Daktronics Repair & Return Shipping Guidelines for Control Systems

☐ The shipping box should be able to hold the contents while supporting the weight of the computer system. A double wall box is recommended.

☐ There should be a minimum of 2 inches of space on all six sides of the computer system when packaged inside the shipping box.

☐ The 2 inches of space should be fitted with packing material filling all possible space. We recommend using bubble wrap or block foam material.
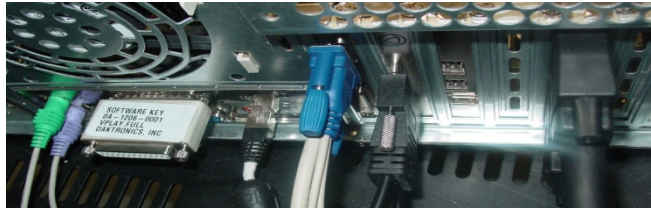

☐ We DO NOT recommend packing peanuts, newspaper, pieces of cardboard, etc. Loose materials tend to shift in the box and allow the computer system to move and make contact with the sides of the box.

☐ We recommend using UPS or FedEx as the shipping provider. They can provide packing assistance, tracking information, and shipping insurance.

☐ We recommend using Overnight or Second Day shipping methods. We do not recommend using Ground method as the package will get handled more and has a higher potential to become damaged.

Before packaging and shipping:

1) If computer system was opened on site during troubleshooting process, ensure there are no loose parts inside system and all cards are securely screwed into the case.

2)   Remove all extra and unnecessary parts attached to system and keep these parts onsite.
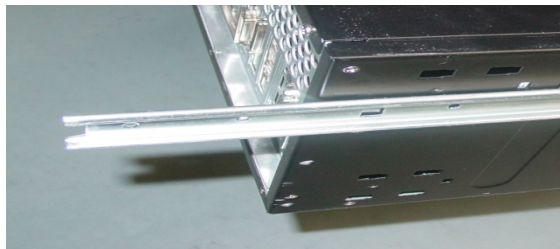   -Remove any attached cabling (Unscrew or unplug)

-Remove Software Key (Unscrews from parallel port or unplug from USB port)

 Note: The software key can be shipped with the control system if there seems to be a problem with it but it must be taped to the computer case to prevent it from being lost in the packaging

-Remove Rack Rails that stick out past the system case (Screws holding rails on need removed)

-Remove Rack Handles/Rack Ears (Screws holding handles onto case need removed)