SFA14K™

Rear Panel Heat Buildup on Controller

Caution Advised
Controller canisters for the SFA14K family of storage arrays generate high air temperatures internally. The temperatures seen are within specifications for the component parts of the unit and do not affect system operation. However, heat does transfer to the rear panel of the canister. Metal connectors, copper and optical cables, and open ports are also affected by this heat buildup. Cautionary labels have been added to the affected products.

Affected Products
SFA14K, SFA14KE, GS14K, and ES14K models are affected.

Contacting DDN Technical Support
Please contact DDN Technical Support at any time if you have questions or require assistance. Support can be reached by phone, by email, or on the web as listed below.

Web
DDN Community Support Portal  https://community.ddn.com/login
Portal Assistance  webportal.support@ddn.com

Telephone
DDN Support Worldwide Directory  http://www.ddn.com/support/contact-support

Email
Support Email  support@ddn.com
Bulletins
Support Bulletins http://www.ddn.com/support/technical-support-bulletins
Bulletin Subscription Requests support-tsb@ddn.com