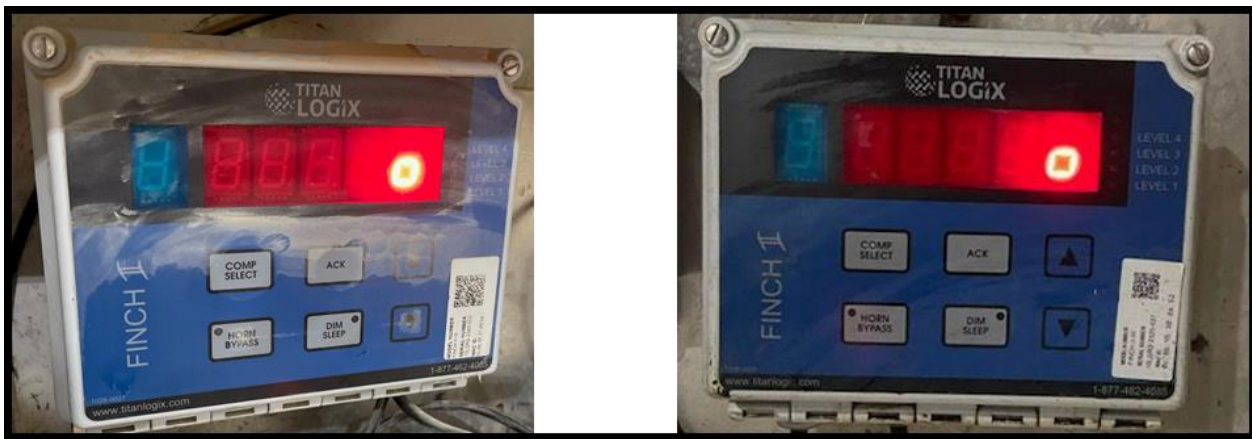


## Product Service Bulletin – FINCH II Display in Cold Temperatures

FINCH II displays that contain the non-conforming part will begin to exhibit irregular readings on the 7-segment display **below -20 degrees Celsius or -4 degrees Fahrenheit**. Irregular behavior can be described as a blank 7-segment display, or segments that freeze, fade, are slow to respond, etc. A FINCH II that contains the correct electronic component will operate normally down to -45 degrees Celsius or -49 degrees Fahrenheit.

Examples of FINCH II Display exhibiting the irregular readings:



For customers that operate in year-round temperatures warmer than those listed above, the FINCH II Display will operate as normal, and these irregularities will not occur.

### **For customers that operate in environments at or below (colder) these temperatures, please read on:**

A FINCH II display that exhibits irregular readings on the 7-segment display while at or below the operating temperature listed above, is still operating as expected, and only the 7-segment display itself is not functioning properly. For example:

- All alarm set points will still functional as normal (Fill, Fall, HH, Spill)
- All shutdown and alarm relays will operate normally, including:
  - The Rack Control Module (RCM)
  - Any PTO, Pump, or engine shutdown relays
  - Horn and light alarms
- Alarms can still be acknowledged on the display as normal

Once operating temperatures rise above those listed above, the FINCH II 7-segment display will operate as expected. There is no permanent damage to the display.

### How To Diagnose the Issue:

If your FINCH II display is exhibiting irregular readings **AND** the ambient operating temperature is **below -20 degrees Celsius or -4 degrees Fahrenheit**, one of the following will confirm that your Finch II display has a non-conforming electronic component:

- Bringing the operating temperature of the FINCH II (by warming or changing the environment) above (warmer) the temperature listed above.
- Checking the serial number listed on your FINCH II in our database: [HERE](#)

### How to Resolve the Issue:

We are working with customers, dealers, and partners on a specialized RMA program to replace FINCH II's that contain the non-conforming electronic component for any customer that operates in environments **at or below -20 degrees Celsius or -4 degrees Fahrenheit**. The program will be designed to provide the best service with the least amount of disruption to customers.

We will update this bulletin as new information becomes available, and we expect a full resolution plan to be in place shortly.