



General Service Bulletin

CenTraVac™ Chiller Oil Heater Failures Models: CVHE, CVHF, CVHG, CDHF, CDHG

ATTENTION: Warnings, Cautions and Notices 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. It could also be used to alert against unsafe practices.

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

Introduction

The purpose of this general service bulletin is to inform the field of a problem where the chiller start is inhibited because of low oil temperature.

This bulletin is informational only.

⚠ SAFETY WARNING

Only qualified personnel should install and service the equipment. The installation, starting up, and servicing of heating, ventilating, and air-conditioning equipment can be hazardous and requires specific knowledge and training. Improperly installed, adjusted or altered equipment by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the literature and on the tags, stickers, and labels that are attached to the equipment.

⚠ WARNING

Proper Field Wiring and Grounding Required!

All field wiring **MUST** be performed by qualified personnel. Improperly installed and grounded field wiring poses **FIRE** and **ELECTROCUTION** hazards. To avoid these hazards, you **MUST** follow requirements for field wiring installation and grounding as described in **NEC** and your local/state electrical codes. Failure to follow code could result in death or serious injury.

⚠ WARNING

Personal Protective Equipment (PPE) Required!

Installing/servicing this unit could result in exposure to electrical, mechanical and chemical hazards.

- Before installing/servicing this unit, technicians **MUST** put on all PPE required for the work being undertaken. **ALWAYS** refer to appropriate MSDS sheets and OSHA guidelines for proper PPE.
- When working with or around hazardous chemicals, **ALWAYS** refer to the appropriate MSDS sheets and OSHA guidelines for information on allowable personal exposure levels, proper respiratory protection and handling instructions.
- If there is a risk of arc or flash, technicians **MUST** put on all PPE in accordance with NFPA 70E or other country-specific requirements for arc flash protection, **PRIOR** to servicing the unit.

Failure to follow instructions could result in death or serious injury.

Discussion

The first symptom observed is when the chiller start is inhibited because of low oil temperature which can be caused by a failure of one or more of the three internal elements in the rod-style 750-Watt, 115-Vac heater. The oil is not adequately heated at the lower wattage produced when one or more of the three internal elements has failed.

CenTraVac chiller oil heater failures of this type have been tracked, investigated, and reported as within the date range of 0611 to 3511 (week 6 of 2011 through week 35 of 2011).

A second failure mode is sometimes encountered at chiller commissioning when the service technician powers up the controls via 115-Vac supplied from a wall outlet. This is done to check out controls prior to placing onto the line-side power supply. Occasionally, a chiller that has not been operated for awhile or that has been in storage will have some moisture drawn within the heater. This moisture can

cause the outlet to trip its GFI circuit (if present). In this situation, the heater needs to be dried out or replaced.

Reference. Heater part number: ELM08119 (X13151837010)

Affected Units

La Crosse-manufactured models CVHE, CVHF, CVHG, CDHF, and CDHG CenTraVac chillers with oil heaters with date codes from 0611 to 3511 (week 6 of 2011 through week 35 of 2011) may be affected.

Required Action

- Trane recommends using oil heaters manufactured with a date range of 3611 or later (week 36 of 2011 or later). Refer to [Figure 1](#).

Figure 1. Sample date code, 1712 (week 17 of 2012) shown



⚠ WARNING

Hazardous Voltage w/Capacitors!

Disconnect all electric power, including remote disconnects and discharge all motor start/run capacitors before servicing. Follow proper lockout/tagout procedures to ensure the power cannot be inadvertently energized. For variable frequency drives or other energy storing components provided by Trane or others, refer to the appropriate manufacturer's literature for allowable waiting periods for discharge of capacitors. Verify with an appropriate voltmeter that all capacitors have discharged. Failure to disconnect power and discharge capacitors before servicing could result in death or serious injury.

For additional information regarding the safe discharge of capacitors, see PROD-SVB06A-EN

- Shut down the chiller and use lockout/tagout procedures to assure that power is not inadvertently restored.

- If you have a failed heater, check the date code of the new element before installing and do NOT install if the date code on the new element falls within the date range of 0611 to 3511.
- Standard warranty policies to be followed.
- Out-of-warranty cases may be handled by local decision.

Questions

Contact CenTraVac Technical Service with questions regarding this general service bulletin. To contact them, send a message to TechService@trane.com.

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