



TRANE®

Service Alert

Preparation Requirements for CenTraVac™ Startup with Tracer AdaptiView™ Control

To:

District Managers
District Service Managers
Parts Center Managers
Field Service Representatives - FSR (optional as required)

From:

Technical Service
Trane La Crosse

ATTENTION: Warnings and Cautions appear at appropriate sections throughout this literature. Read these carefully.

⚠ WARNING – Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

⚠ CAUTION – Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE – Indicates a situation that could result in equipment or property-damage only accidents.

General Information

The following information describes the preparation and equipment needed by your office in order to start up and service CenTraVac™ chillers with the Tracer AdaptiView™ control.

Introduction

Tracer AdaptiView control replaces the Tracer CH530 DynaView™ control with two new devices; the Tracer UC800, and the Tracer AdaptiView display. The Tracer UC800 is the new main processor

which previously resided within the Dynaview. The Tracer AdaptiView display replaces the display previously located on the DynaView.

- See *Operations Guide: Tracer AdaptiView™ Display for Water-Cooled CenTraVac™ Chillers*, CTV-SVU01C-EN, for additional information.

Tracer AdaptiView control also utilizes a new service tool called Tracer TU. Tracer TU is similar to the CH530 TechView™ service software. Tracer TU does connect with a USB cable between the UC800 and Laptop PC.

- TechView and Tracer TU are not interchangeable; at this time TechView remains the service tool for Tracer CH530 control systems.
- Tracer TU is compatible with Windows XP. Older operating systems are not supported.
- See *Getting Started Guide: Tracer™ TU Service Tool*, TTU-SVN01A-EN, for additional information on where to acquire the Tracer TU software etc. This literature informs a service tech of necessary items required to be done in preparation prior to going to the job site to commission a chiller with these new controls.
- See *Programming Guide: Tracer TU Service Tool for Water-Cooled CenTraVac™ Chillers with AdaptiView™ Control*, CTV-SVP02B-EN, for information on the individual Configuration and Setpoint items (this is similar to *Programming Guide: CTV CH530 TechView Service Tool Startup Configuration and Setpoints*, CTV-SVP01B-EN).

Purpose

The purpose of this alert as follows:

1. CTV Service Technicians must maintain the most current version of Tracer TU on their laptops. As of November 3, 2008, the current version of the new tool is version 1.03.013. To check the installed version of Tracer TU, start the program, select **Help**, and then select **About**. To download the most recent version of Tracer TU, go to:
<http://www.trane.com/Commercial/Internal/View.aspx?i=2248>
2. CTV Service Technicians should check the Tracer UC800 Unit Controller version and upgrade while performing a startup. This maintains the chiller at the current released version at startup. As of November 3, 2008, the most current version of Tracer TU is 1.03.013, which contains Simplex version 2.06 firmware and Duplex version 1.01 firmware.
3. To inform the CTV Technician of other information regarding service and startup of Tracer AdaptiView-controlled chillers. To keep informed of all of the available information, CTV Technicians should visit the New Product Literature page for Tracer AdaptiView at:
http://tranenetlax1/lbu_technicalsupport/home/TracerAdaptiViewcontrol/Adaptiview_lit.asp

Units Affected

The Tracer AdaptiView control system was introduced on CenTraVac Simplex first and began shipping in the first quarter of 2008 on CVHE, CVHF, and CVHG products, and in the third quarter of 2008 for CDHF and CDHG.

This service alert provides information only on:

1. Tracer TU laptop Requirements,
2. Software Download and Installation,
3. La Crosse Technical Service Online Information, and
4. Service Startup Notification Request.
5. New Literature (available at first ship).
6. Maintaining Tracer TU and upgrading controller.

Laptop Computer Requirements

Your laptop must meet the following laptop hardware and software requirements to successfully run Tracer TU:

- 1GB RAM
- 1024 x 768 screen resolution
- CD-ROM
- Ethernet 10/100 LAN card
- An available USB 2.0 port
- Windows XP or Vista Professional operating system

Note: *Tracer TU is designed and validated for this minimum laptop configuration. Any variation from this configuration may have different results. Therefore, support for Tracer TU is limited to only those laptops with the configuration previously specified.*

Action

Always maintain your Tracer TU. Be sure you have the most current service tool prior to visiting a Tracer AdaptiView site.

1. Software Download and Installation:
 - Software link: http://tranenetlax1/lbu_technicalSupport/Home/
 - Read the online instructions!
2. Upon any UC800 controller startup, check the UC800 controller firmware version and upgrade if not current. For details on upgrading UC800 firmware, refer to Appendix B in *Programming Guide: Tracer TU Service Tool for Water-Cooled CenTraVac™ Chillers with AdaptiView™ Control*, CTV-SVP02B-EN.

Required Cable

For connection of PC to the CenTraVac:

- USB 2.0 CABLE TYPE A to TYPE B CABLE (typical USB printer cable type).



To PC

To UC800

- La Crosse Technical Services Online Information
La Crosse Technical Services has information available for your use on line. Located on the Trane Intranet site called:
http://tranenetlax1/lbu_technicalSupport/Home/
Look for a section along the left-hand border labeled: Tracer AdaptiView control.
- Each service technician should obtain and read a copy of the literature used. You can read a copy of the literature on line, print a copy as needed, or obtain a hard copy from La Crosse.

- Prior to startup you should save these manuals on you PC so you have them if necessary. We recommend you print out the Tracer TU getting started for reference while getting the PC setup with Tracer TU. Also, we recommend printing out the Configuration guide for use during the startup.

The literature listed below is posted at:

http://tranenetlax1/lbu_technicalsupport/home/TracerAdaptiViewcontrol/AdaptiView_lit.asp

IOM manuals, service manuals, and many other UC800 items to help with startup are posted here, as they become available.

Important: Check for most recent revisions!

- *Getting Started Guide: Tracer™ TU Service Tool, TTU-SVN01A-EN*
- *Programming Guide: Tracer TU Service Tool for Water-Cooled CenTraVac™ Chillers with AdaptiView™ Control, CTV-SVP02B-EN*
- *Diagnostics Manual: for Water-Cooled CenTraVac™ Chillers with AdaptiView™ Control, CTV-SVD03A-EN*
- *Operations Guide: Tracer AdaptiView™ Display for Water-Cooled CenTraVac™ Chillers, CTV-SVU01C-EN*
- *Operation and Maintenance Guide: Earthwise™ Purge System for Water-Cooled CenTraVac™ Chillers with AdaptiView Control, PRGD-SVX01B-EN*
- *Operation and Maintenance Guide: Liquid-cooled Adaptive Frequency Drive with Tracer AdaptiView™ Control, AFDE-SVU02A-EN*
- *Integration Guide: BACnet™ and Modbus TTU Communication Interfaces, BAS-SVP01D-EN*
- *Installation, Operation, and Maintenance Guide: CVHE, CVHF, CVHG Water-Cooled CenTraVac™ Chillers with Tracer AdaptiView™ Control, CVHE-SVX02A-EN*

Training

Contact Trane Technical Training at 1-608-787-3232 for upcoming Tracer AdaptiView courses.

Expiration Date

This service alert is informational only, with no labor authorized.

Questions

For general questions regarding this alert, contact the CenTraVac Product Technical Service department in La Crosse at TechService@trane.com or 1-877-788-7263.



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For more information, contact your local Trane office or e-mail us at comfort@trane.com

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