SERVICE BULLETIN

Title: CAES Start-up Calls
Models Affected: All Absorption and Rotary Machines

Number: C9625
Date: 8/2/96
Supersedes:
Date:

Purpose:

To remind field mechanics that the 1-800 number established in 1990 is still to be used when a new machine is started, and to provide the basic information necessary when calling.

File: Installation - Start-up - Operation

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Background:

Since 1990, information provided by BSS service mechanics directly to Syracuse Service Engineering after completing new Chiller start-ups, has been used to improve product quality and reliability.

Procedure:

1. After each new machine is started, the mechanic should call the start-up phone at 1-800-333-CHIL (1-800-333-2445).
2. If a problem is encountered during start-up that cannot be figured out, assistance should be requested from the Service Supervisor, Branch Manager, or Regional Service Engineer. It is their job to help fix chillers. It is a team effort, and everyone needs to be involved.
3. The Toll Free Number should be used for new Absorption, Centrifugal and Screw Chillers only.
4. The Toll Free Number should be used to tell the Technical Service Consultant about the start-up after it is completed. Tell us if everything went well or it didn't. If there was a problem, we want to know what was done to fix it.

We want you to become part of the program to make our chillers better. Future Service Bulletins will let you know how your information has helped to improve the machines.

Data To Be Reported:

When reporting a start-up, it will be helpful to have the following information ready before making the call:

1. Machine Model Number and Serial Number
2. Customer and Location
3. Start Date
4. Detailed description of problem(s) including any PIC alarm codes