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TITLE

Apple Studio Display 17: Removing Vertical Lines from Display

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TOPIC

Upon setting up my Apple Studio Display 17", I noticed a number of thin vertical lines. How can I remove the lines?

DISCUSSION

The Diamondtron CRT used in the 17-inch Studio Display incorporates an aperture grid of very fine, vertical wires to enhance the sharpness of the image. Exposure to cold and or vibration can cause these fine wires to temporarily adhere to each other.

Note: Be careful not to confuse a vertical line with the horizontal stabilizing grid wires described in TIL Article 11497 "[Apple Color Monitors: Cause of Thin Horizontal Line\(s\)](#)". The horizontal wires are completely normal.

The vertical line anomaly is inherent to this type of display when exposed to lower temperatures and is not indicative of the need for a service call.

If your display is exhibiting visible thin vertical lines, you can most often break the adhesion between the grid wires by using the heel of your hand to moderately impact the side of your display under the Apple logo on the right, then left side. Using moderate force will not damage your display.

To avoid scratching or marring the external plastics, remove any jewelry or watches before you tap the display.

If the lines persist after a few attempts to break the adhesion of the wires, you should take the display to an Apple-authorized service provider for additional troubleshooting.

EXTENDED Information - [Apple Internal Use](#) - [Service Providers and Support Professional](#)

If a customer presents an Apple Studio Display 17" which continues to exhibit the thin vertical lines after a gentle tap with their hand, you may attempt to relieve the adhesion of the grid wires using a rubber mallet.

Note: If the customer calls, talk them through the above procedure before they bring the display to you for additional troubleshooting.

The display can be impacted at the center of the CRT, beginning with light force. You may increase the force applied with the mallet until you are approximately 12 inches from the face of the CRT. To avoid marring the face of the display, use only a solid rubber mallet and place a soft cloth over the CRT.

If the lines persist, you should contact Apple technical support for further troubleshooting instructions.

Do not replace any modules as this will not resolve the problem.

Document Information

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