



## Service Alert

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# CH530 Dynaview

## Memory Loss Issues

Order Number: **CTV-SVA31A-EN**

DATE: Sept 7, 2006

*This CONFIDENTIAL service alert contains preliminary information. An investigation is underway to verify the situation. If confirmed, we will issue a service bulletin with full details and any required corrective action. Regardless of the outcome, this service alert is cancelled 60 days from the issue date.*

*This Service Alert does NOT authorize any repair labor or material.*

To: District Managers  
District Service Managers  
Parts Center Managers

From: CTV Technical Support - La Crosse, WI  
Global Parts Technical Support

## Literature change history

CTV-SVA31A-EN (September 2006) alert first release.

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## Introduction

We have been receiving reports of Tracer™ CH530 chiller control memory loss, such as: setpoints, diagnostic history, starts and hours. These problems have only been reported on main processor software versions CTV, CTVD, and CVR. Other CH530 systems such as the RTAC or RTHD are not involved. Following a significant troubleshooting effort we believe we are very close to knowing exactly what has caused the memory loss. We now can provide some temporary direction to servicers while we complete the repair plan.

## Discussion

The memory loss problem is only associated with main processor applications CTV 8.0, CTVD 3.0, and CVR 3.0. These versions of main processor software have therefore been removed from the TRANE.com download site. Effective Sept. 5, 2006 the La Crosse CTV and CVRD production has reverted back to shipping with CTV 6.0, CTVD 2.0, and CVR 2.0 until a resolution is created.

As the final solution is being worked on we encourage you to NOT replace the Dynaview. The solution will be new software only, available in October. In addition, for new parts or new chillers that are being installed be sure to use the older versions of software when you are servicing equipment.

## Actions

**On new unit startups :** until further notice, replace the existing main processor (MP) software by downloading CTV MP 6.0, or CTVD 2.0, or CVR 2.0 to prevent the likelihood for this to occur.

**On existing chillers that report this memory loss problem:**

- Check configuration and setpoints, reset as needed.
- Allow normal chiller operation.
- The memory loss problem may appear when a power failure occurs.
- Please await the service bulletin with further resolution.
- The chiller will operate and there is not a safety or machine equipment damage concern.
- If the DynaView is replaced only install CTV 6.0, CTVD 2.0, or CVR 2.0 as appropriate until further information is available.

**Service parts stock:** All replacement CH530 DynaView displays MOD01490 are okay to use. Until further notice use the older main processor software on these CTV applications, CTV 6.0, CTVD 2.0, or CVR 2.0. We expect new software versions to be available in October.



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**Service tool, laptop:** Remove all files for CTV 8.0, CTVD 3.0, and CVR 3.0. These can be removed using the following steps.

- If any of these three files have been downloaded from the Trane.com website, delete these installation files. They are typically stored in the CH530 folder on your C drive.  
C:\CH530\6200-0344-08-00.exe  
C:\CH530\6200-0359-03-00.exe  
C:\CH530\6200-0372-03-00.exe
- Next, from the *Start* button and *Control Panel* use the *Add / Remove programs* to remove individual Trane chiller software packages that have been installed. If you do not find anything to remove using this method, then manually delete the following files.  
C:\TechView\bin\CTV\6200-0344-08-00.msr  
C:\TechView\bin\CTVD\6200-0359-03-00.msr  
C:\TechView\bin\CVR\6200-0372-03-00.msr

Watch the HVAC Knowledge Center on My Standard for important updates that may occur.

## 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



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Literature Order Number	CTV-SVA31A-EN
File Number	SV-RF-CTV-CTV-SVA31A-EN-0906
Supersedes	New
Stocking Location	Electronic only

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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.