Technical Bulletin

Number: 043
Date Issued: 06/07/04
Expiration Date: 06/07/05

Subject/Key Words:	Ordering Replacement Computers						
Classification:	■ Informational		❑ Mandatory		❑ Safety Alert		❑ PM Impact
	❑ Warranty Impact		■ Purchase Parts		❑ No Charge For Parts expires ___ / ___/___. Reference this TB# when ordering NC parts.		

Applicable Akrion Procedures, Parts/Reference Documents, and Attachments:	N/A

Issue: Field replacement of partial computer assemblies has resulted in an unacceptable start-up failure rate due to either hardware or configuration failures or incompatibilities.

Solution: Akrion has implemented a new policy for ordering replacement computers for all Akrion wet stations. The only computer components that can be individually replaced in the field are I/O cards. If the problem can be isolated to an I/O card, order the appropriate card and replace it. When computer based issues are **not** the result of failed I/O cards, the entire computer **MUST** be replaced.

To ensure compatibility of all hardware and software, all Akrion computers now ship as complete, tested assemblies. It is no longer possible to order a computer without I/O cards or operating system software.

A computer shipped from the factory as a replacement for a failed computer will arrive onsite with I/O boards installed and operating system and Akrion software loaded. An immediate "plug and play" swap can be made.

A computer shipped from the factory as a spare part (not for immediate install) will arrive onsite fully assembled and tested with I/O boards and operating system software installed. When the computer is put into service, the Akrion field representative or customer must load Akrion software onto the computer. **A copy of the latest revision Akrion bench software should be on file at the customer site for this purpose.**

All computers that fail under warranty must be RMA'ed back to Akrion for evaluation. DO NOT return them directly to the Akrion software department.

NOTE: Please refer to the **current** wet station Bill of Material (BOM) for the correct computer assembly part number prior to contacting Akrion's Parts Logistics Department.
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If you have technical questions or require more information, please contact Akrion Technical Support Department via e-mail at techsupport@akrion.com. Authorized service personnel can obtain copies of the latest Akrion procedures and controlled documents from the Akrion Document Control department at doccontrol@akrion.com. Customers must direct all inquires to their local Akrion field service representative.   (Form QA1656F1AC)