

To minimize display damage, power down digital billboard displays prior to a hurricane. Even if you choose not to power down the display, perform a thorough display inspection for damage from flying debris and water intrusion after the hurricane passes. This guide outlines digital billboard preparation for hurricane conditions and the display inspection and start-up procedure after the hurricane.

### Display Priority Spreadsheet

Create a spreadsheet that contains a list of all displays before every hurricane season to track and prioritize hurricane preparation. Make the spreadsheet easy to modify based on hurricane path and allows you to quickly send information for multiple sites to Daktronics before a hurricane. Include the following information:

- Contact information
- Site address
- Panel numbers/names
- GPS coordinates



Figure 1: Typical Breaker Location

### For Displays Without SmartLink™

#### Hurricane Preparation

1. Before a hurricane, contact Daktronics with your display spreadsheet showing anticipated shutdown date, anticipated restart date, and display restart priority. Send information to your Account Service Manager (ASM) or call Daktronics customer service at 1-877-DAK-HELP (325-4357).
2. Daktronics adds a case number, used for display restart, for the site(s) to the spreadsheet.
3. Before going to site to turn off the display, make sure you have a key for the breaker panel.
4. After arriving on site, turn off the display breakers at the main panel. Breaker panels are typically located at the base of the display structure as shown in **Figure 1**. If the display is mounted to a building, the breaker panel may be located in the building.

#### Display Restart

1. Contact Daktronics with an updated spreadsheet showing new anticipated restart priority and dates. Send the information to the ASM or call Daktronics customer service at 1-877-DAK-HELP (325-4357).
2. Inspect the interior of the display for signs of standing water. If standing water is present:
  - Manually remove all water from the display.
  - Allow the display to air dry for at least 24 hours before starting the display.
3. Inspect the display for signs of loose modules and other internal or external display damage. Turn off all breakers inside the display. If there is a dedicated breaker for fans, leave it on. Refer to **Figure 1**.



Figure 2: Billboard Breaker Panel

4. Inspect the inside of the control enclosure for standing water or signs of water intrusion. If standing water is present:
  - Manually remove all water from the enclosure.
  - Allow the enclosure to air dry for at least 24 hours.
5. Turn off the breakers (if applicable) and Uninterruptable Power Supply (UPS) in the control enclosure.

**Note:** If damage to the on-site electrical service is observed, do not attempt to turn power to the display on at this time. Call a certified electrical company to repair the damage.

6. Turn on the breakers at the main breaker panel.
7. After the inside of the display and control enclosure is completely dry, turn on the breaker in the control enclosure (if applicable).
8. Turn on the UPS inside the control enclosure.
9. Ensure the UPS is providing power to the components plugged into the UPS.
10. If there is a Ground Fault Interrupt (GFI) outlet in the control enclosure, make sure this is not tripped.
11. Restart all control equipment in the control enclosure.
12. Turn on all breakers in the display.
13. Ensure the display is operating properly.
14. Call customer service at 1-877-DAK-HELP (325-4357) with the case number.
15. Customer service will check for visual issues, and check diagnostics for nonvisual issues.

**Note:** Daktronics warranty does not cover damage caused by a natural disaster. Daktronics will work closely with you to get your display operating in a timely manner.

## SmartLink™ Enabled Displays - Installed 2013 to Present

### Hurricane Preparation

1. Prior to the hurricane, contact Daktronics with your display spreadsheet showing desired shutdown date and time, anticipated restart date and time, and display restart priority. Send information to [billboardservice@daktronics.com](mailto:billboardservice@daktronics.com) or call Daktronics customer service at 1-877-DAK-HELP (325-4357). Customer service uses the information in the spreadsheet to remotely turn the displays off and on at the appropriate times. If the turn-off or restart times change, notify the Account Service Manager (ASM) or customer service.
2. Daktronics adds a case number, used for display shutdown and restart, for the site(s) to the spreadsheet. If the shutdown or restart time changes, call Daktronics customer service and inform them of the change.
3. Daktronics shutdowns the display at the appropriate times using the SmartLink™ interface.

**Note:** Turning off the display using the SmartLink™ still keeps power to the display. If there is a SmartLink™ communication failure, the display turns on so, if possible, it is best to turn off power to the display at the main distribution panel.

### Display Restart

1. Contact Daktronics with an updated spreadsheet showing the new anticipated restart priority and dates. Send the information to the ASM or call Daktronics customer service at 1-877-DAK-HELP (325-4357).



2. Before inspection, turn off power at the pole (main breaker).
3. Before the restart times listed in Step 1, have someone on site inspect the interior of the display for signs of standing water. If standing water is present:
  - Manually remove all water from the display.
  - Allow the display to air dry for at least 24 hours before starting the display.

**Note:** Call Daktronics customer service to inform them that there will be someone on site.

4. Inspect the display for signs of loose modules and other internal or external display damage.
5. Turn off all breakers inside the display. If there is a dedicated breaker for the fans, leave it on. Refer to **Figure 2**.
6. Turn off the breakers in the ISP enclosure.
7. Turn on the breakers at the main breaker panel.
8. After the interior of the display is dry, turn on all breakers in the display and the ISP enclosure.
9. Ensure the display is operating properly.
10. Call customer service at 1-877-DAK-HELP (325-4357) with the case number.
11. Customer service will check for visual issues, and check diagnostics for nonvisual issues.

**Note:** Daktronics warranty does not cover damage caused by a natural disaster. Daktronics will work closely with you to get your display operating in a timely manner.