

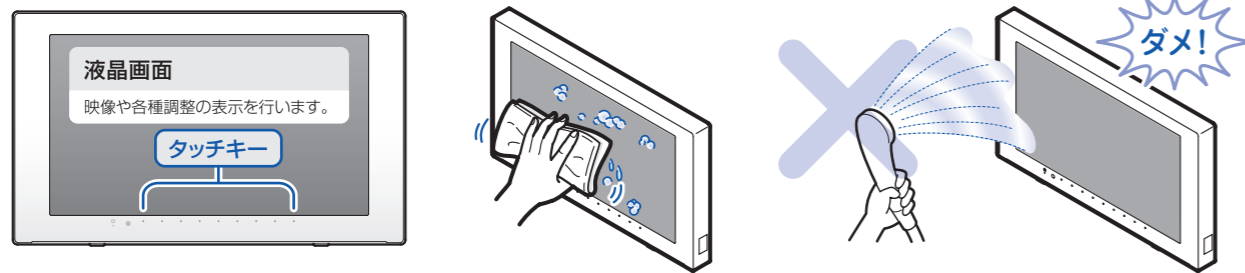


故障かな?と思ったら

以下の事象やエラー表示は故障ではありません

1 TVが勝手に反応する

モニターに水あかが付いた場合、濡らしてよく絞ったやわらかい布で拭いてください。水滴が付きやすくなり、タッチキーを指で押したと判断して誤反応する可能性があります。



2 B-CASカードに関するエラー表示

ブレーカーの電源をOFFにしてエラー解除できなければ、点検を依頼してください。

3 TVから音が出ない(浴室オーディオを設置している場合)

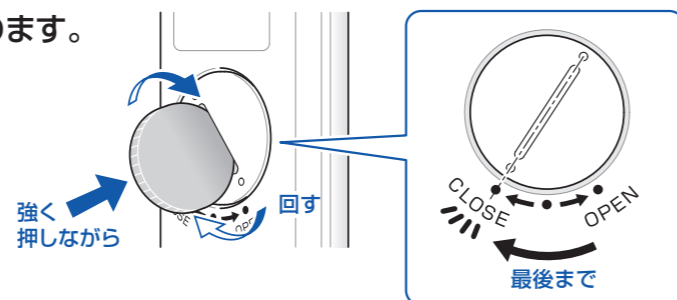
※詳細はP.16「音質を調整する」を参照してください。

通常モード(工場出荷時)は、浴室オーディオのみから音が出ます。設定を変更することにより、テレビとオーディオの両方から音を出すこともできます。

TOTOメンテナンスにおいても
点検を承りますが有料作業となります。

リモコンに関するご注意 ※詳細はP.7「リモコンの準備」を参照してください。

電池のふたは、確実に閉めてください。
リモコン内部に水が入ると、故障の原因となります。



- 修理を依頼される前には、下記の表に従って点検されることをおすすめします。
- 下記の対応をしても直らないときは、修理を依頼してください。

現象	原因	処置方法	ページ
映像が揺れる、映像が不鮮明、色模様が出たり色が消える、画面にはん点が出たり画面が揺れる、音声に雑音が入る	高圧線、ネオン、自動車、電車などからの影響を受けている。	雑音電波の原因である製品などを離してください。	-
	他の電気製品から雑音電波が出ている。	雑音電波の原因である電気製品などを離してください。	-
映像が尾を引く	本体温度が低い。	故障ではありません。本体温度が上がるとともに戻りますので、しばらくお待ちください。	-
画面に光る点、光らない点がある	液晶パネルは非常に精密度の高い技術で作られています。画面の一部に光らない点や常時点灯する点が存在する場合があります。	故障ではありません。あらかじめご了承ください。	-
映像が明るい	明るさの調節がずれている。	お好みの明るさに調節してください。	14 15
映像が暗い	明るさの調節がずれている。	お好みの明るさに調節してください。	14 15
	浴室内の気温が低い。	故障ではありません。本体温度が上がると元に戻りますので、しばらくお待ちください。	-
画面がくもる	表面に水滴が付着し、本体内部の空気が冷やされることで結露している。	故障ではありません。やわらかい布で水滴をふきとり、しばらく放置することで自然に解消されます。	-
音が出ない	〈浴室オーディオと接続されている場合〉浴室オーディオのリモコンの電源が入っていない。	浴室オーディオのリモコンの電源を入れてください。	-
	〈浴室オーディオと接続されている場合〉浴室オーディオのリモコンの電源が入っておらず、ヘッドホーンモードが通常モード設定(工場出荷時設定)になっている。	浴室オーディオのリモコンの電源を入れてください。(ヘッドホーンモードの設定を親切モードへ変更すると浴室テレビと浴室オーディオの両方から音が出ます。)	16
音が急に小さくなる	スピーカー部の穴に水滴が溜まっている。 ※スピーカー部にシャワーなどをかけると発生します。	故障ではありません。布で水滴をふきとるか、強く息を吹きかけて水滴を飛ばしてください。 ※穴に先のとがったものは差し込まないでください。	-
電源が入らない	停電している。	停電復帰を待ってください。	-
	ブレーカーが入っていない。	ブレーカーを入れてください。	-

共通事項



故障かな?と思ったら

	現象	原因	処置方法	ページ
共通事項	電源が勝手に切れる	オフタイマー設定がオンになっている。	オフタイマーの設定をオフにする。または時間を長く設定する。	17
		落雷などのノイズの影響。	ブレーカーをオフにし、落雷がおさまるまでオンにしないでください。	-
	リモコンで操作できない	電池が入っていない。	電池を入れてください。(電池番号:CR2032)	7
		電池が消耗している。	電池を交換してください。	7
		電池の向きが間違っている。	電池を正しい向きに入れてください。	7
		リモコンをテレビ本体に向けて操作していない。	テレビ本体に向けて操作してください。	-
		リモコン送信部やテレビ本体のリモコン受光部が汚れている。	きれいにしてください。	-
		本体またはリモコンに日光などの強い光が当たっている。 ※強い光により赤外線信号が打ち消される場合があります。	テレビ本体やリモコンに強い光を当てないようにしてください。	-
		ノイズなどの影響で機能障害が発生している可能性があります。	一度ブレーカーを「オフ」にし、約30秒以上後にブレーカーを「オン」にしてください。(電源ボタンではなく、必ずブレーカーで「オン」「オフ」してください。)	-
	チャンネル番号が画面から消えない	画面表示ボタンで、画面表示が出る状態にしている。	画面表示ボタンを押してください。	12
外部入力	横長映像になる上下や左右の映像がカットされる	映像にあった画面サイズになっていない。	画面サイズを変更してください。	18
地上デジタル放送のとき	地上デジタル放送が受信できない	お住まいの場所が地上デジタル放送の放送エリアでない。	受信障害がある環境では放送エリア内でも受信できない場合があります。受信可能エリアかどうかの確認は、24ページを参照してください。また、お近くの電気店にご相談ください。	24
		UHFアンテナが地上デジタル放送の送信局に向いていない。	アンテナの向きを確認してください。お近くの電気店にご相談ください。	-
		UHFアンテナが地上デジタル放送を受信できない。	地上デジタル放送用のUHFアンテナやデジタル対応のブースターおよび混合器などが必要な場合があります。お近くの電気店にご相談ください。	-

	現象	原因	処置方法	ページ
地上デジタル放送のとき	地上デジタル放送が受信できない	アンテナ線が接続されていない。	アンテナ線の接続に関して、お求めの販売店にご相談ください。	-
		CATV(ケーブルテレビ)の場合、パススルー方式で配信されていない。	パススルー方式は受信できませんか。それ以外の場合は、各ケーブルテレビ運営会社にお問い合わせください。	-
	映像が出るまでに時間がかかる	各種信号をデジタル処理しているため、電源を入れたときやチャンネルを切り換えたとき、映像が出るまでに少し時間がかかる場合があります。	故障ではありません。しばらくお待ちください。	-
	映像が出ないなど表示がおかしい	ノイズなどの影響で機能障害が発生している可能性があります。	一度ブレーカーを「オフ」にし、約30秒以上後にブレーカーを「オン」にしてください。(電源ボタンではなく、必ずブレーカーで「オン」「オフ」してください。)	-
	映像や音が出ない(または、時々出なくなる)、映像が制止する(または、時々制止する)、画面に四角のノイズ(モザイク)が出る	UHFアンテナの向きが、風や振動により変わってしまった。	「アンテナ設定」で、受信レベルが正常に映るレベルに達しているかご確認ください。(アンテナ入力レベルはチャンネルによって異なります。またアンテナシステムの条件などにより変動する場合がありますので十分な余裕をとることをお勧めします。)お近くの電気店にご相談ください。	24
		受信状態が悪い。		
		アンテナ線が劣化した。		
	字幕や文字スーパーが出ない	「字幕」や「文字スーパー」が設定されていない。	リモコンの「字幕」キーまたはタッチキーの「字幕」を押してください。	21 22
		字幕や文字スーパーのある番組を選局していない。	メニューを押し、「設定」→「初期設定」→「データ放送設定」→「文字スーパー表示設定」→「表示する」を選んでください。	-
	番組表が出ない	電源「入」にした直後や地上デジタル放送を視聴している。	番組によっては、対応していない場合があります。	-
電源「切」状態にしてください。その間に番組表データを受信します。地上デジタル放送を視聴しているときは、視聴しているチャンネルのみ更新されます。地上デジタル放送の電波状態がよくないときは番組表データを受信できませんのでご注意ください。			-	

? 故障かな?と思ったら

	現象	原因	処置方法	ページ
BS/CSデジタル	BS・110度CSデジタル放送が映らない、または映像が乱れる	アンテナ接続に分配器を使用している。	分配器は「全端子通電型」のものを使用します。	-
		有料放送ではありませんか。	有料放送を視聴するには契約が必要です。視聴の申し込みや視聴料金などについては、放送事業者にご相談ください。	-
		マンションなどで、壁のアンテナ端子が一つだけになっている。	視聴できる放送の種類についてマンションなどの管理会社にご確認ください。ご自身で確認する場合は、アンテナ線を本機のBS・110度CSアンテナ入力端子に直接接続してください。(地上デジタル放送を確認する場合は、地上デジタルアンテナ入力端子へ)BS・110度CSデジタル放送と地上デジタル放送の両方が受信できる場合は、分波器を使用してアンテナ線をBS・110度CSアンテナ入力端子と地上デジタルアンテナ端子に接続します。	-
	テレビまたはアンテナ線の近くで携帯電話、スマートフォン、コードレス電話、Wi-Fi機器(アクセスポイントを含む)などの無線機器を使用している。	左記の機器は、テレビまたはアンテナ線から離れて使用してください。映像・音声がかかる場合があります。	24	
HDMI外部機器接続の場合	HDMI接続外部機器が映らない、聞こえない	正しく接続されていない。	HDMIケーブルで正しく接続してください。	-
	外部機器が操作できない	浴室テレビと外部機器の制御信号が異なる。	HDMI機器のすべての操作ができるわけではありません。本機のリモコンで操作できないときは外部機器のリモコンで操作してください。	34
		本機と接続機器の設定は正しいですか。	接続機器側の連動設定を確認してください。 ※本機の「外部機器設定」にある「HDMI連動機能」を確認してください。	37

? メッセージ表示一覧

●代表的なエラーメッセージについて説明しています。

メッセージ	考えられる原因など	対処のしかた・その他
チャンネルが設定されていません。	チャンネルが割り当てられていない数字キーを押したとき表示されます。	別のチャンネルを選局してください。
「アンテナ接続か受信環境に問題があるためご覧になれません。ケーブルをつなぎ直すかアンテナ再調整をしてください。 「青」ボタンでアンテナレベルをご確認ください。コード:E202」	気象条件などによって信号レベルが下がった可能性があります、またはアンテナ線に問題がある可能性があります。	販売店にご相談ください。
「現在放送されていません。 コード:E204」	選局したチャンネルでの放送が休止中、または放送が終了している。 ※雨や雷、雪などの気象条件によって一時的に受信できない場合も表示されることがあります。	番組表などで放送時間を確認します。
「miniB-CASカードが挿入されていません。miniB-CASカードをご確認ください。」	miniB-CASカードが挿入されていない。	販売店にご相談ください。
	miniB-CASカードが正しく挿入されていない。	
	miniB-CASカードが抜けている。	
	miniB-CASカードが接触不良を起こしている。	

? よくある問い合わせ(Q&A)

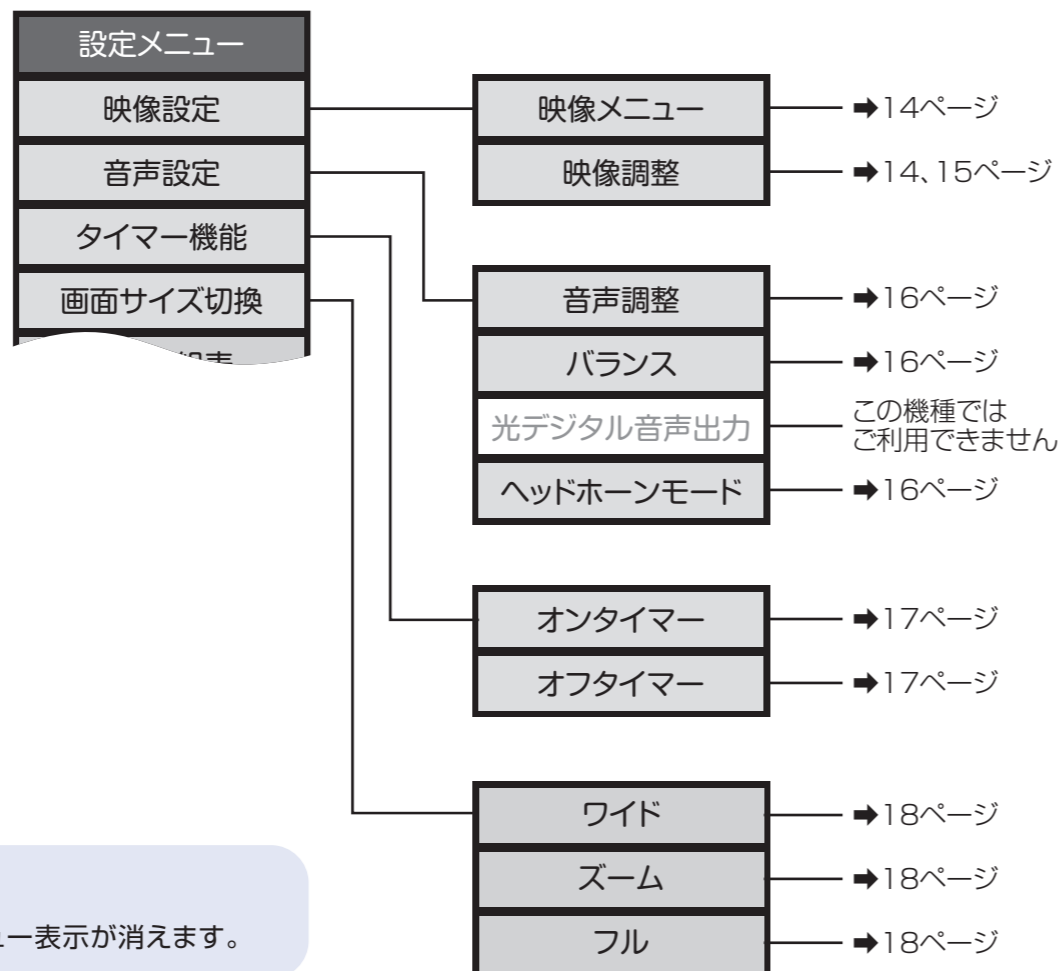
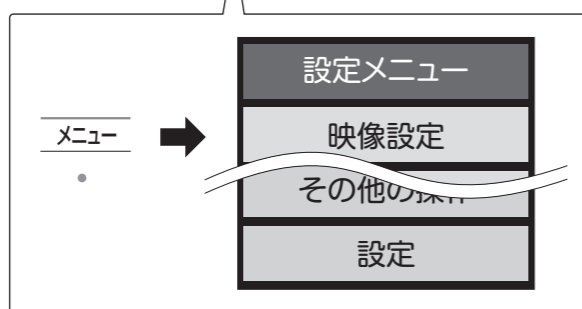
	Q	A
放送に関する	受信レベルについて受信するための目安はありますか?	受信レベルの目安は地上デジタル放送の場合「60%」以上です。レベルはチャンネルや天候・地域・アンテナシステムの条件などで変わってきます。受信レベルの確認は24ページを参照してください。
	私の家でも地上デジタル放送が見られるか確認したいのですが…?	下記のホームページでご確認ください。 ●一般社団法人 放送サービス高度化推進協会 http://www.apab.or.jp
操作に関する	映像がはみ出して見えない部分があるのですが…?	画面サイズの設定は適切ですか?(➡18ページ) 信号によっては、ワイドやズームにすると、映像の上下や左右がカットされてしまう場合があります。
	3桁のチャンネル番号を入力して選局したいのですが?	リモコンの「番号入力」ボタンを押すと、番号入力画面が表示されます。数字ボタンで入力してください。(➡23ページ)



メニュー画面一覧

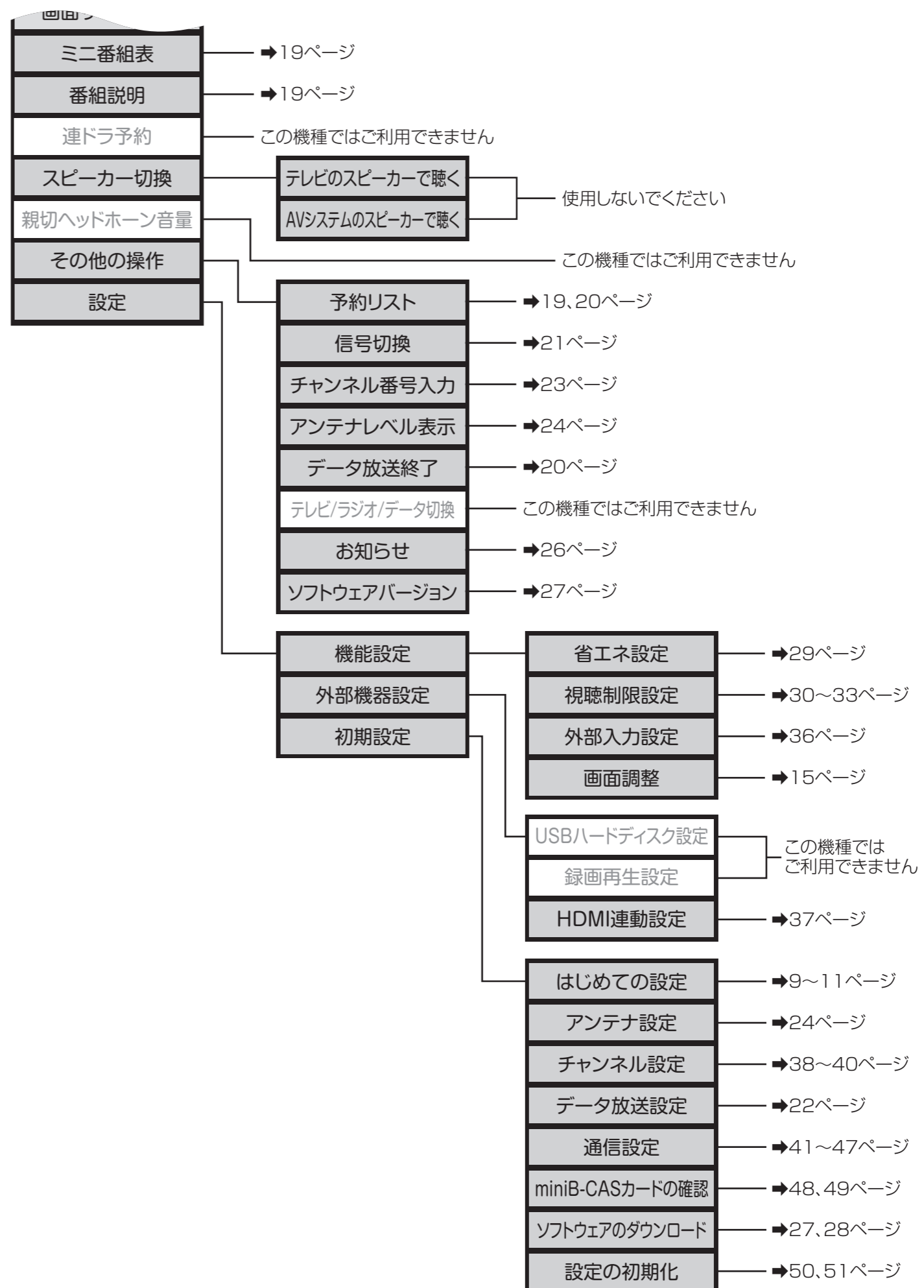
●ご希望の選択や設定をするメニュー画面がどの画面から展開しているかを表しています。
(詳細については該当のページをご覧ください)

メニューボタンから表示できる画面



お知らせ

※ 60秒間操作しないとメニュー表示が消えます。



? アフターサービスについて

修理を依頼する前に「故障かな?と思ったら」(P.53)をご確認ください。

保証について

- 本製品は、設置日から1年間保証です。
- この取扱説明書のP.70が保証書になっています。必ずお引渡し日、お取付店名などの記入をお確かめになり、保証書内容をよくお読みのうえ、大切に保存してください。

保証期間中に修理を依頼される時

もう一度取扱説明書をよくお読みいただき、ご確認ください。なお、異常のあるときには、お求めの販売店・取付店または、TOTOメンテナンス(株)TEL ☎0120-1010-05 FAX ☎0120-1010-02(フリーダイヤル)に修理を依頼してください。保証書の記載内容により修理いたします。

連絡していただきたい内容

- | | |
|---|---|
| <input type="checkbox"/> ご住所・お名前・電話番号 | <input type="checkbox"/> お引渡し日(保証書をご覧ください) |
| <input type="checkbox"/> 製品名:浴室テレビ(24V型ワイド) | <input type="checkbox"/> 故障内容・異常状況(P.53~57でご確認ください) |
| <input type="checkbox"/> 品番: EKK30177 / PTZ0080 | <input type="checkbox"/> 訪問ご希望日 |

保証期間経過後、修理を依頼される時

TOTOお客様相談室またはTOTOメンテナンス(株)にまずご相談ください。
修理により製品の機能が維持できる場合には、ご希望により有料で修理いたします。

本製品の補修用部品の最低保有期間は、製造打切後8年です。

なお、補修用部品とは、製品の機能を維持するための部品です。

部品の交換について

無料修理により交換された部品・製品はTOTO(株)の所有となります。

修理料金について<TOTOメンテナンス(株)にご依頼の場合>

修理料金は商品の機能が維持できる場合には、ご希望により有料にて修理させていただきます。

標準修理料金は **技術料** + **部品代** + **訪問料** で構成されています。

ただし、補修用部品の保有期間が経過している商品は、修理できない場合がございます。

? 仕様

仕様および外観は改良のため予告なく変更することがあります。あらかじめご了承ください。

定格電圧	AC100V(モニター部 DC12V)
定格周波数	50/60Hz 共用
定格消費電力	約37W(待機時約 0.4W)
外形寸法	モニター:W626mm×H383mm×D23.4mm 電源ボックス:W224mm×H168mm×D94mm
重量	モニター:約4.2kg 電源ボックス:約1.6kg
使用温度	0℃~50℃
受信チャンネル	地上デジタル:VHF(1~12)、UHF(13~62)、CATV(C13~C63) CATV:同一周波数、周波数変換パススルー方式に対応 BSデジタル:BS000~BS999 110度CSデジタル:CS000~CS999
画面サイズ	24V型ワイド(521.5mm×293.2mm)透過型TN液晶パネル
有効画素数(水平×垂直)	1,049,088画素(横1366×縦768)
音声出力	デジタル放送:ステレオ、モノラル、音声多重、サラウンド対応
スピーカー	φ28mm×2
アンテナ入力	同軸(75Ω)端末処理F型プラグ
外部AV入力	HDMI入力(2系統)
外部音声出力	φ3.5mmステレオミニジャック端子
その他の機能	外部機器コントロール機能 自動電源オフ機能 EPG(電子番組表)対応
付属品	・リモコン(1個) ・リモコンホルダー(1個) ・取扱説明書(1冊)

おしらせ

※地上デジタル、BSデジタル、110度CSデジタル放送チューナーを搭載しています。

※外部機器との接続はHDMI端子になります。(2系統)

※電源・チューナーボックスにLANケーブルを接続すると、インターネット経由でデータ放送の双方向サービスをお楽しみいただけます。

※CATVは配信会社によっては受信できない場合があります。詳しくは各CATV会社にご確認ください。

※浴室テレビに使用している液晶パネルは、非常に高度な技術で作られており、99.99%以上の有効画素がありますが、0.01%以下の画素欠けや常時点灯するものがありますので、あらかじめご了承ください。

※浴室オーディオと接続した場合、外部スピーカーからのテレビ音声はサラウンドではありません。

? 著作権など

使われるソフトウェアのライセンス情報

本機に組み込まれたソフトウェアは、複数の独立したソフトウェアコンポーネントで構成され、個々のソフトウェアコンポーネントは、それぞれに当社または第三者の著作権が存在します。

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対応ソフトウェアモジュール	
Linux Kernel busybox parted xfspgrog mtd-utils mkdosfs e2fsprogs	Exhibit A
Glibc gcc	Exhibit B
Malloc	Exhibit C
OpenSSL	Exhibit D

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<signature of Ty Coon>,1 April 1990
Ty Coon,President of Vice
That’s all there is to it!
Exhibit C

This is a version (aka dlmalloc) of malloc/free/realloc written by Doug Lea and released to the public domain. Use, modify, and redistribute this code without permission or acknowledgement in any way you wish. Send questions, comments, complaints, performance data, etc to dl@cs.oswego.edu
VERSION 2.7.2 Sat Aug 17 09:07:30 2002 Doug Lea (dl at gee)
Note: There may be an updated version of this malloc obtainable at



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ftp://gee.cs.oswego.edu/pub/misc/malloc.c

Check before installing!

Exhibit D

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年月日	修理・点検内容	担当者

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