



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

Contact Us

Email:

hello@cryptech.solutions

Telegram:

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

Website:

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

Troubleshooting Guide

MicroBT - WhatsMiner Units

In-Warranty Units: MicroBT RMA Process

Please follow the steps below to request repair service:

1. Contact Whatsminer to specify problems.
2. Send out the product after receiving confirmation from WhatsMiner's technician.
3. Create a work ID on the website.

Contacts:

Telegram 1: https://t.me/Whatsminer_Aftersales (Repair consultation)

Telegram 2: https://t.me/Leslie_whatminer (Repair)

WeChat 1: microbt_service

WeChat 2: whatminer_service

Mail: Support@microbt.com

Resources:

[Whatsminer Support Page.](#)

[YouTube Video](#) demonstrating the entire service request process.

Common Error Codes for Whatsminer Units:

Whatsminer hashboards are numbered SMO, SM1 & SM2 from left to right

Dashboard Issues: Try switching out the hashboards to determine whether the issue lies with a hashboard or the control board. Additionally, check for any potential connection problems.

540: SMO reading chip ID error.

541: SM1 reading chip ID error.

542: SM2 reading chip ID error.

→ Check the adaptor board and writing contact. Clean dust off of the hasboard.

560: SMO loss balance.

561: SM1 loss balance.

562: SM2 loss balance.

→ Plug in the adapter plate, and then screw in the power connection hashboard again.

320: SMO temperature issue.

321: SM1 temperature issue.

322: SM2 temperature issue.

→ Check whether the control board screw is locked properly, and check the connection board and the arrangement contact.

Environment issue: This is not a machinery issue.

600: Environment issue. The environmental temperature is too high. Check the environment's temperature and adjust accordingly.

PSU issue: An issue with the PSU can be noted by any error code in the 200s.