

## **Service Profile**

Information valid for: BeoVision 11 - 40 MK IV, BeoVision 11 - 46 MK IV, BeoVision 11 - 55 MK IV

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## Technical introduction

The BeoVision 11 transition from MK III to MK IV consists of the removal of the easy access panel.

The BeoVision 11 transition to MK III consists of improved strength of the front glass. The modification does not include any other improvements or feature updates.

All BeoVision 11 types (MK I, II, III and IV) with defective front glass will be serviced with the new glass type. In a service situation of a MK I or MK II including a front glass change, new speaker fabric is needed. Must be ordered together with the front glass.

BeoVision 11 is a slim, fully integrated TV solution with a classic Bang & Olufsen identity. BeoVision 11 comes in three different sizes; 55, 46 and 40-inch versions.

BeoVision 11 is based on the new digital video engine and is a so-called DLNA based system TV but it connects via the BeoLink Converter to the analogue Master Link system. This means that you can use BeoVision 11 as a master in an A/V setup with Master Link products with a few changes. BeoVision 11 is able to distribute sound if connected to an audio master (by means of BeoLink NL/ML converter). Video distribution requires a HDMI Matrix Switch connected and allows distribution of content in full HD quality from external devices connected directly to the HDMI Matrix Switch. Distribution of content from an integrated hard disk or integrated DVB module is not possible. The BeoLink Converter allows only setups with one video engine based video master.

The change from MK I to MK II version is:

- Wireless Power Link module
- New version of Video Engine - version 1.5D (only change is a connector for the WPL module)

The change from MK II to MK III version is:

- New front glass - strengthened
- New speaker fabric with magnets

The change from MK III to MK IV version is:

- Easy access panel removed (1 x USB, 1 x HDMI, 1 x headphones)
- BeoRemote One included from week 4-2015

Listed below are some of the key elements:

- Easy integration of an Apple TV
- Wireless Power Link
- Wireless LAN
- Media browser – view photos, film or listen to music from USB or NAS
- 3D TV
- Bang & Olufsen Smart TV (called WebMedia in menu)
- HbbTV (Hybrid broadband TV)
- Bang & Olufsen Network Link based system TV for integrated setup and sound distribution
- Omni-directional ambient light sensor
- Integrated hard disk recorder for recording DVB channels (dual or T2/C/S2 tuners)
- Motorised wall bracket 90 degrees
- LED backlight with 1.5 D local dimming
- Superior sound and picture performance
- 6 x HDMI inputs
- 6 x PUC control
- PIN code protection
- Software update via Internet (wireless or wired)
- PUC code download via Internet (wireless or wired)
- Global power supply

The repair of the BeoVision 11 is based on module exchange.

## Type numbers

Markets	WPL HF variant*	Variants	11-40 MK IV			
			Type no.	Intro year	Last sold	End of service
Argentina, Australia, Brazil, Hong Kong, Namibia, New Zealand, Peru, South Africa, Thailand, United Arab Emirates, Uruguay, Vietnam	HF1	ALL	9497 9472**	2014-16 2015-04	2015-04	
Andorra, Austria, Belgium, Botswana, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Ghana, Greece, Greenland, Holland, Hungary, Iceland, Ireland, Italy, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Monaco, Norway, Oman, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom	HF2					
Bahrain, Chile, Egypt, India, Malaysia, Singapore	HF3					
Azerbaijan, Israel, Kazakhstan, Kuwait, Morocco, Russia, Ukraine, Uzbekistan	HF4					
Côte d'Ivoire, Indonesia, Nigeria, Pakistan, Qatar	HF5					
Taiwan	HF7					
Jordan	HF8					
Canada, Dominican Republic, Mexico, Philippines, USA, Virgin Islands	HF1	US	9498 9473**	2014-16 2015-04	2015-04	
Panama	HF3					
Japan	HF6					

Markets	WPL HF variant*	Variants	11-46MK IV			
			Type no.	Intro year	Last sold	End of service
Argentina, Australia, Brazil, Hong Kong, Namibia, New Zealand, Peru, South Africa, Thailand, United Arab Emirates, Uruguay, Vietnam	HF1	ALL	9475 9427**	2014-16 2015-04	2015-04	
Andorra, Austria, Belgium, Botswana, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Ghana, Greece, Greenland, Holland, Hungary, Iceland, Ireland, Italy, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Monaco, Norway, Oman, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovak Republic, Slovenia, Spain, Sweden,	HF2					

Markets	WPL HF variant*	Variants	11-46MK IV			
			Type no.	Intro year	Last sold	End of service
Switzerland, Turkey, United Kingdom						
Bahrain, Chile, Egypt, India, Malaysia, Singapore	HF3					
Azerbaijan, Israel, Kazakhstan, Kuwait, Morocco, Russia, Ukraine, Uzbekistan	HF4					
Côte d'Ivoire, Indonesia, Nigeria, Pakistan, Qatar	HF5					
Taiwan	HF7					
Jordan	HF8					
Canada, Dominican Republic, Mexico, Philippines, USA, Virgin Islands	HF1	US	9476 9428**	2014-16 2015-04	2015-04	
Panama	HF3					
Japan	HF6					
Korea	HF3	KOR	9477 9429**	2014-16 2015-04	2015-04	
China	HF5	CN	9496 9437**	2014-16 2015-04	2015-04	

Markets	WPL HF variant*	Variants	11-55 MK IV			
			Type no.	Intro year	Last sold	End of service
Argentina, Australia, Brazil, Hong Kong, Namibia, New Zealand, Peru, South Africa, Thailand, United Arab Emirates, Uruguay, Vietnam	HF1	ALL	9533 9408**	2014-16 2015-04	2015-04	
Andorra, Austria, Belgium, Botswana, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Ghana, Greece, Greenland, Holland, Hungary, Iceland, Ireland, Italy, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Monaco, Norway, Oman, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom	HF2					
Bahrain, Chile, Egypt, India,	HF3					

Markets	WPL HF variant*	Variants	11-55 MK IV			
			Type no.	Intro year	Last sold	End of service
Malaysia, Singapore						
Azerbaijan, Israel, Kazakhstan, Kuwait, Morocco, Russia, Ukraine, Uzbekistan	HF4					
Côte d'Ivoire, Indonesia, Nigeria, Pakistan, Qatar	HF5					
Taiwan	HF7					
Jordan	HF8					
Canada, Dominican Republic, Mexico, Philippines, USA, Virgin Islands	HF1	US	9534 9409**	2014-16 2015-04	2015-04	
Panama	HF3					
Japan	HF6					
Korea	HF3	KOR	9535 9418**	2014-16 2015-04	2015-04	
China	HF5	CN	9536 9419**	2014-16 2015-04	2015-04	

\*The WPL HF variant number manages the radio frequencies that the Wireless Power Link Module uses. It is not allowed to sell a BeoVision 11 with a wrong HF number e.g. it is not allowed to sell a HF7 variant in Denmark

\*\*BeoRemote One included

## MK IV date of introduction

BV 11-40, 46 and 55" released for sale week 16-2014

BV 11-40, 46 and 55" including BeoRemote One from week 4-2015

## Survey of modules

Module no.	Name	Exchange module	Comments
PCB01	Video Engine	YES	
PCB04	Power Supply	YES	
PCB16	T-CON	NO	
PCB35	ICEpower Amplifier	NO	
PCB48	NTC	NO	
PCB49	Backlight Driver	NO	
PCB55	IR Blaster & IR Receiver	NO	
PCB58	Room Awareness	NO	

PCB81	Wireless	NO	
PCB82.1	Wireless Antenna Rear	NO	
PCB82.2	Wireless Antenna Front	NO	
PCB95*	HDD	NO	
PCB's for ATSC Korea	DCDC and DVB	NO	
PCB86	WPL TX module	NO	Exchanged module to be loaded with data by use of STMKII+
PCB88	PCBA WPL Interface BV11 VE 8007698	NO	
Korea type only			
PCB28	ATSC	NO	The modules are not for sale, the master dealer will handle the service of ATSC Korea
PCB29	ATSC DC/DC	NO	
China type only			
PCB28	DTMB	NO	
PCB29	DTMB DC/DC	NO	

## How to service

BeoVision 11 is very easy to service compared to e.g. BeoVision 10 or 7.

When the TV is placed on the service stands, there is full access to all modules.

If the TV is mounted on a wall bracket, all modules can be accessed while the TV is attached to the wall bracket and, therefore, only one technician is required for service.

The product is to be serviced in the customer's home.

The static-protective field service kit must always be used when the product is disassembled or modules are being handled.

The repair involves replacement of the module(s) or LCD panel, which are supplied in the Back-up suitcase (LCD panel not included).

Exchange modules must be returned for repair at Bang & Olufsen, Module Repair Department.

Fault description must be made in the Retail Order System, Exchange Module.

ServiceTool is used for backup and restore of data, loading LCD and driver data and when replacing the Video Engine or WPL TX module, the identification data of the product. Furthermore, reports can be handled via ServiceTool.

As the product can be updated by the customer via the Internet, software updates cannot be claimed.

When making a claim in the Retail System, it is important that you write if the LCD was replaced, or if the TV was placed on a Floor Stand/Easel Stand. This comment must be written in the "workshop comment" field. This information influences the amount credited for a repair (the TV can be serviced by one person if mounted on a Wall Bracket).

Recommendation where to service the product:

F = Frontline repair (On-site repair)

W = Workshop repair

Video product	Stand	Wall bracket	Contrast screen	LCD
BeoVision 11-40	F	F	F	F
BeoVision 11-46	F	F	F	F

BeoVision 11-55	F	F	F	F
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LCD repair strategy:

When an LCD panel is to be replaced, there are two possibilities when ordering in ROS:

1. Warranty LCD

The warranty LCD screen is intended only for products still under warranty.

2. Refurbished LCD

The refurbished LCD is a panel that has been repaired and tested in the Module Service department like we do with return modules. All panels are extensively tested and measured by a light calibration tool to ensure the correct light output and that there are no pixel faults etc. The average price for a refurbished LCD panel will be significantly lower compared to a normal LCD panel.

See [Refurbished LCD/LCD types for BeoVision 11 and BeoPlay V1](#) for details and part numbers.

LCD panels purchased before 21-03-2013, and which have been used in warranty repairs, cannot be exchanged and credited through the Retail System/Exchange Module. However, the defective panels are to be returned to Bang & Olufsen, Struer with an RN incident number assigned by your local Shared Service Center.

## Service possibilities

BeoVision 11 has no service menu.

BeoVision 11 has a customer service menu.

Please see description of the customer service menu in the BeoVision 11 Service Manual.

Please use ServiceTool when:

- Changing LCD
- Changing speakers
- Changing Video Engine (Backup/Restore)
- Changing WPL TX module

## Recommended assisting tools

- ESD-mat
- Bang & Olufsen Service Tool
- Laptop
- Beo4 (type 1710 or newer) and set in Mode 1
- USB 2.0 Flash drive for software update, PUC files and report
- Ethernet Cable (min. 3 m)
- Picture quality test DVD, integrated Living
- Motorised screw driver incl. different torx bits
- Box-spanner 4 mm
- Extraction jig U.FL. series
- Service stands
- Product cover
- White gloves
- Shoe covers
- Soft lint-free cloth
- BeoVision 11 Product cover - part number
- Service stand, part, no. 3376389 (delivered as a pair).
- [Tool box requirements for installers and service partners](#)

## Other service issues

This product has PIN code protection.

Service PIN code "00000" entered same place as the normal pin code.

Please see the Service Manual how to use the service PIN code.