



SERVICE BULLETIN

Title: Year 2000 Date Change
Models Affected: All Chillers With
Microprocessor Control

Number: C9734
Date: 11/7/97
Supersedes: New

PURPOSE:

To inform the field of Carrier's position on the Year 2000 date change.

File: Controls-Wiring

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INFORMATION:

Included in the hard copy of this bulletin will be two letters stating Carrier's position on the Year 2000 date change. If your customer requests a letter from Carrier asking for compliance, please provide them with the appropriate version. Please note that the letter includes all HVAC products produced by Carrier including chiller controls. It should be noted that the Year 2000 will have no effect on previous chiller controls such as the 3200MP microprocessor control and the 32SM solid state capacity control. These control schemes do not contain a real time clock. Tests conducted on the 3200MP Data Logging System also assure proper operation through the Year 2000.

PROCEDURE:

1. Whenever a customer requests information regarding the effect of the Year 2000 date change on Carrier equipment and products, one of the two letters should be provided.
 - A. For customers without a CCN Building Supervisor the shorter letter should be provided.
 - B. For customers with a CCN Building Supervisor the longer letter with a description of the Building Supervisor automatic reports problem should be provided.
2. Write a personalized cover letter to the customer on stationary with the Carrier Logo as represented by your division. In this letter specifically address their system and attach the "Year 2000 date change" letter.
3. It is important that the "Year 2000 date change" letter be attached UNCHANGED so that Carrier sends a consistent message to our customers worldwide.

4. For customers with a version of the Building Supervisor do NOT infer that any upgrade will be provided free of charge.

Any questions regarding products other than onboard chiller controls should be addressed to CAES Controls Systems Support; Farmington, Connecticut USA.

July 17, 1997

To: Customer

From:

Subject: Year 2000 date change

Many Carrier customers are asking whether the year 2000 date change will affect the operation of Carrier's HVAC controls systems.

We can presently advise our customers that Carrier's HVAC control systems will operate continuously through the year 2000 date change and beyond.

We have conducted tests and diagnostics on our building control systems, and these tests indicate that Carrier's commercial products, including Product Integrated Controls (PIC), Field Installed Devices (FID), Comfort Controllers, Carrier Comfort System (CCS), 33CS, Variable Volume and Temperature (VVT Gen 1, Gen 2 and Enhanced), Assured Comfort System (ACS), Prodialog and ComfortWORKS will operate correctly through and beyond the year 2000. Tests also have been performed on the UT2000 and UT2001 systems, and they will operate correctly as well.

As the world leader in heating, ventilation, air conditioning and refrigeration, Carrier is committed to delivering products to our customers that will transition smoothly through the year 2000.

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Note: Sample letter continued next page.

Buildings with Building Supervisor II and III software also will operate correctly through and beyond the year 2000, with the exception of reports that are generated automatically. Beginning in 1998, users with these versions may wish to upgrade their software to the latest releases to ensure that automatic reporting functions continue through and beyond the year 2000.

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