General Service Bulletin

VariTrac™ CCP3 EEPROM Write Fail Error
Software image 4.200.341 to 4.200.343 is overwriting the EEPROM on standalone VariTrac CCP3

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.

⚠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.

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Introduction

Varitrac CCP3 controllers with firmware image 4.200.341 to 4.200.343 installed in a standalone configuration will generally experience EEPROM write fail errors within nine months after installation.

Discussion

One symptom of this problem is losing the user-entered zone name and CCP3 name. A power cycle to the controller will temporarily fix the problem for a random period of days or weeks, but eventually this fix will not work. An alarm can also appear in the alarm log stating "CCP EEPROM WRITE FAIL".

Another symptom of the problem is the CCP3 locks up. If connected to an operator display and power is cycled on the CCP3, the CCP3 buttons on the display do not show up. You can still revive the CCP3 by using special instructions found in WAVE2444 to upgrade the firmware image.

Affected Units

Any standalone VariTrac/CCP3 controllers shipped with firmware image 4.200.341 to 4.200.343 since November 2009 (serial range is E09Lxxxx through E11Cxxxx). Any previous units upgraded to these firmware images are also affected.

Corrective Action

Upgrade the firmware in the VariTrac CCP3 to the latest image 4.200.344. This corrects the EEPROM write fail error and quarantines the bad blocks that were being overwritten so the controller will have a normal life time. Please go to HVAC Knowledge Center for WAVE2444 to download 4.200.344 image or contact Controls Tech Support Team for this image.

Questions

Contact the Controls Technical Support Team in St. Paul with questions regarding this confidential service bulletin.