![TRANE]

Confidential
Service Bulletin

Device Data for UC800/Tracer AdaptiView™ Equipped Chillers
Product Codes: 0047 (CVHS), 0153 (RTHD),
0347 (CDHF, CDHG, CVHE, CVHF, CVHG, CVHL),
0895 (RTAE), 0947 (CVHH), 0948 (CDHH)

This confidential service bulletin contains recommendations for retrieving and storing the Device Data, Chiller Service Reports, and Events Log

Reports from UC800/Tracer AdaptiView™ equipped chillers.

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.

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Proprietary and Confidential

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Revision History

RF-SVC009B-EN (05 Nov 2014)

- Clarification added to Step 1 and regarding timing of laptop computer startup and shutdown.

Introduction

The action described in this bulletin is NOT being taken to address a safety concern.

This is an INFORMATIONAL BULLETIN.

Discussion

Good Service Practice

For any fault resulting in a service call, Trane recommends that when the Trane Service Technician arrives on the site that he or she first retrieve and store the Device Data, the Chiller Service Report, and the Events Log Report from the chiller UC800/Tracer AdaptiView™ controls. This will enable an investigation of the operating conditions at the time of and prior to the failure, if necessary.

Important: *Failure to download the data upon reaching the site can result in useful information being over-written and lost if the chiller is reset or restarted.*

1. **Retrieving Data Recorder Files**

   You can retrieve Data Recorder files and then plot and analyze the captured data points in trend charts, or, if requested, you can send the files to Trane Service for analysis.

   Perform the following steps to retrieve Data Recorder files:

   Important: *Before connecting the USB cable to the chiller's UC800, the technician's laptop computer should complete its startup process; the computer should not be started up, restarted, or shut down while it is connected to the chiller's UC800.*

   a. Connect the laptop computer with Tracer TU to the chiller's UC800.

   b. Click the **Options** menu and select **Retrieve Data Recorder Files**.

      The Retrieve Data Recorders dialog box appears.

      Note: *The captured files will consist of the Data Recorder and Default files, and any custom data recorder file that a technician may have previously set up in the UC800.*

c. Click **Retrieve** to save the files using the default format and location (recommended).

Note: You can save the data recorder files to any folder you wish. However, Trane recommends that you save files using the default file name and location. If you want to use an alternate file name or location, click the Browse button to specify an alternate file name and/or to select the folder in which you want to store the zipped (.ZIP) output file.

The file transfer from the UC800 to Tracer TU begins. The data transfer should take several minutes to complete. When Tracer TU advises that the transfer is complete, click **Close**.

2. **Collecting a Data Log File**

A Data Log file is not historical data, but it is data collected during an active connection from Tracer TU to the UC800. After collection, you can display the Data Log file in trend chart format by using the Trend View Utility. You can also view data log points in a spreadsheet application.

The data log includes all points and starts immediately when a connection is established between Tracer TU and a UC800.

When you end your session, Tracer TU will confirm whether you want to save or discard the data log. Click **Yes** if you wish to save the Data Log from your session.

3. **Generating an Event Log Report**

You can generate an Event Log Report directly without any entries or other setup.

Perform the following steps to generate an Event Log Report:

a. Click the **Reports** menu and select **Event Log Report**.

After the generation completes, the Event Log Report is displayed as a Web page in your browser.

b. Select **File** or **Page** from the browser menu and then **Save as**.

Note: You can save the Event Log Report to any folder you wish. If you want to use an alternate file name or location, click the Browse button to specify an alternate file name and/or to select the folder in which you want to store the file. If you do not specify an alternate location, then the default location for saved Event Logs will be used (C:\Users\userID\My Documents\Tracer TU\Reports\UC800\job name).

4. **E-mailing Files and Archiving Reports and Related Files to ComfortSite**

You can archive (upload) reports to ComfortSite for a specific chiller serial number. You can view these reports later for reference purposes. You can also use the archived reports to generate a Difference report

that compares present performance to historical performance.

Perform the following steps to e-mail files or archive reports to ComfortSite:

a. Click the **Reports** menu and select **Email Files**.

The Email Files dialog box appears.

b. In the **Options** group box, click **Send Via Email**, **Archive to ComfortSite**, or **Both**.

c. Click **Convert Reports to PDF** and/or **Include Original XML**.

Important:

- *If you select only Email Files, then selecting Convert Reports to PDF is recommended. If you select only Archive to ComfortSite, then the system will only let you send an XML file.*

- *The default and recommended procedure is to leave the Both option selected and the Convert Reports to PDF box checked. This allows you to add the XML reports and Tracer TU will automatically convert the reports to PDF and zip them so that you can send them to the customer and or the office. When you close Tracer TU, a pop-up message will appear; select Allow and the original XML reports will automatically archive to ComfortSite.*

d. In the **Files** group box, click **Add Reports**.

The **Select** dialog box appears, listing available reports.

e. Select the report(s) you want to e-mail and/or archive.

Note: You can select multiple reports by pressing control as you left-click your mouse to select each report. Each report name is added to and appears in the File name box.

f. Click **Select** to return to the Email Files dialog box.

Your selected reports are displayed in the **Files** box.

g. Select the **Add Backup** check box to include a backup file as an attachment for archive to ComfortSite.

Note: If you are e-mailing files to ComfortSite and you include a Chiller Service Report for which you also generated a backup file, the backup file is automatically sent to ComfortSite.

h. Repeat this procedure for Data Logs, and Images (**Add Logs**, **Add Images**).

i. Click **Send**.

5. **Use Tracer TU to Review the Data and Investigate Operational Questions**

a. Start Tracer TU and click **Work Offline**.

b. Select the **Trend View** menu.

c. Click **Launch Offline UC800 Trend View**.

d. Browse to and select the Data Recorder or Data Log file that you wish to view and analyze. Click **Open**.

Note: *The default location for saved Data Recorder and Data Log files is **C/Users/userID/My Documents/Tracer TU/Data Logs/UC800/ job name***

e. Select the data points from the file that you desire to view/plot. Click **>** to place them into the right-hand column.

f. Click **Apply** to create the chart.

g. Manipulate and edit the chart as needed to see useful data.

Note: *At any time, you may click the **?** symbol in the upper right corner of the chart window to view Tracer TU Help for Chillers that is specific for Trend View.*

6. **Contact Technical Support as Needed to Discuss Findings**

The data will also be available to zip (compress) and to send to the appropriate Technical Support team if factory assistance is required.

*Note: **Prior to sending any files to Technical Support for review**, contact the appropriate Technical Support team for approvals (see* "Questions," below*).*

Questions

Contact Technical Service with questions regarding this confidential service bulletin:

- For technical support related to CenTraVac™ chillers, contact CenTraVac Chiller Technical Service. To contact them, send a message to techservice@trane.com or call 877-788-7263 (US & Canada) or 651-407-4393 (International) and select the appropriate menu options for CenTraVac Chiller Technical Service.

- For technical support related to helical rotor chillers, contact Pueblo Technical Service. To contact them, send a message to techservicepueblo@trane.com or call 877-788-7263 (US & Canada) or 651-407-4393 (International) and select the appropriate menu options for Pueblo Technical Service.

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