



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

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.

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 and click "my account" to sign up.

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.

