

# TECHNICAL BULLETIN

**DESCRIPTION:****TB#: 1105****ThermoRack 1200 FINAL End of Service Notification****DATE: November 30, 2022****DISCUSSION:**

**After November 30, 2022, we will no longer accept any new requests to repair or service ThermoRack 1200 units.**

In September 2016, we issued Technical Bulletin 1049, announcing End of Life for our ThermoRack 1200 product, which was replaced by our ThermoRack 1201 product. As part of that announcement, we stated, “we will continue to service these units and sell spare parts, at least through December 31, 2021.” In June 2021, we issued Technical Bulletin 1088 formally declaring End of Service for ThermoRack 1200. The bulletin stated that after December 31, 2021, “we may not be able to service ThermoRack 1200 units.” Now, more than six years after we declared End of Life on this product, we must declare a final End of Service for the ThermoRack 1200 product. We have built up a significant backlog of units that have already been returned for service and some of the key parts in this system have become very difficult to obtain. We are still committed to repair or service any unit that has already been returned to us, as long as the service is still possible. We just cannot accept any more units back for service.

We will still sell spare parts for the ThermoRack 1200, as long as the parts are still available. One exception is the PFC (Power Factor Correction) component. This part is no longer available from the supplier. The limited stock we have left will be reserved for units that have already been returned to us for service. Availability of other parts is subject to availability and is not guaranteed.

We recognize that this declaration of final End of Service is disruptive and limits your options. That is why we delayed this final notice as long as we could. With the exception of a few custom configurations, any ThermoRack 1200 unit that is no longer functioning can be replaced in the field with a new ThermoRack 1201 unit. The ThermoRack 1201, which was first introduced in 2015, is functionally identical to the ThermoRack 1200. The primary difference in the ThermoRack 1201 is a complete redesign of the thermoelectric power system to dramatically improve the reliability and lifetime of the unit.

If you have any questions, please contact Steve Huchro. Steve may be contacted via email at [shuchro@sscooling.com](mailto:shuchro@sscooling.com) or by calling 1-845-293-7546.