



Service Bulletin

Memory loss and MP invalid Configuration

**Tracer™ CH530/CH531 (CTV 8.0, CTVD
3.0, CVR 3.0)**

Order Number: **CTV-SVB31B-EN**

DATE: January 2007

To: District Managers
District Service Managers
Parts Center Managers

From: CTV Technical Support - La Crosse, WI

Introduction

Version X1365-0827-06 Hardware DynaView (MOD1490) contains a new EEPROM chip capable of storing a historical data stream for diagnostic purposes. To support this, a version 8.0 simplex software release (version 3.0 duplex, & version 3.0 CVR CH531) was issued in Aug.'05. Two problems have been found since this release of software when installed on this new version DynaView.

Discussion

Problem 1): MEMORY LOSS: This software contained a flaw that caused a sector of the memory to be written excessively. This action caused a portion

of the EEPROM memory to become corrupted. Once corrupted the failure surfaces each time a power interruption occurs (greater than a couple of seconds) causing the data in EEPROM to be recalled to active memory. The corrupted portion of the memory includes the starts and hours count (set to zero), the historic diagnostics (lost), and Setpoints (set to default levels). The unit will restart and run with the default Setpoint values, however, they will need to be re-entered as necessary.

Problem 1 is addressed with version CTV 9.0. (This version CTV 9.0 does not fully address problem 2 below)

Problem 2): MP: INVALID CONFIGURATION: In addition to the EEPROM problem, an “MP: Invalid Config” may occur where configuration data appears corrupted during power up. The unit will not run when this occurs. Although it is thought that the problem always had the potential to occur and is unrelated to the excessive write cycles to the EEPROM, regardless, it appears to be happening more often with the version 08 software and has been a major issue lately for tech service.

Problems 1 and 2 are both addressed in CTV 10.0, CTVD 4.0 and CRV 4.0

Timeline

- 06 Hardware DynaView released — June '05
- Software version 8.0 simplex, 3.0 duplex released — August '05
- Software version 9.0 simplex released (interim fix only) — Sept. 28, '06
- Software version 10.0 simplex — End November '06
- Techview 9.06 — End November '06
 - [New Feature: compressor starts and hours settable Setpoints]
- Software version 4.0 duplex — End-November '06
- CH531 CVR 4.0 — End-November '06

Actions

Units not started: Upgrade MP software at Commissioning as normally done at startup. (Ref CTV-SVA11A-EN)

Units Started: Units running with version X1365-0827-06 DynaView (MOD01490) have then the larger EEPROM which has available memory and the corrupted section can be avoided by installation of the new version 9.0 and 10.0 simplex software releases (version 4.0 duplex & version 4.0 CVR CH531). The new software will store the starts, hours, historical diagnostics and Setpoints to a new region of memory so a hardware replacement is not necessary, however by doing so, this does zero out the starts and hours. Older units with earlier dynaviews which have suspect software (CTV 8.0, CTVD 3.0, CVR 3.0) should be upgraded when found.



Dynaview X1365-0827-05 and earlier will not have starts and hours “zeroed” with the upgrade.

The procedure to download the new software goes as follows:

Techview – write down or capture all the Setpoints and the starts/hours counters prior to loading the new software. NOTE;CTV MP 9.0 and 10, and CTVD 4.0 will set the starts and hours to zero.

Download the new software and input the Setpoints using the Techview screen.

Use TECH VIEW 9.06 because this will allow the starts and hours to be written from Setpoint view; therefore after configuration you can set all Setpoints now also including the compressor starts and hours.

Note:

- 1) *While the Compressor is STOPPED, enter the COMPRESSOR starts and hours from the Set point view/ Compressor Tab. TechView writes these set points values into a temporary (Volatile) memory location.*
- 2) *Turn chiller power OFF to cycle DynaView power off. This step is required to write the starts and hours to the non- volatile stored memory. Purge counts and timers are reset with the new download and are not set points. (Future software downloads greater than CTV 10, CTVD 4, and CVR 4 should not effect these set points.)*

Reference Service Alert CTV SVA31B-EN

For units with the X1365-0827-06 Hardware DynaView and version CTV 8.0 simplex software replace with version 10.0 when available.

For units with the X1365-0827-06 Hardware DynaView and version CTVD 3.0 duplex software replace with version CTVD 4.0 when available.

For units with X1365-0827-06 hardware DynaView and version CVR 3.0 software replace with CRV 4.0 when available.

How to determine the DynaView hardware version? (4 methods listed)

- 1 Upon power up, the DynaView briefly displays “Boot Part Number 6200-0432-10
- 2 The DynaView X code on the back side: the back adhesive label contains X1365-0827-06

X1365-0827-06
MOD01490

- 3 While DV is Running connects TV and view OPTIONS / Capture DATA RECORDER DATA is illuminated, not grayed out, then contains Data Recorder feature.
- 4 Chiller ship date: approx June 05 began shipping the new DynaView hardware CTV; assuming that L05Fxxxxxx (F=June) serial numbers will have shipped with this DynaView.

Note: Chillers prior to June 05 may have had the DynaView field replaced with MOD01490.

When is CenTraVac Main Processor Software to be upgraded (ref CVHE-SVA11-EN)?

- 1 If you are notified of a mandatory software upgrade because of safety, reliability or other reason that the La Crosse operations has determined necessary.
- 2 The chiller is being commissioned and it has older software installed.
- 3 If a new feature purchased for an existing chiller is being added and the new software is required to support the new feature.

Note: In some cases this may also require a new DynaView depending on the feature)

Questions

Contact the Product Technical Service department with questions regarding this Service Bulletin. They can be reached at:

La Crosse: techservice@trane.com

Products: CVHE, CVHF, CVHG, CDHF, CDHG

Global Parts: Atechnicalservice @trane.com

Products: CVRD



Trane
A business of American Standard Corporation
www.trane.com

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

Literature Order Number CTV-SVB31B-EN

Date January 2007

Supersedes CTV-SVB31A-EN

Trane has a policy of continuous product data and product 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.