

**Service Notice Number:** 20160706-2

**Date:** July 25, 2016

**To:** Domestic and International Lincoln Service Departments and District Sales Offices, Lincoln Authorized Service Facilities.

**Subject:** False thermal LED illumination.

**Products Covered:** Power Wave models i400, C300, R/S350, R/S500, S700, and AC/DC 1000 SD with serial numbers prior to U1160600000.

**Symptom:** The thermal LED, located on the front panel, illuminates when there is no thermal fault and the machine continues to be fully functional.

**Recommended Action:** If a machine is presented for service and meets all of the above criteria, a software update is required. The latest machine software and Power Wave Utilities can be found at [www.powerwavesoftware.com](http://www.powerwavesoftware.com). **Important Note: It is required you take a diagnostic snapshot of the machine using Power Wave Utilities *before* updating software and attach it to the warranty claim to be filed.**

For machines within the Lincoln Electric 3 year warranty period, one hour of labor time will be paid on completion of the software upgrade and receipt of a completed warranty claim form, **with a “before” diagnostic snapshot attached.** If you have any questions regarding this service notice please phone us at 888-935-3877.

All service notice claims must be filed using a separate warranty claim. Do not include repairs outside of the scope of this service notice. If you have any questions regarding this notice, please contact us at 1-888-935-3877.

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