

Category:	Technical Support	Article No. 051014001
Title:	Repair Service Advisory	
Applies To:	Olympus C-5050ZOOM and C-730UltraZOOM	
Description:	<p>It has recently come to our attention that a limited number of C-5050 Zoom and C-730UZ cameras may exhibit the following symptoms:</p> <p><i>In picture taking mode, the camera will produce pictures that are of a gray or purple tone or the pictures will be completely black. If the LCD monitor (or the C-730UZ electronic viewfinder) is used to compose the picture, the preview display will also be dark.</i></p> <p>NOTE: This problem may be accelerated if the product is frequently exposed to hot and humid environments.</p> <p>For further details please feel free to contact our European Customer Support Centre by using above mentioned contact information or get in contact with your local Olympus Repair Centre</p>	

QUESTIONS & ANSWERS

Q: My camera is not experiencing this problem now but I'd like to have it serviced now. Would this be OK?

A: We anticipate that there will be an increase in the volume of repairs for the first few months after this advisory is announced. If your camera is functioning properly now, we recommend that you hold off on sending the camera in until after January 2006. At that time, we will repair the defect even if your product is not exhibiting a problem.

Q: I previously experienced problems with my camera like described and had to pay to have my camera repaired. This doesn't seem fair. Can you do anything for me?

A: Please contact a local Olympus Repair Centre to discuss your situation.

Q: How will I know if my camera will experience this defect?

A: Please get your model and serial number information and contact your local Olympus Repair Centre. We will check to see if your camera falls within the range of products affected.

Q: My camera is not within the serial number range of this defect. Can I get my camera serviced anyway?

A: If your camera is not experiencing a problem and is not within the range of defect serial numbers, there is no need for repair service.

We sincerely apologize if you experience this problem. In response, Olympus Imaging Europa GmbH will cover all costs involved in repair service in order to bring the product back to full working specifications.