

Equipment has stopped working

The box will stop working and viewers will need to replace equipment to continue receiving the Freeview service. Contact your manufacturer for more advice.

Manufacturer	Model	Description	Manufacturer Contact
Daewoo	DS608P	Set-top box	Daewoo 0844 887 2525
Labgear	DTT100	Set-top box	No longer trading
Triax	DVB 2000T	Set-top box	No longer trading
Portland	DP100	Set-top box	Portland 0844 887 2525
Daewoo	SV900	Combined set-top box & VCR	Daewoo 0844 887 2525
Bush	IDVCR01	Combined set-top box & VCR	Bush 0871 230 1777

Channels moved into 800's on TV guide

BBC and/or ITV channels move into the 800's on your TV guide when you retune. Contact your manufacturer for more advice.

Manufacturer	Model	Description	Manufacturer Contact
Daewoo	DS700	Set-top box	Daewoo 0844 887 2525
Bush	DFTA3	Set-top box	Step- 01 contact@step01.co.uk
Ferguson	FDT500	Set-top box	Thomson 08450 902 004
Ferguson	FDT600	Set-top box	Thomson 08450 902 004
Thomson	DTI1550	Set-top box	Thomson 08450 902 004
Thomson	DTI1500	Set-top box	Thomson 08450 902 004
Grundig	GDT1000	Set-top box	No longer trading
Grundig	GDT1500T	Set-top box	No longer trading
Astratec	TOPD1	Top Up TV Set-top box	Step- 01 contact@step01.co.uk
Humax	MG-TU1	Top Up TV Set-top box	Humax 0870 247 8800
Matsui	TUTV1	Top Up TV Set-top box	Step- 01 contact@step01.co.uk
Ferguson	FDT2500	Top Up TV Set-top box	Step- 01 contact@step01.co.uk

Where possible, some manufacturers have produced a solution in the form of an over air download (OAD) or DVD based update. Contact your manufacturer for more advice.

Manufacturer	Model	Description	Manufacturer Contact
Echostar	T101	Set-top box	Echostar Almelo.service@ echostar.com
Samsung	LExxR41 series	Integrated digital TV (IDTV)	Samsung 0845 726 7864
Samsung	LExxR51 series	Integrated digital TV (IDTV)	Samsung 0845 726 7864
Panasonic	TUCT20	Set-top box	Panasonic 0800 169 3012
Panasonic	TUCT30	Set-top box	Panasonic 0800 169 3012
Panasonic	DMR ES20D	DVD Recorder	Panasonic 0870 535 7357
Panasonic	DMR EH60D	DVD Recorder	Panasonic 0870 535 7357
Sagem	PVR6240 – 6280	HDD Recorder	Sagem 0845 0900 316
Sagem	DTR6240 – 6280	HDD Recorder	Sagem 0845 0900 316

Equipment has frozen

Some products that have not received an over air download (OAD), may freeze when retuning. Contact your manufacturer for more advice.

Manufacturer	Model	Description	Manufacturer Contact
Sony	KD- 28DX40U	IDTV	Sony 0870 511 1999
Sony	KD-32DX100U	IDTV	Sony 0870 511 1999
Sony	KD-32DX40U	IDTV	Sony 0870 511 1999
Sony	KD-32NX100U	IDTV	Sony 0870 511 1999
Sony	KD-32DX150U	IDTV	Sony 0870 511 1999
Sony	KD-36NX200U	IDTV	Sony 0870 511 1999
Sony	KP-44DX2U	IDTV	Sony 0870 511 1999
Sony	KD-28DL10U	IDTV	Sony 0870 511 1999
Sony	KD-28DX200U	IDTV	Sony 0870 511 1999
Sony	KD-28DX50U	IDTV	Sony 0870 511 1999
Sony	KD-32DX150U	IDTV	Sony 0870 511 1999
Sony	KD-32DX200U	IDTV	Sony 0870 511 1999
Sony	KD-32DX50U	IDTV	Sony 0870 511 1999
Sony	KDE-P37XS1	IDTV	Sony 0870 511 1999
Sony	KD-EP24XS1	IDTV	Sony 0870 511 1999
Sony	KDL-L-32MRX1	IDTV	Sony 0870 511 1999
Sony	KDL-L42MRX1	IDTV	Sony 0870 511 1999
Sony	KDE-P42MRXI	IDTV	Sony 0870 511 1999
Sony	KDE-P50MRX1	IDTV	Sony 0870 511 1999
Sony	KDE-P61MRX1	IDTV	Sony 0870 511 1999