DAKTRONICS

CONSUMABLE MODULE REPLACE & STORE OVERVIEW

SPARE MODULE MANAGEMENT EXPLAINED

Daktronics provides a spare module package designed to last the display lifetime and is supplied when the display is purchased. These spare modules are intended to deplete over the course of the display lifetime and customers will store and use the spare modules as necessary. When replacing a module, the customer will keep and store the failed or damaged modules, as well as mark the failed or damaged modules with the stickers provided.

Please be advised that all modules identified with faults must be retained as part of the lifetime spare parts package. This requirement exists for the following key reasons:

1. SERVICE COVERAGE REVIEW Faulty modules must remain available for inspection by Daktronics to determine whether the issue qualifies for service coverage under applicable agreements.
2. FUTURE REPAIR ELIGIBILITY Depending on the nature of the fault, certain modules may be eligible for repair at a later date, reducing replacement costs and supporting sustainability.
3. FAILURE ANALYSIS Retaining these modules enables Daktronics to conduct thorough assessments of fault patterns in the event modules reach a critical failure level. This information is essential for improving product reliability..

CRITICAL LEVEL

If the spare modules are depleted at a rate faster than what was anticipated and reach a critical level, please contact Daktronics for further direction. Daktronics may request that the failed modules be sent back to a designated Daktronics facility for analysis. Daktronics will review to determine repair or replacement options available to fulfill any active service coverage agreement and restore a level of spares as deemed necessary by Daktronics.

Use the example guideline to the right to determine if the spare module package has reached a critical level or reach out to our service department to ask what a critical level means for your project. The spare module package is designed for 10 years of display operation.

Year	%	Expected Consumption	Expected Level	Critical Level *(lower than)*
1	1	2	20	10
2	1	2	18	9
3	1	2	16	8
4	1	2	14	7
5	1	2	12	6
6	1	2	10	5
7	1	2	8	4
8	1	2	6	3
9	1	2	4	2
10	1	2	2	1

Example display: 200 modules

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FAILURE DEFINED

A failure is defined as a module losing its intended function which generates an unplanned service intervention. A failure may cause a portion(s) of the display image to be blank or display a garbled image which negatively impacts the intended content. Individual pixel failure is within the design parameters and is not considered a failure.

Upon receipt of product, customer shall inspect the packaging and materials for shipping damage and report any damage within 10 days of arrival and before installation or additional handling of product.

Module failures arising from circumstances that are excluded from Coverage (as defined in the Terms and Conditions of Coverage), including, without limitation, failure due to physical damage during installation and display lifetime are not considered for purposes of determining whether a critical level is reached.

OPTIMIZE SPARE MODULES

To optimize spare modules, we recommend relocating the modules with few single LED failures to a less visible location in the display such as the edges or bottom.

When it's time to replace a module:

- Remove the non-functioning module from the display.
- Select a spare module from your stock.
- Install the spare module in place of the removed one.
- Label the removed module on the back side using the HOLD stickers provided.

IMPORTANT *Do not apply the sticker to the face of the module. Store the removed module in the original spare packaging to keep it safe and organized.*

THIS OVERVIEW IS PROVIDED AS A HELPFUL GUIDELINE FOR MANAGING YOUR SPARE MODULE PACKAGE AND DOES NOT CREATE ANY LEGAL OBLIGATION, CONTRACTUAL OR OTHERWISE, FOR DAKTRONICS.

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