



TRANE®

Service Alert

CTV AdaptiView™ Control MP Reset Occurrence on Units with BACnet and UC800 Version 1.11 Software

Trane CenTraVac® Chillers

This Confidential Service Alert is informational only, and is cancelled 60 days from the issue date.

To:

Field Office Managers
Field Service Managers
Parts Center Managers

From:

La Crosse Technical Service

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.

Introduction

The purpose of this Confidential Service Alert is to make you aware that CenTraVac® Simplex UC800 software version 1.11 configured with BACnet installed can have random occurrences of MP (main processor) reset.

Affected units: CVHE, CVHF, and CVHG chillers are affected. Specifically, CenTraVac - Direct Drive Simplex (CVHE, CVHF, CVHG) with Tracer AdaptiView™ control using Tracer UC800 controls.

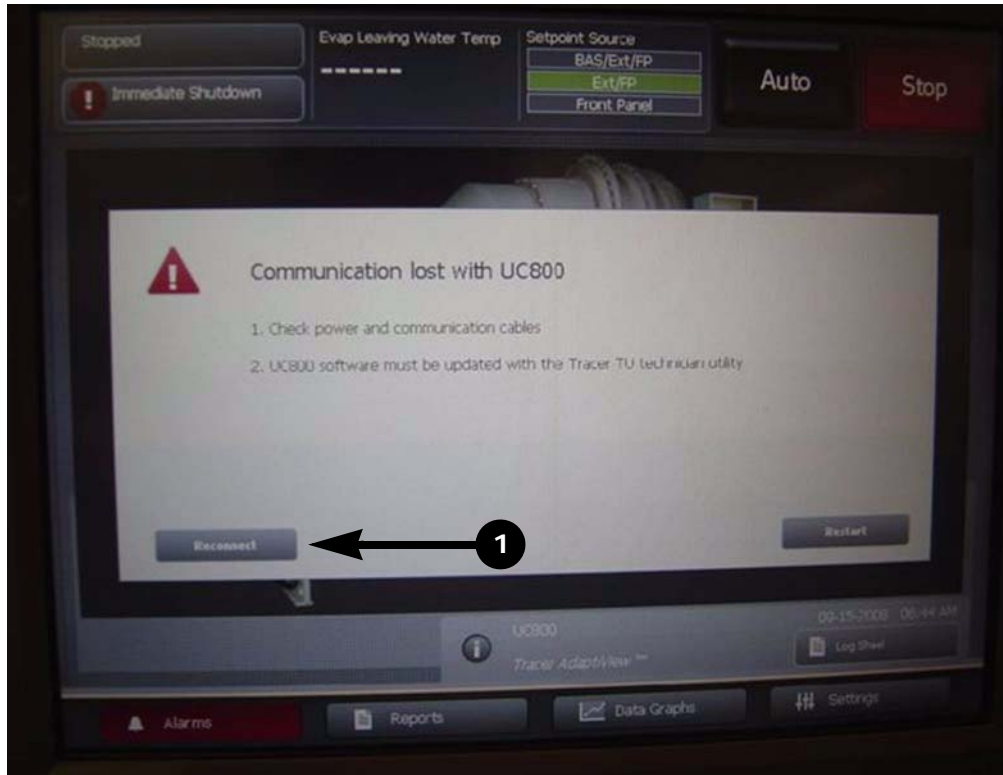
Discussion

The CenTraVac Simplex software has been found to have random occurrences of MP (main processor) reset. This can occur on units with the BACnet feature installed and in use. This problem has been replicated in La Crosse and a software change has been made. This change will be included with the next scheduled software release, which is currently in verification mode. The expected release date is October 2008.

In an instance of random MP reset, the chiller will stop because the UC800 Controller's main processor resets. The main processor then reboots, and if necessary, restarts the chiller for cooling. The AdaptiView display loses communication with the UC800 Controller during MP reset, so even though the chiller may be running, the AdaptiView display will likely need to be "reconnected."

When MP reset occurs, a communication error is displayed with version 1.11 (Build Part Number 6200-456-1.11), as shown in [Figure 1](#). To reconnect the AdaptiView display with the UC800 controller following MP reset, press the lower left-hand **Reconnect** button (see [Figure 1](#)).

Figure 1. UC800 communication error displayed following MP reset (version 1.11 software)



1. **Reconnect** button

Resolution and Recommendations

Already started units with BACnet: Upon next visit and availability, upgrade to the newest Simplex UC800 firmware version 2.06.

Already started units with BACnet who have experienced this problem: Explain to the customer that Trane is aware of the problem and have a solution in verification which will become available in October 2008.

Units not started: Upgrade to the newest Simplex UC800 firmware at startup version 2.06.

Note: Version 2.06 UC800 firmware has two analog input changes that may affect the BacNet system if they are being utilized.

- Average line current (%):
 - Analog Input (AI 1) has moved to Analog Input (AI 61).
- Starter Power Consumption (KW):
 - Analog Input (AI 4) has moved to Analog Input (AI 62).

If the BacNet system is using AI 1 and AI 4, the customer needs to know these items need to be updated to AI 61 and AI 62 in order to get the same information.

These Analog Inputs changed with the implementation of our Duplex BacNet offering.

BAS-SVP01C-EN BacNet and ModBus integration guide is being revised to reflect the above changes.

Expiration Date

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

Questions

Contact the CenTraVac Technical Support Team with questions regarding this Confidential Service Alert. To contact them, send a message to TechService@trane.com or call (877) 788-7263 (US & Canada) or (651) 407-4393 (International) and select menu options 4-2-2-1.



www.trane.com

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

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Trane has a policy of continuous product and product data improvement and reserves the right to change design and specifications without notice. Only qualified technicians should perform the installation and servicing of equipment referred to in this bulletin.