



TRANE®

Service Alert

CH530 Software Mandatory Retrofit for All Field Units CVHE, CVHF, CVHG

ORDER No: CVHE-SVA09A-EN

DATE: July 17, 2002

This 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.

To: District Managers
District Service Managers
Parts Center Managers
Field Service Representatives - FSR

From: CenTraVac Technical Service
LBU – La Crosse

Introduction

The purpose of this alert is to advise customers of a Main Processor problem associated with the Tracer CH530 Controller used on CenTraVac™ units. Required CTV Main Processor Software, version 4.0 and associated TechView™ Software version 4.03 will be completed and posted to TRANE.COM July 17, 2002.

Typical product applications include direct drive chiller models CVHE, CVHF and CVHG. Units affected are from first ship in November of 2001 through July 31, 2002, which amounts to all currently shipped CH530 CenTraVac® units for La Crosse Business Unit products.



Discussion

Several unit operational problems on started field units have come to our attention and we want to make you aware that these problems should be resolved by installing new software immediately.

CAUTION

Equipment Damage!

Due to software failure DynaView™ controllers are locking up. While in this locked up state the compressor is off which creates operation problems such as all the oil being pumped out of the sump. Failure to download new software could result in equipment damage.

The potential for this hazard is severe compressor damage.

Operational Problems are:

- DynaView Main Processor Lockups; Oil Pump remains ON after post lube, and Display does not report valid information.

The Main Processor problem occurs randomly during chiller post lube shutdowns. The oil pump will be found running after the post lube time expires. This problem only occurs when the Earthwise™ Purge is in Auto or Stop. **To temporarily avoid the potential problem select ADAPTIVE Purge mode (Default) until new software can be downloaded.**

- Purge Liquid Level nuisance alarms; chillers are encountering many "High Liquid level warnings and alarms". The purge software has been modified to prevent these nuisance indications.

AFDD Inlet Guide Vanes and Drive Speed Stability (Hunting). The rate of motor speed change has been modified to better match the rate of IGV changes.

Additional enhancements with the new software:

- Gauge Refrigerant Pressure choice on DynaView
Improved Restart Inhibit Feature

Please note that this retrofit can be completed as part of the normal startup or if the unit has started arrangements should be made to immediately complete the retrofit.



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

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

| | |
|-------------------------|---------------------------------|
| Literature Order Number | CVHE-SVA09A-EN |
| File Number | SV-RF-CTV-CVHE-SVA09A-EN-071702 |
| Supersedes | New |
| Stocking Location | Electronic – La Crosse |

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 alert.