



In-Ear Headset, PIC-100EU Service and Repair Plan EMEA

PIC-100EU Service and Repair Plan for EMEA

Customers will follow the standard 3M PELTOR warranty process in their local region to initiate any returns for evaluation to emea.varnamo.repair@mmm.com.

Headset:

- Repair: Headsets cannot be repaired, but can be replaced under warranty or purchased as a spare part (See Accessories and Spare Parts).
- Calibration: Headsets are calibrated during manufacturing. There is no provision for calibrating headsets once the headsets have shipped. When connected to the SCU by the customer for the first time, a 2-year clock begins counting down and is stored in the EEPROM. The user will be prompted by audio messages that calibration will expire at various time intervals as the headset begins reaching its 2-year calibration expiration. The user will also know when a new calibrated headset is due in the “Calibration Status” menu option or by hearing “calibration expired” after conducting a fit test.

System Control Unit (SCU):

SCU can be sent into the PELTOR Service Center for warranty and non-warranty repairs (replacement of clip or battery). The PCB is not repairable. Under warranty, replace entire system (PIC-100EU) and outside warranty, refer customer to distributor to purchase. PELTOR Service Center is asked to ship all broken equipment to the laboratory in Indy for evaluation in the first year after launch (can be done in batches). Send equipment to:

3M PSD

Attn: Paul Henry

7911 Zionsville Road

Indianapolis IN 46268

Charging Station

Charging Stations can be sent in to the PELTOR Service Center for warranty and non-warranty repairs (fuse replacement) or full replacement. Two fuses are included with each Charging Station that can be field replaceable by qualified persons.

Replacement fuse information:

Description: Time-lag fuse certified to IEC 60127-2, sheet 5 standard Size: 5mm x 20mm cartridge fuse Ratings: 6.3A, 250VAC

Operation & Troubleshooting

3M Personal Safety Division

Refer to the User Instruction for more information regarding the operation of the PIC-100EU. Below are internal instructions to assist the service center in diagnosis and replacement. In all cases, first attempt to swap out the headset and/or battery pack to isolate the issue. SCUs must have a headset connected before powering it on.

- LED light error messages. Each red channel LED corresponds to a specific fault:
 - Channel 1: RTC fault (replace PIC-100EU)
 - Channel 2: LED driver fault (replace PIC-100EU)
 - Channel 3: crypto chip fault (replace PIC-100EU)
 - Channel 4: microcontroller fault (replace PIC-100EU)
 - Channel 5: EEPROM fault (replace PIC-100HD)
 - Channel 6: fuel gauge fault (replace PIC-100BA)

- LED light warning messages. Each orange channel LED corresponds to a specific fault:
 - Channel 1: Faulty Coin cell (replace coin cell)
 - Channel 4: Invalid headset serial number (replace PIC-100HD) or invalid PCBA serial number
 - Channel 5: Invalid headset calibration (replace PIC-100HD)

- Factory Reset Procedure
 1. Quick press Power/Menu button until you reach the “reset default menu”, press (+) to reset default menu options. The SCU will automatically reboot. Power off the SCU.
 2. With the SCU powered off, press and hold the (+), power, and (-) buttons simultaneously while powering on the device until you see the center status light turn red.

- “Calibration Unknown” Error
 1. Calibration status within the Menu selection states, “Calibration Unknown” and/or is stated as an audio prompt when a fit test is performed.
 2. Try using the headset on a different SCU to see if the calibration status is still unknown. If so, replace the headset. If not, refer to step 3.
 3. Replace coin cell. Reference “BT_H1” on the PCB. Replacement coin cell battery type is SR516SW.

Table 1: **System, Accessories and Spare Parts**

Product Number	Product Name	3M ID #	SAP ID #
PIC-100EU	3M™ PELTOR™ Professional In-Ear Communication Headset, PIC-100EU	70071766342	7100262855
PIC-100EU	3M™ PELTOR™ Replacement Headset, PIC-100HD	70071766284	7100262876
PIC-100EU	3M™ PELTOR™ Replacement Battery, PIC-100BA	70071766292	7100262644
PIC-100EU	3M™ PELTOR™ Replacement Clip, PIC-100CL	70071766318	7100262875
PIC-100EU	3M™ PELTOR™ Charging Station, PIC-100CS	70071766276	7100268555
CCC-GRM-25	3M™ PELTOR™ CCC-GRM-15 Communication Eartips, 25 pairs	70071675212	7100103087
370-TEPL-25	3M™ UltraFit™ Communication Eartips, Large, 25 pairs	70071673746	7100066388
370-TEPM-25	3M™ UltraFit™ Communication Eartips, Medium, 25 pairs	70071673738	7100066387

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Product Number	Product Name	3M ID #	SAP ID #
370-TEPS-25	3M™ UltraFit™ Communication Eartips, Small, 25 pairs	70071673720	7100066371
370-1019-10	3M™ Skull Screws™ Communication Eartips, 10 pairs	70071615275	7000108492
PELTIPS-01	3M™ Torque™ Communication Eartips, 50 pairs	XH0011679626	7000108492



Personal Safety Division
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3M PSD products are occupational use only.

Revision #

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Customer Service 1-800-364-3577
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