



**UNITED  
TECHNOLOGIES  
CARRIER**

**Replacement Components Division**  
Carrier Corporation

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## SERVICE BULLETIN

SUBJECT: LID SERVICE PASSWORD ACCESS  
19/23XL, 19EX

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### BACKGROUND:

In order to access the service menu on any chiller PIC controls via the LID module, a password must be entered into the LID. If the password for a particular LID has been changed and the operator does not know or cannot obtain the password, the operator will be prevented from accessing the service menu. There is no way to bypass this access restriction just utilizing a LID module on a stand-alone machine if the password has been lost. The only way to obtain the actual password is to disable the password restriction, which requires the use of a CCN Service Tool. The CCN Building Supervisor does not have the capability to perform this feature.

Contact the local Carrier Building Systems & Services office for the services of a control specialist with a CCN Service Tool.