

Service Bulletin No 8/2022

Kanardia d.o.o.
Lopata 24A
3000 Celje
Slovenia

Date: 14.11.2022
Product: Nesis III
Subject: Sporadic touchscreen issues on Nesis III.

Revision History

The following table shows the revision history of this document.

Rev.	Date	Description
A	15.11.2022	Initial release.

Contents

1	Effectivity	2
2	Purpose & Background	2
3	Compliance	2
4	Instructions	2
4.1	Screen-Bezel Cleaning	2
4.2	Strip	3
4.3	Return Instructions	4
5	Additional Instructions	4

1 Effectivity

Only when needed. The problem is characterized by random screen switching or random menu selections. It seems like touch screen controller is sending some sporadic commands.

This problem affects Nesis III, 8.4“ model only.

2 Purpose & Background

There are two possible causes of the touch screen controller problems that can be fixed. We suggest that you do both.

- A tiny metal particle found its way into small gap between the bezel and LCD screen.
- Nesis touch screen and touch screen controller are connected via thin flexible strip. This strip is routed directly beneath one of the screws which connect the bezel and back housing. The screw slightly touches the strip. Vibrations combined with the sharpness of the screw tip cause that isolation protection of the strip is compromised. The leads inside the flexible strip become exposed and in touch with the metal, which in turn may be causing the problems.

3 Compliance

Only when the problem appears.

4 Instructions

In most cases you can repair this yourself. We estimate 80% chance of success. For the repair you need a Phillips head screwdrivers of smaller size and a vacuum cleaner.

4.1 Screen-Bezel Cleaning

Take a vacuum cleaner and carefully clean the bezel-LCD display intersection area. With a little luck, the particle will be removed.

4.2 Strip

1. Remove four screws on the Nesis front bezel which are used to fix Nesis into the instrument panel. Be careful to check how the nuts are fixed at the back.
2. Gently slide/pull Nesis 1 or 2 cm towards you, so that you will be able to access the top screws connecting housing and the bezel, Figure 1.
3. Permanently remove the top middle front screw, which is marked with a red square in Figure 1. Situation after removal is shown in Figure 2.
4. Slide Nesis back and fix bezel back to the instrument panel.

Now the screw, which is likely to cause the troubles is removed.



Figure 1: Screw to be removed.



Figure 2: Situation after the screw removal.

4.3 Return Instructions

If the problem persists, then the problem could be somewhere else. Maybe there is electronics malfunction, maybe the particle can't be removed, maybe the strip damage is too severe.

In this case, please contact alenka@kanardia.eu and she will give you instructions for the service return. We can organize a DHL courier pickup, when needed. Our address is:

Kanardia d.o.o.
Lopata 24A
3000 Celje
Slovenia

Mobile phone contact +386 40 360 512.

5 Additional Instructions

Weight and Balance: Not affected.

Manual: Not affected

Repetitive Inspections: Not required

Continuing Maintenance: Not required.