



## Replacement Parts

We can assist with sourcing control boards, PSU, fans and other spare parts.

Please fill out our parts request form [here](#) for all of your purchasing needs!

## Recommend Repair Center

If your warranty has expired, consider the following repair center:

### HM Tech

426 S Maple St.  
Graham, NC 27253  
ATTN: Gerald Wilkie  
919.283.2715

### Supplybit Repair Co

Repairbit LLC  
9955 Walford Ave,  
Cleveland Ohio 44102  
ATTN: Bob Keller  
440.409.1363

## Contact Us

### Email:

[hello@cryptotech.solutions](mailto:hello@cryptotech.solutions)

### Telegram:

[@cryptotechclientsupport](https://t.me/cryptotechclientsupport)

### Website:

<https://cryptechsolutions.com/contact/>

# Troubleshooting Guide

## Bitmain Antminer Units

### Troubleshooting Steps

Here is [Bitmain's Support Page](#) to help you troubleshoot specific issues.

**Issues with 2/3 boards:** Unplug the cables connecting the hash board & control board. Then upgrade the firmware.

**Power supply issue or dead PSU:** Try exchanging a working PSU from the missing hash board and see if this resolves the issue.

**Fan error:** First attempt to switch fan with a "good" fan from missing hash board units to confirm that it is a fan issue. If so, you will need to discard the broken fan.

*\*\*We recommend having spare fans on hand for future issues.\*\**

If you cannot resolve your issue with the steps above, we suggest sending your unit(s) for repair either via the Bitmain RMA process or to one of our non-Bitmain RMA repair sites listed on this document.

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### In-Warranty Units: Bitmain RMA Process

[Check your warranty here](#). You are able to start the RMA process as long as you are within your warranty window with Bitmain.

[Start your RMA process here](#). You will need an account open with Bitmain in order to create a repair ticket.

If you do not have a Bitmain account go to the Bitmain website at [www.bitmain.com](http://www.bitmain.com) and click "my account" to sign up.

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### Bitmain RMA Tips

We recommend reviewing [Bitmain's RMA policy](#) to understand what may invalidate your warranty including:

**Mixed Boards:** Do not mix or consolidate any hash boards

**Self-Repair:** Do not attempt self-repair

**3rd-Party Firmware:** Use at your own risk

*We suggest you take photos of each of the units and the serial numbers of the units and boards before shipping them to Bitmain Repair.*

