



CATEGORY: Instrumentation
PART NUMBER: 210857, 210857A
BULLETIN NUMBER: CFR SB 072920-3
SUPERSEDES: n/a
DATE: July 29, 2020
ROUTE: Distributor/End User

PRODUCT APPLICABLE TO:	TEST METHOD:
<input checked="" type="checkbox"/> F-1/F-2 Combination	D 2699, D 2700
<input checked="" type="checkbox"/> F5 Cetane	D 613
<input type="checkbox"/> Supercharge	D 909
<input type="checkbox"/> Accessories	
<input type="checkbox"/> Tools	
<input type="checkbox"/> Technical Publications	

SUBJECT: XCP HMI Warranty

This Service Bulletin is to update customers on the HMI touchscreen monitors that come with XCP kits. It has come to our attention that many of the monitors we have received back from Distributors / customers under warranty have been opened, and in some cases manipulated. This in return, voids the warranty we have established with our supplier.

To mitigate this issue going forward, CFR is now placing anti-entry labels on the HMI monitor in critical areas. If the label(s) are removed or torn indicating the computer has been breached internally, CFR warranty will be voided. The HMI also has internal hardware indicators that show the computer has been opened as well.

If you suspect a problem with your HMI touchscreen monitor and it is still within the warranty period, we suggest you contact your local Distributor to discuss, troubleshoot and if necessary, file a warranty claim. Be sure to not open the monitor. Removal of the hard drive, unless requested by CFR to remove, is also a breach in the computer and will also void warranty.

Additionally, CFR Engines Inc. reserves the right to repair, refurbish or replace an HMI touch screen monitor under its warranty obligation. This means that if the HMI is sent in under warranty consideration and it is deemed the issue is warrantable, the customer can expect to get back one of the following: a refurbished monitor, a repaired monitor, or a new monitor at CFR Engines election. Any monitor provided under warranty replacement will include the latest XCP software version. Any of the warranted replacements will carry the CFR standard 1-year warranty from date of replacement.

Best Regards,
Dan Bemis
CFR Global Service Manager
CFR Engines Inc.