

DAKTRONICS DIGITAL BILLBOARD MAINTENANCE CHECKLIST



This checklist is intended for use by billboard technical service staff whenever on site, as a way to assess digital billboards and identify any potential maintenance concerns.

Checklist Task	Key Points	Was there an issue? Refer to the resource below
<input type="checkbox"/> Checks from the ground	<ul style="list-style-type: none">A. With content running on the display, view the display from the ground to record pre-check condition.B. Measure display grounding. Verify it measures 10 ohms or less.<ul style="list-style-type: none">i. Improve grounding if measurement is greater than 10 ohms.	How do I start a PLR test pattern on the display?
<input type="checkbox"/> Checks from front catwalk or lift	<ul style="list-style-type: none">A. Inspect the structure, catwalks, and ladders for structural integrity.B. Clean the webcam lens. Refer to Digital Billboard Photocell, Light Sensor, and Webcam Cleaning Procedures for webcam cleaning information.C. Check for visual issues with the face of the display.<ul style="list-style-type: none">i. Look down the display face from side to side and bottom to top for protruding modules to ensure all modules are seated properly.ii. Look for stuck pixels, bent LEDs, broken louvers, or other visual problems that may affect image quality. Replace components as needed.D. Clean and test the Photocell or Multi-Direction Light Sensor.<ul style="list-style-type: none">o Follow Digital Billboard Photocell, Light Sensor, and Webcam Cleaning Procedures to clean.o Test by covering the Photocell/MDLS with a dark cloth bag to block incoming light.	I have stuck pixels on my display.

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Checks from rear of display

- A. Check condition of back sheets.
 - i. Check for holes from missing hardware or gouges. Fill holes with silicone.
 - ii. Check for gaps along back sheet edges. For gaps larger than 6", insert tek screws into the display to shorten the gap length. Apply silicone along the seam and over the tek screw heads.
 - iii. Inspect splice sections for signs of water damage. If water damage is suspected, fill any holes or gaps in the area with silicone.
- B. Inspect air intake, fans, and filters (if equipped).
 - i. Clean air intakes.
 - ii. Verify that fans are operating properly.
 - iii. **For DB-4100 series billboards only:** Remove cabinet filters from the display and do not replace them.
 - o Testing by Daktronics has determined that filters are not necessary for this model.
 - o All components used in this series are sealed and unaffected by dust.
 - o Removing filters provides increased airflow and better cooling in the cabinet.
 - iv. **For DB-1000 – DB-4000 series billboards** equipped with filters, inspect and change filters. Daktronics will provide any required display filters before each maintenance check.
- C. Inspect the display thermostat. Verify that the thermostat is set to 85° F.

Spare parts box checks (DB-1000 to DB-4200 series only)

- Note:** Skip this section if your billboard is not equipped with a spare parts box.
- A. Inspect the spare parts box for signs of water intrusion.
 - B. Perform an inventory count of the spare parts box.
 - C. Place the key to the spare parts box in the control enclosure.

Control enclosure checks

- A. Check operation/settings of the cooling fan and heater in the enclosure.
 - i. Verify the red dial is set to 40° F and the blue dial is set to 80° F.
- B. Inspect the SmartLink™ (DB-4200, DB-5000, and DB-6000 series only).
 - i. Check for signs of damage or water intrusion.
 - ii. Ensure the SmartLink™ door is closed and fully latched.
 - iii. Confirm the SmartLink™ is online and operating correctly.
- C. Check the control enclosure filter for cleanliness.
 - i. Replace filter if necessary.

[How do I troubleshoot a SmartLink Offline or Connect Error?](#)

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- D. Inspect cabling and wires in the control enclosure and to the DMP-8065 for signs of wear, fraying, loose connections, or other issues.
- E. If equipped, check the status light of the UPS to ensure that the unit provides the necessary battery level for power backup.
- F. Check connections at center of display.
 - i. Check webcam, light sensor, and temperature sensor connections for signs of wear, fraying, signs of corrosion, or loose connections.
 - ii. Apply electrical grease to webcam connections to prevent corrosion.
- G. Verify control enclosure door is shut and latched properly.

[My enclosure equipment is not getting any power.](#)

Checks requiring assistance from Daktronics Help Desk

- A. Call Daktronics Help Desk at 1-877-DAK-HELP (1-877-325-4357) to perform the following checks:
 - i. Check aim and focus of webcam. Adjust as necessary.
 - ii. Cycle relays 1-3 on the SmartLink™ (if equipped) to ensure proper function.
 - iii. Turn display to all White pattern and verify the voltage on each leg (L-G, L-N, N-G). If the voltage reading is not 120V +/-5% on each leg, check amperage in the display's breaker panels and discuss a plan of action with the Help Desk Technician. Record the voltage of each leg on the checklist.
 - iv. Verify that IDM diagnostics is free of errors.

Current service initiatives

- A. If any of Service Initiatives apply to the display, view the linked document for more information. Contact your Daktronics Account Service Manager if you have any questions.
 - i. [Heater Circuit Conversion Kit](#) (DB-4200 series only)
 - ii. [Noise Filter Kit Installation](#) (DB-4200 series only)
 - iii. [ISP Enclosure Line Filter Installation](#) (DB-4200 series only)
 - iv. [SATA Cable Inspection](#) (All Models)

If you identified any issues, please refer to our [Knowledge Base](#) articles for resources on how to resolve the issue. If you have exhausted these available resources, please contact Daktronics support by creating a new service case in your [Daktronics MySupport account](#). Don't have a MySupport account? Create one [here](#).

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