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Department: R&D

Cables warranty

According to our warranty agreement I-00029, the warranty criteria for cables are defined in the warranty document 73031. (available in the Technical Center)

Burned flash head cables

Old cables series (11000, 11001, 11002, 11003, 11004) could create contact problems and burn the pins inside the plug connectors. **Since 2009 the cables, connectors and the contacts have been improved to avoid burnt contacts. If the user follow our recommendations in the user manual, they should not face any problems.**

If you find burned pin contacts, you have to replace the defective cable but also all other cables the customer uses, to prevent further arching and damages. Replace also all head connectors of the power pack and maybe also the flash board, in case this was damaged by the arching contact pins.







Example:



Note: The warranty cannot be granted if the user does not switch off the power pack when he connects / disconnects the head cables according the instructions in the manual.

What to check and replace

Check all cables connectors (m/f), the heads connectors (m) and the unit connectors (f).

Parts to check		If damaged, what to replace	
Cables connectors		Replace with a new cable (11001, 11002, ...)	
Heads connectors		Replace with a new head board assembly (660.269.A.SAV, 660.269.S.SAV, ...)	
Unit connectors		Replace with a new flash board (660.064.SAV)	

How to proceed to get a replacement parts under if Warranty is still valid

Please fill in the warranty form to obtain the replacement parts free of charge.

For each head board assembly and flash board please indicate the Serial Number of the devices.