ECM module is not communicating with UC400 or Symbio 210. IMC comm down. Unable to Softset ID

Issue:

UC400 fan coil, blower coil or unit ventilator fan will not run. Getting message: ECM Address 99 comm down or update exceeds communication loss time

Resolution:

Verify Polarity is correct between UC400/Symbio 210 IMC +/- and ECM Engine module. J11-3 is +, J11-4 is -. Verify nothing else is plugged into the IMC connections on the UC400 or UC400-B board. (check flat 4 pin and screw terminals at J13 on UC400-B)

Go to the expansion module status group on the TU Controller Status page. Click on the discover button. If comm status does not go to comm up, a **Softset** ID button may appear on the RH side of screen. Click the button. You are prompted to press the service pin. The service pin is on the ECM engine module, and marked +. Press the button, then click OK. The light on the ECM module should come on. Follow prompts, then press discover button. ECM status should be comm up with no errors.

The screen capture below is from the Help file in Tracer TU on setting the IMC address of an ECM Module:

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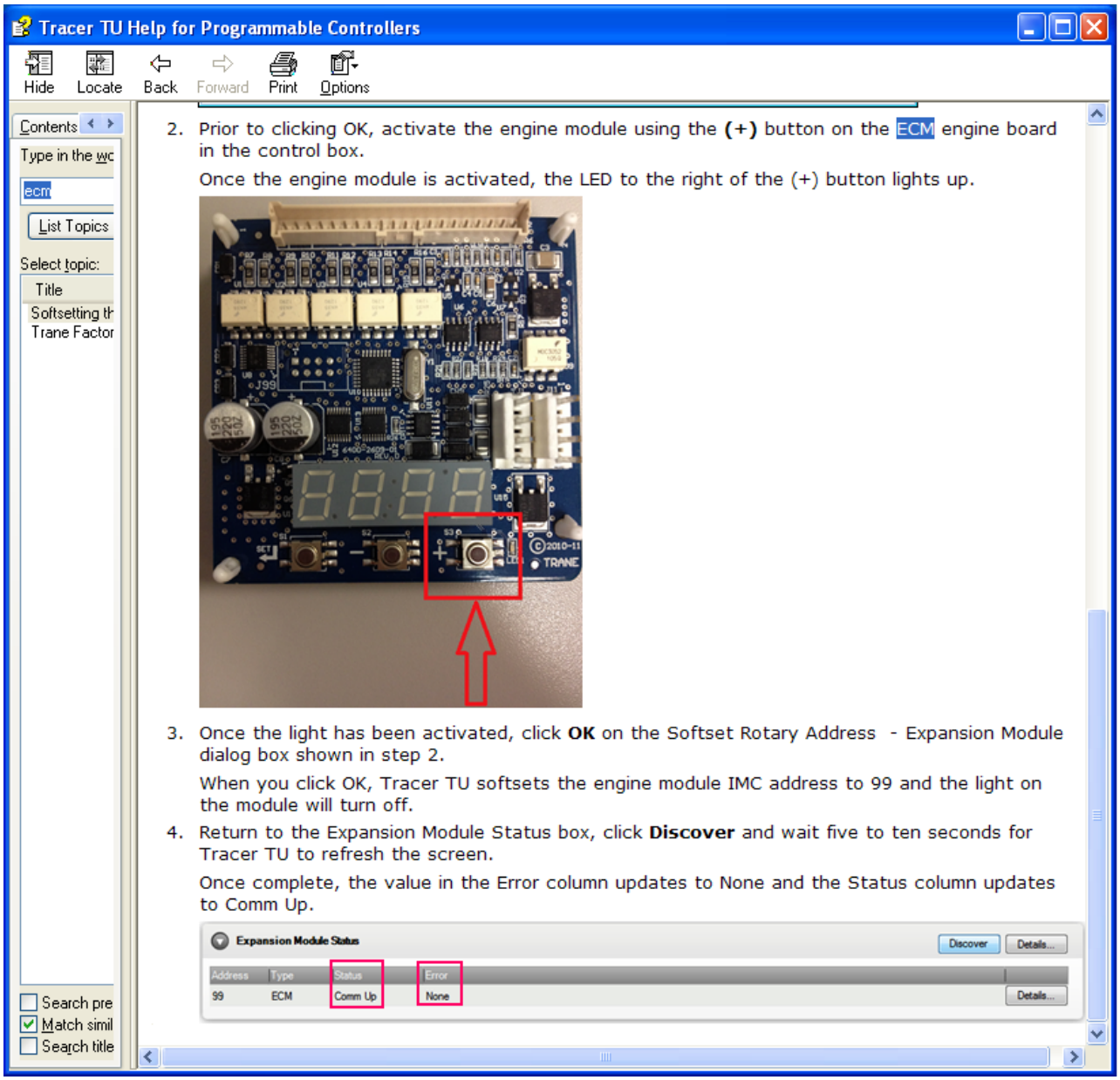

Notes:

If IMC communications are down to the ECM engine module, and the Softset button does not appear on the Controller Status page, unplug the IMC +/- connections at the UC400. Then power down the unit, including USB connection, so neither the ECM board or UC400 are powered. Plug IMC +/- connection back into UC400. Apply power. Open TU. Navigate to Controller Status page. Softset button should be present. Follow instructions above to complete softset process. If softset button does not appear after this procedure, check IMC wiring between UC400 and ECM engine module. Polarity may be reversed. If wiring is good, the problem is likely a failed ECM engine module. Test with known good board if available.

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If a CSTI board is being used, the IMC +/- wires from the ECM module need to be re-located to the UC400/ Symbio 210 IMC +/-. Also, the wire connected to the ground spade on the CSTI needs to be re-located to TB3-1 to change polarity of the CSTI. If these changes are not made, the UC400 will not communicate with the ECM module and you will be unable to softset the ID. See attached Symbio 210 and CSTI wiring detail. Also see the HUB document below.

Symbio210 or UC400 Field Application for FC/BC/UV with CSTI FAQ

Changes:

Other Question/Problem/Cause Statements:

- UC400 Fan coil, fan will not run. Getting message: The address of this ECM engine module has not been softset, on controller status page.
- How to set the IMC Address of an ECM Engine Module?
- How to set the address for an ECM Engine Module?
- IMC communications down to ECM Engine Module for UC400 FC/BC/UV
- How to discover the ECM module for a UC400 Blower coil

Facts:

- TRACER UC400
- Tracer TU
- Tracer UC400

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Attachments

1. Symbio 210 and CSTI wiring detail V2.pdf.