MiTek®
SERVICE BULLETIN

Document ID:
SBW296

Title:
Installing Additional Memory

Affected machinery: Hornet II™ saw
Distribution: All customers with affected machinery
Applies to: All frames prior to 33 with 8 GB of memory installed in the HMI
Sensitivity: Internal use only (installed by MiTek)

CAUTION:
MiTek recommends printing this document in high resolution using color ink. Many of the graphics may be unclear and may create an unsafe condition if this recommendation is not followed.

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Part # and Rev.	SBW296
Print Date	30 June 2025
Effectivity	Frames prior to 33 with 8 GB of HMI memory
Revision Date	
Revised By	
Rev. Approved By	
Orig. Release Date	25 June 2025
Orig. Created By	A. Moll
Orig. Approved By	D. Brames

Purpose and Scope

This service bulletin instructs how to install a 16GB memory module to improve the performance of the Hornet II HMI.

Overview

Parts Included

The parts included in this kit are shown in Table 1. Please make sure all parts and supplies are present before starting the procedure.

Table 1: Parts in SBW296KIT

Quantity	Description	Part #
1	16GB DDR4 260-Pin Memory Module	509798
1	SB296 Additional Memory Label	691866
1	Service bulletin document	SBW296

If you have any questions, call MiTek Automation Support at 1-800-523-3380.

Supplies Needed

- T10 Screwdriver
- T8 Screwdriver
- Small flat-head screwdriver

Lockout/Tagout Instructions

Electrical Lockout/Tagout Procedure

The lockout/tagout instructions for the electrical systems will be referenced as necessary in this document. Service Bulletin instructions start on page 5.

Working on a Machine Outside the Machine's Main Electrical Enclosure

	**⚠ WARNING** **ELECTROCUTION HAZARD.** **All electrical work must be performed by a qualified electrician.** **Verify that all power to the machine has been turned off and follow approved lockout/tagout safety procedures before performing any maintenance.** **If it is absolutely necessary to troubleshoot an energized machine, follow NFPA 70E for proper procedures and personal protective equipment.** **When the disconnect switch is off, there is still live power within the disconnect switch's enclosure. Always turn off the power at the building's power source to the equipment before opening this electrical enclosure.**

1. If applicable, close machine software and shut down the PC using the **Power** > **Shut down** method in Windows.
2. Engage an E-stop on the machine.
3. Turn the disconnect switch handle to the Off position. See Figure 1.
4. Attach a lock and tag that meet OSHA requirements for lockout/tagout to the electrical service entry panel.
5. Open the door to the enclosure to which you need access. Using a multimeter, verify that the power is off.
    - After utilizing the main disconnect switch, the HMI enclosure will still have DC power due to a battery backup. Wait 5 minutes to ensure there is no longer power to the enclosure.

Figure 1: Disconnect Switch

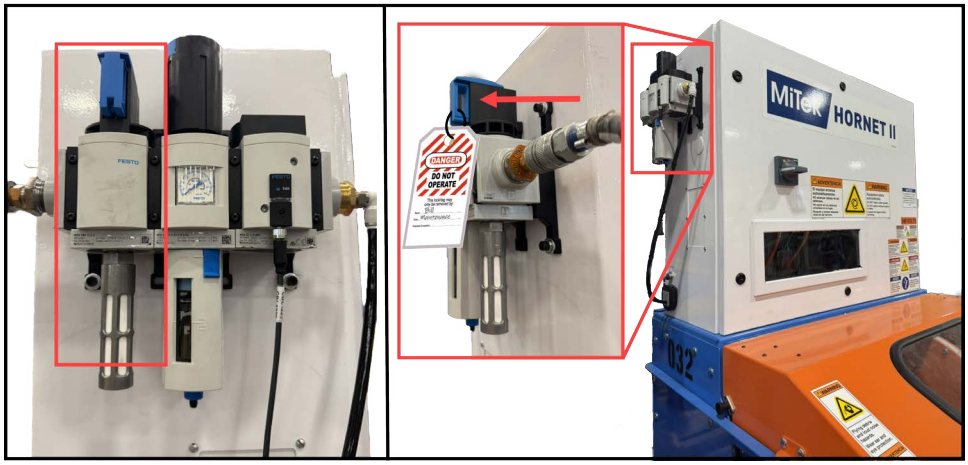
Pneumatic System Lockout/Tagout Procedure

The lockout/tagout instructions for the pneumatic systems will be referenced as necessary in this service bulletin.

	⚠ WARNING
	**HIGH PRESSURE HAZARD.** **Bleed pneumatic lines before performing any maintenance on the system.** **Working on pressurized lines may cause injury.**

1. After lockout/tagout of the electrical power, turn off or close the system's hydraulic shutoff valve and attach a lock and tag. See Figure 2.
2. After lockout/tagout of the electrical power, turn off or close the system's air shut-off valve and attach a lock and tag. See Figure 2.

Figure 2: Pneumatic System Shut-Off Valve



Procedure

Preparing the Saw

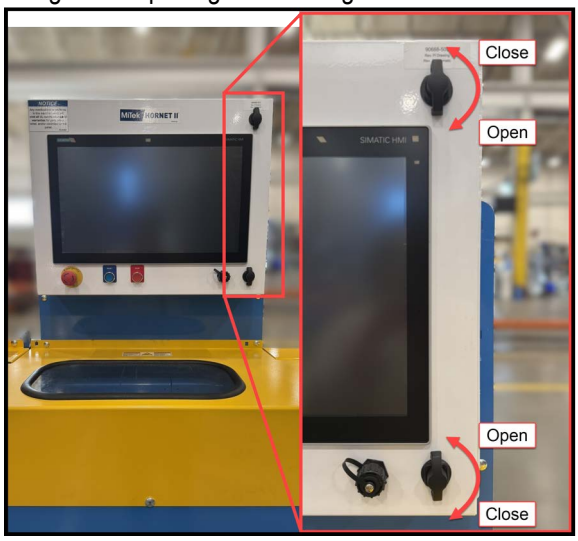
	⚠ WARNING
	**MOVING PARTS CAN CRUSH AND CUT.** **Always verify that power to the machine has been turned off and follow approved lockout/tagout procedures.**

1. Lockout/tagout the electrical and pneumatic systems of the machine using the Lockout/Tagout Instructions on page 3.
2. After utilizing the main disconnect switch, the HMI enclosure will still have DC power due to a battery backup. Wait 5 minutes to ensure there is no longer power to the enclosure.

Installing the Memory Module

3. With power locked out as previously described, open the HMI enclosure by rotating the fasteners as necessary to open the enclosure. See Figure 3.
   - Turn the TOP fastener clockwise to open.
   - Turn the BOTTOM fastener counter-clockwise to open.

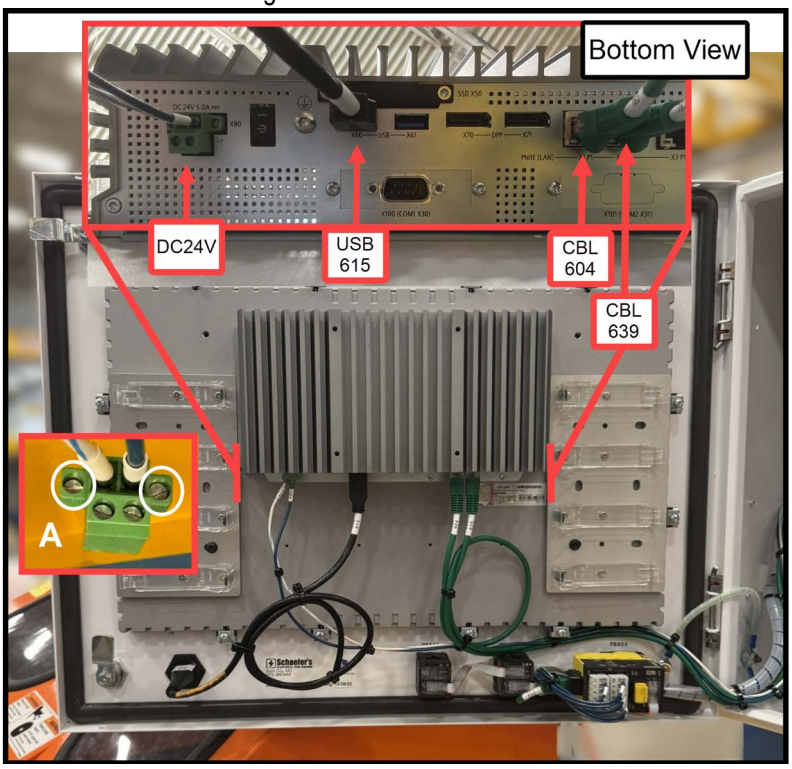
Figure 3: Opening and Closing the HMI Enclosure



4. Remove the following cables from the bottom interface plate, as seen in Figure 4:
   - Remove both ethernet cables labeled CBL 604 and CBL 369 from the ethernet ports X1 P1 and X2 P1 by using the clips and gently pulling to remove.
   - Remove cable USB 615 from USB port X60.

- Remove the DC24v cable by loosening the 2 screws (highlighted in Inset A on Figure 4) that are securing it to the interface panel using a small flat-head screwdriver, then gently pull to remove.

Figure 4: HMI Cable Removal

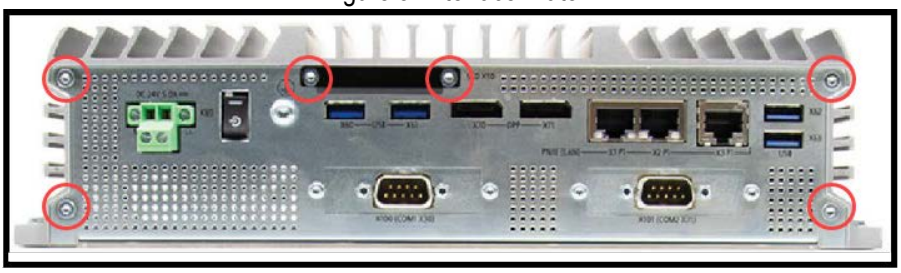


5. Complete Step 2 through Step 7, staring on Page 69 of the **SIMATIC IPC277G Operating Instructions, 10/2022, A5E50059956-AB**, under the "*Procedure - To replace the memory module on 12" to 24" multi-touch devices"* heading.
   - The **SIMATIC IPC277G Operating Instructions** for Step 5 is available here:

     https://cache.industry.siemens.com/dl/files/795/109822795/att_1148231/v1/ipc277g_operating_instruction_enUS_en-US.pdf#page=69
   - Pages 69 and 70 of the **SIMATIC IPC277G Operating Instructions, 10/2022, A5E50059956-AB** are also located at the end of this document.
6. Place the removed memory module in the static-proof bag the replacement module was supplied in and return to the CPS Software team.
7. Insert the 16GB DDR4 260-Pin memory module into the memory socket at an angle, then gently push down until the module is secured by the retaining clips.
8. Re-attach the motherboard to the HMI housing using the T8 and T10 screw drivers.

9. Re-insert the COM cables into the motherboard.
10. Re-attach the interface plate with a T10 screwdriver. See Figure 5 for screw locations.
    - See the **SIMATIC IPC277G Operating Instructions** for more information regarding Steps 6 through 10 if required.

Figure 5: Interface Plate



11. Re-attach the DC24V, USB 615, CBL 604, and CBL 639 cables that were removed in Step 5.
    - See Figure 4 for insertion locations.
12. Close the front door to the HMI enclosure and secure it by rotating the fasteners as necessary. See Figure 3.
    - Turn the TOP fastener counter-clockwise to close.
    - Turn the BOTTOM fastener clockwise to close.
13. Remove lockout/tagout devices, power on the saw, and verify that the HMI loads the Windows operating system.
14. On the HMI, navigate to **Settings > System > About**. In the Device Specifications section, verify that the Installed RAM value is 16GB.
15. Open the CBA software and prepare the saw for normal operation.

END OF SERVICE BULLETIN