

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
Portal Assistance*

<https://community.ddn.com/login>
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

End-of-Life Notices

Bulletin Subscription Requests

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

support-tsb@ddn.com