.00	27.00
CA012174	R.F. MODULE	2	4.03	8.06
CA012994-03	X-Y CONTROLLER	6	5.00	30.00
CA014034	A.C. ADAPTOR	5	4.00	20.00
CA018263	ZENER DIODE/AXIAL WRAP ASSY.	100	0.00	0.00
C017294	STATIC STRIP, 3 SWITCH	200	0.00	0.00
			SUB-TOTAL	\$327.21
	* DIAGNOSTIC KIT			67.79
			TOTAL COST	\$395.00

\* Kit contains: Diagnostic Cartridge MA017600; Signal Tracing Cartridge MA017601; 2 Port Plugs MA017602; 1 Cartridge for use with paddles, 1 Cartridge for use with joysticks; 1 VCS Console; 1 VCS Field Service Manual FD100133.

FK100038

ATARI, INC.  
CONSUMER PRODUCT SERVICE  
VCS DIAGNOSTIC KIT \*  
2000 SERIES

PART NUMBER	DESCRIPTION	COST
MA017600	DIAGNOSTIC CARTRIDGE	\$15.00
MA017601	SIGNAL TRACING CARTRIDGE	15.00
MA017602	(2) PORT PLUGS	30.00

AUTHORIZED SERVICER COST: \$60.00

DOCUMENTATION INCLUDES:

FD100133 VCS FIELD SERVICE MANUAL

\* Price when purchased separately from Initial Spare Parts Kit.

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 PARTS & DIAGNOSTIC KIT  
 5200  
VCS SERVICER

PART NUMBER	DESCRIPTION	QTY	ESTIMATED		EXTENDED	
			DLR.	COST (EA)	DLR.	COST
C018094	Transistor MJEZ10 (5200)	4	\$	.60	\$	2.40
C014806	IC 6502 (Sally) (5200)	2		9.65		19.30
C017950	IC 4052 (5200)	2		2.15		4.30
C018082	IC RAM 16KX1 (5200)	2		6.15		12.30
C018188-01	Resistor 182 1W. 5% (5200)	4		.20		.80
C018189	Inductor 2.7uH (5200)	2		1.00		2.00
C014380	Inductor 22uH (5200)	3		.35		1.05
C018013	Connector, 15 Pin (5200)	4		1.30		5.20
C018118-01	Pot, Singleturn (5200 cont.)	3		3.45		10.35
C018117	Pot ARM (5200 cont.)	10		.15		1.50
C018124	Flex Circuit (5200 cont.)	5		1.45		7.25
C021084	Boot (5200 cont.)	20		1.40		28.00
C018116	Retaining Ring (5200 cont.)	25		.10		2.50
C018187	Battery Eliminator	1		8.00		8.00
CA019068-01	Switch Box	2		8.00		16.00
C012294	IC Pokey (5200)	1		11.09		11.09
C012296	IC Antic (5200)	1		13.94		13.94
C014313	IC 74LS244 (5200)	1		1.28		1.28
C014339	IC 74LS10 (5200)	1		.46		.46
C014805	IC GTIA (5200)	2		11.26		22.52
34-2N3904	Transistor (5200)	2		.14		.28
C018108	Controller Top (CX52)	20		.42		8.40
C018130	Nameplate (CX52)	20		.00		.00
C014180-03	Cap Axial 100 pf	2		.00		.00
14-5471	Resistor 470 ohm	2		.00		.00
	TOTAL			\$ 82.54		\$ 178.92

DIAGNOSTIC KIT

FD100127	CX5200 Field Service Manual	1				
FD100046	CPS PAM Loop Back PCB	1				24.45
FD100144	Diagnostic Cartridge (1.1 NTSC)	1				
	TOTAL KIT					\$ 203.37

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 PARTS & DIAGNOSTIC KIT  
 5200  
VCS/HCD SERVICER

PART NUMBER	DESCRIPTION	QTY	ESTIMATED	EXTENDED
			DLR. COST (EA)	DLR. COST
C018094	Transistor MJEZ10 (5200)	4	\$ .60	\$ 2.40
C014806	IC 6502 (Sally) (5200)	2	9.65	19.30
C017950	IC 4052 (5200)	2	2.15	4.30
C018082	IC RAM 16KX1 (5200)	2	6.15	12.30
C018188-01	Resistor 182 1W. 5% (5200)	4	.20	.80
C018189	Inductor 2.7uH (5200)	2	1.00	2.00
C014380	Inductor 22uH (5200)	3	.35	1.05
C018013	Connector, 15 Pin (5200)	4	1.30	5.20
C018118-01	Pot, Singleturn (5200 cont.)	3	3.45	10.35
C018117	Pot ARM (5200 cont.)	10	.15	1.50
C018124	Flex Circuit (5200 cont.)	5	1.45	7.25
C021084	Boot (5200 cont.)	20	1.40	28.00
C018116	Retaining Ring (5200 cont.)	25	.10	2.50
C018187	Battery Eliminator	1	8.00	8.00
CA019068-01	Switch Box	2	8.00	16.00
C018108	Controller Top (CX52)	20	.42	8.40
C018130	Nameplate (CX52)	20	.00	.00
C014180-03	Cap. Axial 100 pf	2	.00	.00
14-5471	Resistor 470 ohm	2	.00	.00
	TOTAL		\$ 44.37	\$ 129.35

DIAGNOSTIC KIT

FD100127	CX5200 Field Service Manual	1		
FD100046	CPS PAM Loop Back PCB	1		24.45
FD100144	Diagnostic Cartridge (1.1 NTSC)	1		
	TOTAL KIT			\$ 153.80

FK 100146

DIAGNOSTIC KIT  
5200

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>
FD100127	CX5200 Field Service Manual	1
FD100046	CPS PAM Loop Back PCB	1
FD100144	Diagnostic Cartridge (1.1 NTSC)	1
	<b>TOTAL KIT</b>	<b>\$24.45</b>



**ATARI**

**CONSUMER PRODUCT SERVICE**

**PARTS PRICE LIST**

**HOME COMPUTER PRODUCTS**

**SECTION II**

**PLEASE NOTE: There are minimum quantity  
requirements on some part numbers.**

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 HCD INITIAL SPARE PARTS KIT  
MODELS 400/800/410/810/850

PART NUMBER	MODEL	DESCRIPTION	QUANTITY REQUIRED	UNIT PRICE	EXTENDED COST
CA014131-02		BASIC CARTRIDGE	1	37.10	37.10
CA017964		POWER ADAPTOR	1	13.50	13.50
CA014851		R.F. CABLE	3	2.06	6.18
C014795		I.C. 6520 PIA	4	5.94	23.76
C014805		I.C. GTIA	3	11.26	33.78
C014808-01		DIODE 1N5231	3	0.14	0.42
C014809		TRANSISTOR	4	0.23	0.92
C017988		DIODE 1N5931	20	0.57	11.40
C012242		2-3 SWITCH	2	0.34	0.68
C012294		POKEY	4	11.09	44.36
C012296		ANTIC REV. "D"	4	13.94	55.76
C012399		CUSTOM ROM	2	4.29	8.58
C012499		CUSTOM ROM	3	6.43	19.29
C014311		I.C. 74LS74	2	0.51	1.02
C014312		I.C. 74LS09	2	0.46	0.92
C014313		I.C. 74LS244	2	1.28	2.56
C014331		I.C. 16K RAM	4	3.71	14.84
C014336		I.C. 4051B	2	0.97	1.94
C014339		I.C. 74LS10	4	0.46	1.84
C014341		I.C. 74LS00	2	0.57	1.14
C014344		I.C. 74LS138	2	0.74	1.48
C014345		I.C. 74LS158	4	1.00	4.00
C014347		I.C. 74LS243	2	1.20	2.40
C014348		VOLT REG 5V.	2	1.00	2.00
C014349		VOLT REG 12V.	2	1.03	2.06
C014361		I.C. 74LS42	2	0.60	1.20
C014362		I.C. 74LS32	4	0.43	1.72
C014377		I.C. 6502 MPU	3	11.23	33.69
C014387		SWITCH	4	1.43	5.72
C014398		DIODE	4	0.31	1.24
C014599		CUSTOM ROM	3	6.43	19.29
C014715		POWER JACK	4	0.89	3.56
C014718-01		CONNECTOR 30 PIN	2	1.17	2.34
34-2N3904		TRANSISTOR	4	0.14	0.56

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 HCD INITIAL SPARE PARTS KIT  
 MODELS 400/800/410/810/850

FK100039

PART NUMBER	MODEL	DESCRIPTION	QUANTITY REQUIRED	UNIT PRICE	EXTENDED COST
FA100011	(410)	PLAY/RECORD HEAD	1	4.80	4.80
FA100012	(410)	DOOR ASSEM. (W/SPRING)	2	1.00	2.00
FC100013	(410)	DRIVE BELT (COUNTER)	5	0.30	1.50
FC100014	(410)	DRIVE BELT (MOTOR)	5	0.30	1.50
FC100015	(410)	DRIVE BELT (TAPE DRIVE)	5	0.30	1.50
FC100016	(410)	CAP ELEC. 220MF 16V	20	0.15	3.00
FC100017	(410)	DIODE, FCR 100-104	5	0.10	0.50
FC100018	(410)	INDUCTOR, L101	5	0.15	0.75
FC100019	(410)	SWITCH, S101, S102	2	0.85	1.70
FC100020	(410)	SWITCH, S100	1	0.85	0.85
FC100021	(410)	TRANSISTOR, Q101	5	0.80	4.00
FC100022	(410)	TRANSISTOR, Q100, Q102	5	0.20	1.00
FC100023	(410)	TRANSFORMER	1	3.35	3.35
C014396	(410)	ALIGNMENT COVER	10	0.32	3.20
C010174	(810)	TRANSISTOR	2	0.77	1.54
C014384	(810)	INDUCTOR FERRITE BEAD	5	0.07	0.35
C014712	(810)	VOLTAGE REGULATOR	5	1.34	6.70
C017101	(810)	INTEGRATED CIRCUIT	2	2.00	4.00
C017950	(810)	IC ANALOG MPLEX	2	2.14	4.28
C017951	(810)	IC VIDEO AMP	2	2.14	4.28
C017956	(810)	VOLTAGE REGULATOR	5	0.71	3.55
31-IN4001	(810)	DIODE	4	0.08	0.32
FA100032	(810)	LOAD PAD ASSEMBLY	1	2.86	2.86
FA100035	(810)	EJECTOR ASSEMBLY	1	11.43	11.43
C011299	(810)	IC CUSTOM ROM	2	4.29	8.58
C011465-01	(850)	HEX CMOS INVERTER	2	0.71	1.42
C012099	(850)	IC ROM	2	6.43	12.86
C014397-01	(850)	POWER SWITCH	5	1.00	5.00
C014777	(850)	LED DIODE	5	0.18	0.90
C014808-05	(850)	ZENER DIODE 0.1V	5	0.20	1.00
C015769	(850)	IC OP AMP	2	1.71	3.42
C015999	(850)	CAP. ELECT. RAD 1000 UF	10	0.41	4.10
C016364	(850)	DIODE	10	0.14	1.40
SUB-TOTAL					<u>\$469.00</u>
DIAGNOSTIC KIT (Itemized on Back)					<u>500.00</u>
GRAND TOTAL					<u>\$969.00</u>

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 HCD DIAGNOSTIC KIT  
MODELS 400/800/410/810/850

PART NUMBER	MODEL	DESCRIPTION	QUANTITY
CA014131-11		STAR RAIDERS CARTRIDGE	1
CA014155		400 POWER SUPPLY BOARD	1
CA014171		800 POWER SUPPLY BOARD	1
CA014141-04		400 COMPUTER SYSTEM	1
CA014802		16K RAM BOARD	1
CA014803		10K ROM BOARD	1
CA014807		400 MAIN BOARD	1
CA014829		800 MAIN BOARD	1
CA016399-04		MASTER DISKETTE II	1
CA017173		CPU BOARD	1
TE15638		SERIAL PORT BOARD	1
TE15639		PERIPHERAL PORT PLUG	1
TE15644		SALT II DIAGNOSTIC CARTRIDGE	1
FD100008	(410)	410 DIAGNOSTIC TAPE	1
FD100009	(410)	410 SCRATCH TAPE	1
FD100006	(810)	810 DIAGNOSTIC CARTRIDGE	1
CA014834	(810)	810 SIDE BOARD W/DATA SEPARATOR	1
TE017575		ALIGNMENT DISK	1
FD100053	(810)	810 WORK DISKETTE	1

AUTHORIZED SERVICER COST: \$500.00 (with Initial Spare Parts Kit)

DOCUMENTATION INCLUDES:

FD100001 ATARI 400/800 COMPUTER FIELD SERVICE MANUAL  
 FD100004 ATARI 410 CASSETTE RECORDER FIELD SERVICE MANUAL  
 FD100003 ATARI 810 DISK DRIVE FIELD SERVICE MANUAL  
 FD100036 ATARI 850 INTERFACE FIELD SERVICE MANUAL

ATARI, INC.  
CONSUMER PRODUCT SERVICE  
HCD DIAGNOSTIC KIT  
MODELS 400/800/410/810/850

FK100040

PART NUMBER	MODEL	DESCRIPTION	QUANTITY
CA014155		400 POWER SUPPLY BOARD	1
CA014171		800 POWER SUPPLY BOARD	1
CA014802		16K RAM BOARD	1
CA014803		10K ROM BOARD	1
CA014807		400 MAIN BOARD	1
CA014829		800 MAIN BOARD	1
CA016399-04		MASTER DISKETTE II	1
CA017173		CPU BOARD	1
TE15638		SERIAL PORT BOARD	1
TE15639		PERIPHERAL PORT PLUG	1
TE15644		SALT II DIAGNOSTIC CARTRIDGE	1
FD100008	(410)	410 DIAGNOSTIC TAPE	1
FD100009	(410)	410 SCRATCH TAPE	1
CA014834	(810)	810 SIDE BOARD W/DATA SEPARATOR	1
FD100006	(810)	810 DIAGNOSTIC CARTRIDGE	1
FD100053	(810)	810 WORK DISKETTE	1
TE017575		ALIGNMENT DISK	1

AUTHORIZED SERVICER COST: \$500.00

DOCUMENTATION INCLUDES:

FD100001 ATARI 400/800 COMPUTER FIELD SERVICE MANUAL  
FD100004 ATARI 410 CASSETTE RECORDER FIELD SERVICE MANUAL  
FD100003 ATARI 810 DISK DRIVE FIELD SERVICE MANUAL  
FD100036 ATARI 850 INTERFACE FIELD SERVICE MANUAL

ATARI, INC.  
 CONSUMER PRODUCT SERVICE  
 HCD SPARE PARTS KIT  
MODELS 410/810/850

FK100041

PART NUMBER	MODEL	DESCRIPTION	QUANTITY REQUIRED	UNIT PRICE	EXTENDED COST
C014396	(410)	ALIGNMENT COVER	10	0.32	3.20
FA100011	(410)	PLAY/RECORD HEAD	1	4.80	4.80
FA100012	(410)	DOOR ASSEM. (W/SPRING)	2	1.00	2.00
FC100013	(410)	DRIVE BELT (COUNTER)	5	0.30	1.50
FC100014	(410)	DRIVE BELT (MOTOR)	5	0.30	1.50
FC100015	(410)	DRIVE BELT (TAPE DRIVE)	5	0.30	1.50
FC100016	(410)	CAP ELEC. 220MF 16V	20	0.15	3.00
FC100017	(410)	DIODE, CR 100-104	5	0.10	0.50
FC100018	(410)	INDUCTOR, L101	5	0.15	0.75
FC100019	(410)	SWITCH, S101, S102	2	0.85	1.70
FC100020	(410)	SWITCH, S100	1	0.85	0.85
FC100021	(410)	TRANSISTOR, Q101	5	0.80	4.00
FC100022	(410)	TRANSISTOR, Q100, Q102	5	0.20	1.00
FC100023	(410)	TRANSFORMER	1	3.35	3.35
C010174	(810)	TRANSISTOR	2	0.77	1.54
C011299	(810)	IC CUSTOM ROM	2	4.29	8.58
C014384	(810)	INDUCTOR FERRIT READ	5	0.07	0.35
C014712	(810)	VOLTAGE REGULATOR	5	1.34	6.70
C017101	(810)	INTEGRATED CIRCUIT	2	2.00	4.00
C017950	(810)	IC ANALOG MPLEX	2	2.14	4.28
C017951	(810)	IC VIDEO AMP	2	2.14	4.28
C017956	(810)	VOLTAGE REGULATOR	5	0.71	3.55
31-IN4001	(810)	DIODE	4	0.08	0.32
FA100032	(810)	LOAD PAD ASSEMBLY	1	2.86	2.86
FA100035	(810)	EJECTOR ASSEMBLY	1	11.43	11.43
C011465-01	(850)	HEX CMOS INVERTER	2	0.71	1.42
C012099	(850)	IC ROM	2	6.43	12.86
C014397-01	(850)	POWER SWITCH	5	1.00	5.00
C014777	(850)	LED DIODE	5	0.18	0.90
C014808-05	(850)	ZENIER DIODE 0.1V	5	0.20	1.00
C015769	(850)	IC OP AMP	2	1.71	3.42
C015999	(850)	CAP. ELECT. RAD 1000 UF	10	0.41	4.10
C016364	(850)	DIODE	10	0.14	1.40
		SUB-TOTAL			<u>\$107.64</u>
		DIAGNOSTIC KIT			<u>75.36</u>
		GRAND TOTAL			\$183.00

FK100041

ATARI, INC.  
CONSUMER PRODUCT SERVICE  
HCD DIAGNOSTIC KIT  
MODELS 410/810/850

PART NUMBER	DESCRIPTION	QUANTITY SHIPPED
FD100008	410 DIAGNOSTIC TAPE	1
FD100009	410 SCRATCH TAPE	1
CA014834	810 SIDE BOARD W/DATA SEPARATOR	1
FD100006	810 DIAGNOSTIC CARTRIDGE	1
FD100053	810 WORK DISKETTE	1

AUTHORIZED SERVICER COST: \$75.36 (with Initial Spare Parts Kit)

DOCUMENTATION INCLUDES:

FD100004 ATARI 410 CASSETTE RECORDER FIELD SERVICE MANUAL  
FD100003 ATARI 810 DISK DRIVE FIELD SERVICE MANUAL  
FD100036 ATARI 850 INTERFACE FIELD SERVICE MANUAL

ATARI, INC.  
CONSUMER PRODUCT SERVICE  
HCD DIAGNOSTIC KIT  
MODELS 410/810/850

FK100042

PART NUMBER	MODEL	DESCRIPTION	COST
FD100008	(410)	DIAGNOSTIC TAPE	\$ 4.00
FD100009	(410)	SCRATCH DISK	4.00
CA014834	(810)	SIDE BOARD W/DATA SEPARATOR	49.00
FD100006	(810)	DIAGNOSTIC CARTRIDGE	35.00
TE017575		ALIGNMENT DISK	20.00
FD100053	(810)	WORK DISKETTE	4.00

AUTHORIZED SERVICER COST: \$116.00

DOCUMENTATION INCLUDES:

FD100004 ATARI 410 CASSETTE RECORDER FIELD SERVICE MANUAL  
FD100003 ATARI 810 DISK DRIVE FIELD SERVICE MANUAL  
FD100036 ATARI 850 INTERFACE FIELD SERVICE MANUAL



January 10, 1983

Dear Atari Servicer:

Welcome to the exciting, expanding **ATARI SERVICE** advertising program. As an important member of the **ATARI SERVICE** network, you have access to a wide range of advertising opportunities.

The advertising program detailed in this section of your binder will provide you with most all the ideas and materials you'll need to effectively merchandise your store's Atari servicing capabilities.

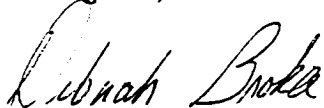
From the fully-funded Yellow Pages program to AdSource (Your idea handbook) ... to premiums ... to the complete co-op advertising guidelines and materials, it's all here and we encourage you to take full advantage of these resources.

Throughout the coming months, we will, of course, be advising you of the current happenings in the **ATARI SERVICE** national advertising program ... on TV ... in major publications and at point-of-purchase nationwide.

We, in Consumer Product Service Advertising, welcome your comments, criticisms, and suggestions. Feel free to call on us whenever we can be of service to you.

**All co-op related questions should be referred to Kristen Tooker (408) 745-4471.**

Best regards,



Deborah Broka  
Manager  
Advertising  
Consumer Product Service

DB/pat

## ATARI SERVICE LOGO

The **ATARI SERVICE** logo is a bona-fide service trademark of the Atari Consumer Product Service organization.

As such, it should be used as shown on the attached logo camera-ready artwork sheet.

On the attached sheet are 2 versions of the logo.

VERSION A - Used for any high-quality printed materials; where the logo will appear at least 2" in width. Ex: Magazine ads, brochures, posters and signage.

VERSION B - Used when printing quality is limited; on coarse stock; when reproduced logo size is less than 2" in width. Ex: Newspaper, Yellow Pages and TV Guide ads.

Color reproduction info re: logo is contained in September 1982, issue of AdSource.

Additional logo sheets are available upon request. Call Kristen Tooker at (408) 745-4471.

## ATARI SERVICE CO-OP TELEVISION DUES

Television advertising is eligible for co-op reimbursement under the 1983 Co-Op Advertising Guidelines.

**ATARI SERVICE** Advertising makes available to Servicers 3/4" dubs of the official **ATARI SERVICE NETWORK TV** advertising spot.

The 30 second spot is edited especially for Servicers and provides an end frame for Servicers to insert their name/address/phone number.

These 30 second subs are on-air quality.

To order, simply call:

Kristen Tooker @ (408) 745-4471

Cost per each dub - Approx. \$25.00.

Cost of dub may be deducted from Servicer's co-op fund.

## NATIONAL YELLOW PAGES PROGRAM

As an Atari Service Center, you are an automatic participant in the **ATARI SERVICE** National Yellow Pages Program.

**ATARI SERVICE** places trademarks/tradenames at the "Computer-Service and Repair" and "Video Games - Service and Repair" heading in over 1,000 directories nationwide. This program is fully paid by **ATARI SERVICE**. Servicers appear under the appropriate heading in their market area directories.

**IMPORTANT:** If you, as a Servicer, wish to add/change/delete the directories you appear in for the national Yellow Pages program, you must go through your Field Service Counselor for approval. Once approved, your FSC will forward the new information to Doyle Dane Bernbach for processing and inclusion in the next directory issue.

## LOCALLY-PLACED YELLOW PAGE ADVERTISING

Servicers may place additional Yellow Pages advertising on their own and receive reimbursement from a special co-op fund if, and only if, the following criteria are met.

1. Servicer must place a DISPLAY ad under the appropriate "Computer" or "Video Game" heading.
2. The anchor listing of the display ad must be the name of the servicer NOT Atari or Atari Service.
3. Servicer must use the **ATARI SERVICE** logo (Version B) in the ad.
4. Servicer may not advertise servicing of competitive products in same ad.

If the above rules are followed and claim is submitted per guidelines in co-op brochure, servicer will be reimbursed \$250.00 from a special yellow pages fund, and the balance from his co-op accrual.

## PREMIUM CATALOG

We're proud to bring you premium offerings from **ATARI SERVICE**.

Look inside the **ATARI SERVICE** Premium Catalog attached to find attractive promotional items you can effectively use to build awareness of ... and business for your **ATARI SERVICE** Center.

Giveaways, special promo items, and local identification materials are being made available to you in either personalized or logo-only format. These items are an impactful way to make consumers in your market aware of your servicing capabilities. Use of these items in-house also allows you benefit from association with the **ATARI SERVICE** logo.

We hope you enjoy these items and find many exciting ways to utilize them in your merchandising efforts.

To order additional catalogs and order forms:

Call Kristen Tooker @ (408) 745-4471

**NOTE:** All orders for personalized items must be submitted in writing on the enclosed order form.

Orders for non-personalized premiums may be phone orders; simply call:

(800) 538-1638 Nationwide

(800) 672-1447 California

## ANNOUNCING THE ATARI SERVICE CONTRACT PROGRAM

Beginning January 1983, Atari will offer comprehensive service contracts on all Atari hardware. This program is an offer to consumers to protect their Atari Video Game and Home Computer System. It looks particularly attractive to a consumer once they understand how it can protect them from unexpected repair costs.

### WHAT THE PROGRAM PROVIDES THE CONSUMER

- o Free parts and labor for their hardware should anything covered ever require service.
- o Prompt access to Atari Factory Authorized Service Centers throughout the United States.
- o An Atari Service Contract Authorization Card to identify their system as being covered by the service contract.
- o Perfect system operation system for the term of the contract.
- o Protection from inflationary repair costs.

### HOW YOUR CUSTOMER CAN BUY AN ATARI SERVICE CONTRACT

- o Buy a contract from a participating "Direct Sell" Dealer or Servicer

OR

- o Complete the order form found in the Atari Service Contract brochure.
- o Call toll-free 1-800-538-8543 (Outside California)  
1-800-672-1404 (Inside California)

### WHAT THE CONTRACT PROVIDES THE SERVICER

- o Increased volume of repair work --
  - Customers are less likely to put off having their unit repaired.
  - Customers who buy a contract through you will be referred back to you in the service contract fulfillment package they received from Atari.
- o Increased reimbursement rates over in-warranty rates.
- o Increased profits from margins made on selling service contracts.
- o Increased opportunity for add-on commercial repairs such as video games and TV repairs in hotels and motels.

Atari Service Contracts are especially important to prospective Atari Computer owners, since they offer a low-cost means of providing maintenance beyond the warranty period.

Atari Service Contracts offer the outstanding after sale support your customers will demand, and the opportunity of add-on sales for you.