

Re: Did low voltage cause the pc to fail?

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From: Bob Myers (*nospamplease_at_address.invalid*)

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"Ban" <bansuri@web.de> wrote in message
news:F_6Vc.159362\$5D1.7729135@news4.tin.it...
> *Your ignorance is really showing up. If the specs are not met, that supply
> goes back on guarantee and it eventually will drive this supplier out of
> business. In Europe we have now a 2years guarantee by law and believe it
or
> not, when a part fails because of undervoltage the seller has to take it
> back and repair/replace it.*

So if it fails within that 2 year period, great; do you believe that all supplies which fail due to an undervolt condition are within their warranty period? Or that simply because a failure DOES occur within the warranty period, that this MUST be indicative of a sufficiently widespread problem such that the supplier WILL be "driven out of business?"

Again, if your model is correct, power supplies that don't meet spec should never be found in the real world. I claim that such things do, in fact, exist. Care to bet which of us can support their position through evidence?

As to "my ignorance really showing" up, you're right – after 25+ years as an engineer working for one of the major computer companies, I clearly don't know squat about the realities of the electronics manufacturing business.

> > *Both Intel-generated specifications exist, and UL standards
> > exist. And so, according to you, everything ever
> > designed and built automatically complies with those
> > standards? Hallelujah! I can call down to the test lab
> > right now, and tell those guys to take it easy! There's
> > nothing more for them to do!!!!*
> >
>
> *It is a criminal offense if UL-specs are not met, and if any personal
injury
> happens you will pay big bucks.*

sci.electronics.basics: Re: Did low voltage cause the pc to fail?

Actually, it isn't, although that is a widespread misconception. The UL standards do not carry the force of law, nor is there any law making it a criminal offense to sell a product which is not UL certified or registered. UL compliance can and will enter into liability awards resulting from failed products, but that is a civil issue, not a criminal one. Further, simply obtaining UL certification basically just says that, IF built as designed from the specified components, the product can reasonably be expected to meet the specification in question. The nature of testing and statistics being what it is, this can never be a perfect assurance of 100% compliance, unless the product in question is subjected to extensive finished-product testing in 100% of the units shipped. Especially for consumer goods, this is basically never the case, with the exception of a few key specifications. And no testing can ever be a 100% guarantee of continued compliance for all time, for the reasons mentioned earlier having to do with aging, electrical and mechanical stress, and so forth.

- > *There is a responsibility involved and if*
- > *you fake the CE or UL or whatever rules apply in your country, you will be*
- > *prosecuted.*

Yes, but that's not what's being discussed here. Forging a UL mark is irrelevant to the topic under consideration, which is the reliability and failure modes of power supplies.

- > *Mr Meyer, you must be one of those bean counters. What a stupid and*
- arrogant*
- > *commentary. The consumer has a lot of laws on his side and especially in*
- the*
- > *US you better not deliver any sub-spec merchandise declared as being ok. If*
- > *you buy at the surplus store or Ebay, you might end up with what you are*
- > *descibing, but this stuff is not guaranteed meeting the specs.*

Nope; I am not now, nor have I ever been, a "bean counter." It is simply a fact of life that NOT all products shipped will meet their published specifications 100%, and those which do will not continue to do so forever. Again, if you feel otherwise, please call up the head of our service and support organization, and inform them that everyone can go home now.

What published specifications really mean, from a legitimate supplier, is that IF the product delivered does not meet the specifications (which generally can be considered as being a part of the purchase agreement – i.e., you did not agree to buy THIS product, but instead you actually agreed to buy a product which met these specifications), then you have the right to return it and expect a replacement. But simply publishing the specifications by no means is perfect assurance that every product shipped/received WILL actually meet its specs when it reaches the customer. SOMETIMES, this is due to shoddy

sci.electronics.basics: Re: Did low voltage cause the pc to fail?

design and/or manufacturing – but even the best manufacturer in the world for whatever product you're considering still has the occasional failure–upon–delivery. Welcome to the real world.

Bob M.