



Confidential Service Bulletin

CH530 Software Mandatory Retrofit for All Field Units

CVHE, CVHF, CVHG

ORDER No: CVHE-SVC09A-EN

DATE: July 24, 2002

This confidential service bulletin provides special warranty policy and/or service expense compensation information for use by Trane warranty representatives. Related problem discussion and corrective action recommendations are provided in CVHE-SVB09A-EN.

Introduction

This confidential service bulletin is to advise the Trane Parts Centers and Service Companies of a MANDATORY retrofit involving problems associated with the Tracer CH530 Controller used on CenTraVac™ units. This bulletin is written to provide instruction for downloading CTV Main Processor Software, version 4.0 and associated TechView™ Software version 4.03 posted to TRANE.COM July 17, 2002. It is a follow-up to the original Service Alert, CVHE-SVA09A-EN, dated July 17, 2002 on the same subject.

This is a potential equipment hazard and corrective action must be taken as soon as possible.



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

Corrective Action

Action involving this confidential bulletin should be handled per the related General Service Bulletin, CVHE-SVB09A-EN.

Products Included

Trane Service Companies will be provided a list of all equipment orders for CenTraVac™ products that are included in the retrofit. From the list determine which chillers are already commissioned and proceed to schedule the software upgrade. This bulletin only covers CVHE, CVHF and CVHG direct drive units started and operating with earlier versions of software. All correspondence will be via a separate cover letter and list of serial numbers.

Please read the General Service Bulletin CVHESVB09A-EN for a detailed description of the products included in the retrofit.

Material Authorization

Download CH530 CTV Main Processor Software, version 4.0 and associated TechView™ Software version 4.03 posted to TRANE.COM July 17, 2002.

Material Disposition

No material disposition required.

Labor Authorization

Please note that this retrofit applies to already STARTED chillers. Arrangements should be made to immediately complete the retrofit.

For products covered under this service bulletin:

- Authorized labor and travel will be paid at approved Commercial Systems Group labor rates. **Two hours Labor per chiller is authorized for this retrofit. This includes travel and labor.**
- Submit the labor in the Falcon claim system for each unit separately. Retrofit claims must be submitted through Falcon™ within 30 days of the repair.
- Do not file claims before the repair is completed.



- Only claims submitted with chiller startup dates up to July 31, 2002 will be accepted.
- Chillers not already started must be software upgraded as part of the normal startup commissioning process.
- Chillers with startup dates after July 31 will not be accepted as adequate time (2 weeks) has elapsed since the software posting date of July 17, 2002.

Expiration Date

This service bulletin expires December 31, 2002. All Falcon claims must be filed before that date.

Product Changes

All CVHE, CVHF, CVHG chillers after July 15, 2002 have been programmed with CH530 CTV Main Processor Software, version 4.0.

Questions

Contact the CenTraVac™ Technical Service department in La Crosse with questions regarding this Service Bulletin. They can be reached at 608-787-3943.



Literature Order Number	CVHESVC09A-EN
File Number	SV-RF-CTV-CVHE-SVC09A-EN -073102
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 bulletin.