



# DIGITAL DECALS MAINTENANCE INSTRUCTIONS

The Digital decals are powered by low voltage USB-C cables. It is important periodically perform maintenance to ensure you get the maximum life span out of them. We recommend the following is undertaken.

## THINGS TO LOOK OUT FOR:

### Condition of screen protector

Periodically check the Decals display and clean off any marks. The longer they are there, the harder they will be to get off. Either using glasses/sunglasses leans cleaner spray (recommended) or generic window cleaning spray. We recommend only using a microfiber cloth to clean as things like paper towel can cause surface scratches over time.

**DO NOT apply much pressure when cleaning or you risk damaging the LCD screen**

### Condition of LCD screen

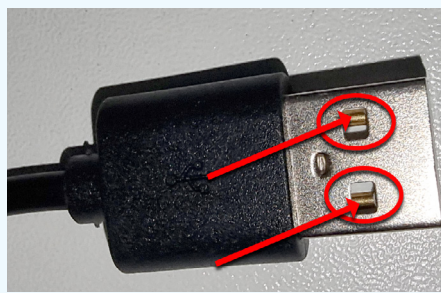
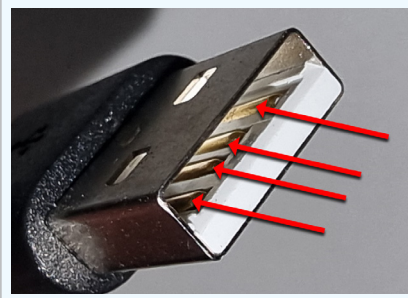
If you notice any liquid / watermark behind the screen protector, notify us ASAP. Leaving any liquid touching the LCD screen will cause damage.

# GENERAL MAINTENANCE

Avoid unplugging the USB cable from the Decal. If you need to power cycle the decal, do this from the USB power hub. Regularly unplugging at the decal end can damage the contacts, give more change of corrosion and are harder to plug back in.

## USB-C Cables

Every 6 months, we recommend unplugging the USB-C cable from the power hub (not the Decal) and checking there is not visible signs of markings or discoloration.



### CHECK CONDITION

Check the gold pins (contacts of the USB) If they look 'gold' like in the beside photo, they are in good condition.

**IF they look white, they are oxidised and power is/will degrade.**

If there is noticeable discoloration:

1. Make sure the power is off.
1. Unplug the USB-C ports from the power adapter.
2. Clean the USB-A end with a damp cloth.
3. Wipe dry with another cloth (and make sure fully dry and the terminals are not damp).
4. Plug the USB-C cable back into decal.
5. Power back on.

The v1 Digital Decals are designed with USB-C cables that are readily available in many places such as Super-markets, Office Works etc... However, ideally only class **AWG20** USB-C cables should be used as they have thicker copper and better resistance. The copper contacts in USB cables will slowly oxidise over time (quicker with condensation).

The more impedance the contacts have, the more the Decals themselves will struggle.

We recommend that you purchase spares if one fails.. which could be at a very inconvenient time.



### USB-C CABLE

- Custom made
- AWG20 - thicker, lower resistance copper for better power delivery and longevity
- 3m length
- USB TypeC to USB 2.0

**\$22** ea

## USB Y-Cables

If you have Rear Decals that use the 'Y cable', also follow the same steps remembering to check all three ends.

We recommend that you purchase spares if one fails.. which could be at a very inconvenient time.

**Please note this is a custom manufactured item that only we have in stock. Contact us for pricing / supply.**

## USB Power Chargers

**Location and Mounting of the USB power pack is very important.**


**They should be accessible and made so liquid cannot flow down cable to the charging port.**

Every 6 months. Check that the USB power charger is clean and has no sign that liquid or moisture has been on the charger. Keep in mind condensation as the power pack generates heat, and may have been placed next to cold items. Check for visible signs of markings or discoloration.

If there is noticeable discoloration:

1. Make sure the power is off.
1. Unplug all the MALE USB cables from the charger
2. Clean the power pack end with a damp cloth
3. Wipe dry with another cloth (and make sure fully dry and the terminals / ports are not damp)
4. Plug MALE USB cables back into the power charger
5. Power back on.

The decals / rear decals require **2.4 Amps** to run. This means that each port on the charger needs to be able to supply 2.4 AMP output. If you purchased Digital Decals between 2019 - 2022, and we supplied the USB Charger, you would have been supplied with a COMSOL 4, 6 or 10 port charger. We no longer recommend these due to the degradation of the contacts. We now only recommend the Belkin 10 port charger (B2B139au) Purchase a replacement [here](#), or through us.

	<p><b>10 PORT BELKIN CHARGING STATION</b></p> <ul style="list-style-type: none"><li>• Power your digital decal</li><li>• 10 Port USB Desktop charger</li><li>• 120 watt external power supply ensures that up to 2.4 Amps is delivered to each port</li><li>• built-in over charging, over heating and short circuit protection</li></ul> <p><b>\$137</b> ea</p>

**If you are purchasing your own replacement USB chargers, you can choose brand & spend as little or as much as you want – however we only recommend trusted brands. Just make sure the individual ports have 2.4 AMP**

It is important to keep in mind that the power charges are not designed to power devices 24/7 for eternity. We have found that these particular model charges should last 1-3 years. Just keep in mind they have a 12 month warranty. We recommend that you purchase spares in the event that one fails.. which could be at a very inconvenient time.

Please keep in mind the purchased date and the warranty provided on products that we have supplied.

Email [support22@crawlmedia.com.au](mailto:support22@crawlmedia.com.au)

Easier to chat? Supply your phone number and we will promptly call back 