

Subject: Potential Control Board LED Mismatch

Date: 05/23/22

Region: Global

Summary

Due to the recent supply chain disruptions, we have had to look for alternative suppliers and components to keep our production lines running. One part that has been impacted is PCB boards. As we have approved different vendors and received their components, it has become clear that the brightness of the LED's can vary from supplier to supplier. This means that if you build control boards with PCB's from different suppliers there might be a difference in how they look. This is purely an aesthetic issue and does not impact the control functionality.

Within our electronic assembly group and product line testing we are doing everything we can to make sure that product is built with LED's of similar intensity. That said, there may be some cases where a control board is built and there is a noticeable difference. This may be the result of an oversight or simply having a limited number of components available. It's also possible that if a control is replaced due to a service issue there could be a mismatch. There simply is no way to properly match LED's in the field with service parts.

We want everyone to be aware that we will not support warranty claims related to this aesthetic issue. Obviously, if there's a functional problem, we will handle it as normal. In the end, we wanted to make each of you aware as you might hear or see something related to mismatched LED brightness from a customer, KES, or service technicians. We felt it was best to be proactive in communicating this, so you could have any upfront conversation that might be necessary or handle any questions as they arise.

Warranty

Contact Henny Penny Warranty Department at: WARRANTY@hennypenny.com