




Alpha Miner PSU-1000, PSU-1600, PSU-1800, PSU-2000, PSU-2200 Troubleshooting Guide

1. Make sure the PSU is plugged into 220V outlet, NOT 110V.
2. Switch PSU on to make sure the fan is working. If it doesn't, check the power cord connection and voltage in your electrical grid.
3. Switch PSU off using the switch on the front, connect to a miner. All connectors must be connected to the miner properly.
4. Once all 6-PIN PCIe Molex connectors are properly plugged in, switch the PSU on.
5. If the PSU shuts down, wait 30 minutes and turn it back on.
6. If a PSU shuts down and doesn't go back up after 30 minutes, it is not enough to turn it off/on with a power switch - also the cable needs to be disconnected from the PSU. This is because the high wattage PSUs feature high volume capacitors and de-facto the chain is closed with this cable, so the remaining charge will not go anywhere. It will be fixed in place by processors thus not allowing to re-start the PSU. The most likely reason for that is bad quality connection to the miner power ports, so please recheck the connection to your equipment.
7. If PSU still does not work, replace it with another PSU and try again. If a replacement PSU works, fill out the RMA form and send it with the problematic PSU to us.

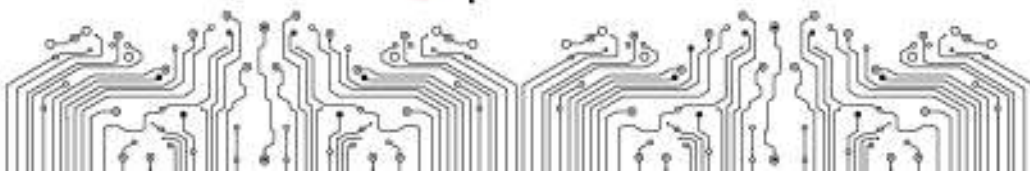
The best way to solve the problem is to make a video of what you do and how it happens. You can upload the video onto any platform where we can watch it and send us a link. Detailed pictures of PSU connected to a miner will do if for some reason a video does not work.

Best regards

Alpha Miner Support Team

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