

Subject: PC Board Replacement and Troubleshooting Best Practices Reminder

Date: 01/16/24

Region: Global

Model Affected: All units with PC style boards.

Summary

As a Best Practice reminder, when installing or replacing any PC board, connecting, or unplugging connectors on any PC board, such as control boards, I/O boards, AIF, etc., it is imperative the unit is fully powered off. This is necessary to keep static or residual electricity from ruining PC style boards when handling.

IMPORTANT: Some models are powered off at the main power switch; however, some models must be completely unplugged, to remove all voltage.

Henny Penny's Warranty Group is noticing an increase in PC style board Warranty returns, with damage due to mishandling. Unless you're sure all voltage is removed from the unit at the power switch, then it is a best practice to completely unplug the unit to prevent damage to the boards when troubleshooting or replacing these parts.

Additionally, do not remove new parts from the static bag until installing into the unit. Use a static strap to ground yourself to the unit before handling PC type boards.

Warranty

While parts include a 90-day parts warranty from the date of install. **IMPORTANT:** HP will deny claims to any PC type board damaged because best practices were not followed. **DO NOT install boards while power is on.**

Questions

For further information, please contact Technical Services using one of the following options:

Email: technicalservices@hennypenny.com

Call:

- U.S. and Canada: +1-800-417-8405
- Global: +1-937-456-8405

Text: +1-937-456-8405

[Live chat](#) via the Henny Penny website, extranet, or customer support website.

Try our Henny Penny Service YouTube Channel: www.youtube.com/hennypennyservice.