

# Description for creating a service package

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Version: 1.01

## 1. Background

From C-Touch-Screen version 3.018, it is possible to create a service package via the control panel. In this package, all information that can be helpful to solve a problem is stored.

## 2. Procedure

To create a service package, a USB stick must be available on the control panel. This is symbolised by a small icon in the header.



Figure 1 Header with USB icon

In the next step the header must be pulled down to make the extended header visible.

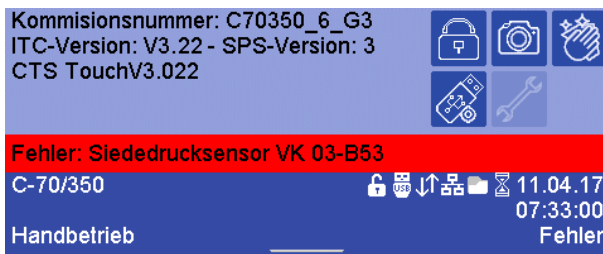


Figure 2 Extended header

In this header the button for the service area must be pressed. After pressing, a numeric keypad appears for entering a code.



Figure 3 Numeric keypad for entering the code

With the code "1144", a service package is stored on the USB stick.

This process may take some time. During this time an hourglass appears in the header. When the packet is created, a note is displayed on the control panel. The UBS stick can then be removed and the data can be sent to the CTS service desk.

## 3. Content

If you open the USB stick, a folder with the commission number or, in the case of standard programmes, the type is displayed in the main directory. Here in the example it is a standard programme with the designation "T70600\_10\_R452A".

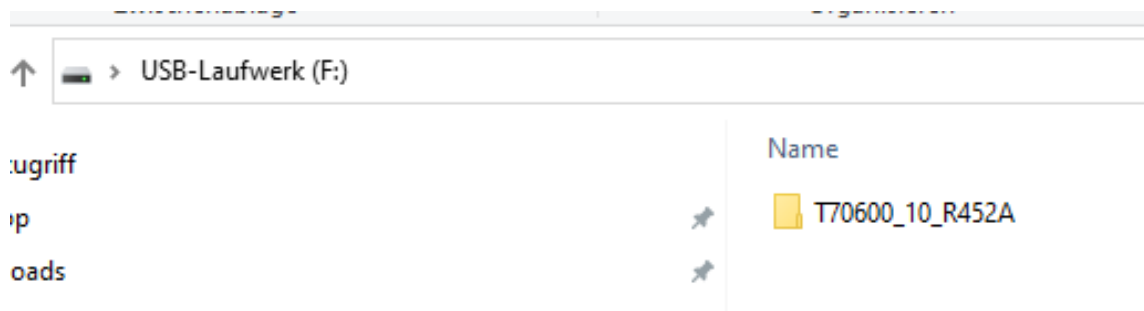


Figure 4 USB key root directory

When you open the folder, the following contents are displayed.

Name	Änderungsdatum	Typ	Größe
ITCKonf.cfg	05.10.2020 14:23	CFG-Datei	49 KB
Service_Information.txt	05.10.2020 14:23	Textdokument	6 KB
Service_Messdatenspeicher.m01	05.10.2020 14:23	CID-Pro-Measure...	1.649 KB
Settings.cfg	05.10.2020 14:23	CFG-Datei	2 KB
Trendgraf.cfg	05.10.2020 14:23	CFG-Datei	14 KB

Figure 5 Content service package

### Description of the files:

#### **ITCKonf.cfg**

The controller configuration of the device is stored in this file. The control panel evaluates it and displays the corresponding contents.

#### **Settings.cfg**

Optical settings from the control panel are stored in this file. For example, the assignment of the favourites bar or the brightness of the display.

#### **Trendgraf.cfg**

The configuration for the trend graph is stored in this file. Which channels are displayed with which colour.

#### **Service\_Messdatenspeicher.m01**

In this file, the complete measurement data memory is read out by the control unit and stored in a CIDcompatible format. This enables the CTS service to open this file directly with a CID.

#### **Service\_Information.txt**

All important information concerning the device is stored in this file. All menus available to the customer are collected in one place.

Example:

24\_07\_15\_Service\_Information.txt - Editor

Datei Bearbeiten Format Ansicht Hilfe

Information

Created on: 15.07.24 at 09:07:57

Type: C-70/350 PLC number: C70350\_11\_R452A

ITC version: V3.30 PLC version: 4

Touch-Version: CTS TouchV3.030 Manual mode

Analog channel

Temperature Set: 20.00°C Act: -200.00°C

Humidity Set: 0.0%rH Act: 0.0%rH

Water storage Set: 15.0l Act: 0.0l

TempSupplyAir Set: 20.00°C Act: -200.00°C

TempExhAir Set: 20.00°C Act: -200.00°C

HumidSupplAir Set: 0.0%rH Act: 0.0%rH

HumidExhAir Set: 0.0%rH Act: 0.0%rH

Dew point Set: 0.0°C Act: 0.0°C

Digital channel

Softkeys

Deep dehumidity Enable: 0 On: 0

RegSupplyAir Enable: 0 On: 0

Dig. output 1 Enable: 0 On: 0

Dig. output 2 Enable: 0 On: 0

De-sludge Enable: 0 On: 0

Indicators

Temperature Enable: 0 On: 0

Humidity Enable: 0 On: 0

Dew point >7°C Enable: 0 On: 0

Dew point <7°C Enable: 1 On: 0

Program selection

No. 1 Name: test Time: 02:00:00

No. 2 Name: Prog02 Time: 07:00:00

No. 3 Name: Prog03 Time: 4T 14:00:00

No. 4 Name: Prog04 Time: 02:00:00

Error menu

Temperature Min: -80.0 °C Max: 190.0 °C

Humidity Min: 0.0 %rH Max: 100.0 %rH

Water storage Min: 0.0 l Max: 20.0 l

TempSupplyAir Min: -80.0 °C Max: 195.0 °C

TempExhAir Min: -80.0 °C Max: 190.0 °C

HumidSupplAir Min: 0.0 %rH Max: 100.0 %rH

HumidExhAir Min: 0.0 %rH Max: 100.0 %rH

Dew point Min: -50.0 °C Max: 100.0 °C

Eingabegrenzen (ITC.konfig)

Temperature Min: -70.0 °C Max: 180.0 °C

Humidity Min: 5.0 %rH Max: 98.0 %rH

Water storage Min: 0.0 l Max: 15.0 l

TempSupplyAir Min: -70.0 °C Max: 180.0 °C

TempExhAir Min: -70.0 °C Max: 180.0 °C

HumidSupplAir Min: 5.0 %rH Max: 98.0 %rH

HumidExhAir Min: 5.0 %rH Max: 98.0 %rH

Dew point Min: -50.0 °C Max: 150.0 °C

Figure 6 Service\_Information part 1

Datei

Bearbeiten

Format

Ansicht

Hilfe

10.06.24	08:31:12	3	Error	Cause eliminated	Temp. limiter 1 test space 01-F1.1
13.09.23	07:03:49	58	Error	Cause eliminated	Temp. Begrenzer Wärmetr. 23-F4.1
13.09.23	07:03:49	47	Error	Cause eliminated	Drehfeldüberwachung 02-K2
13.09.23	07:03:49	45	Error	Cause eliminated	Heizungsschütze 04-Q10-11
13.09.23	07:03:49	47	Error	Cause eliminated	Boiling pressure sensor PC 03-B53
13.09.23	07:03:49	3	Error	Cause eliminated	Temp. limiter 1 test space 01-F1.1
13.09.23	06:28:44	58	Error	New appearance	Temp. Begrenzer Wärmetr. 23-F4.1
13.09.23	06:28:44	45	Error	New appearance	Heizungsschütze 04-Q10-11
13.09.23	06:28:44	3	Error	New appearance	Temp. limiter 1 test space 01-F1.1
13.09.23	06:28:42	47	Error	New appearance	Boiling pressure sensor PC 03-B53
13.09.23	06:28:41	47	Error	New appearance	Drehfeldüberwachung 02-K2

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Counter

Time meter

MV cooling	11946	Operating hours	15230.00 [h]
MV bypass cool.	70824	Compr.cooling	44425.00 [h]
MV reinject. C	6184303	Compr.pre-cool	0.00 [h]
MV precooling	8350149	Pumpe circulat.	0.00 [h]
MV bypass PC	2525367	De-siWaterBath	8.00 [h]
MV reinject. PC	2584		
MV ClimateCool	1008803		
MV SuctPress	2		
MV bypass 2 PC	0		
MV dehumidif.	0		
OverpCoolRefCyc	0		
Overpressure PC	0		

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Tolerance band

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Power failure

from:	to:
On: 15.07.24 08:57:09	15.07.24 09:08:13
Off: 08.07.24 15:36:39	15.07.24 08:57:09
On: 08.07.24 08:22:16	08.07.24 15:36:39
Off: 10.06.24 14:26:39	08.07.24 08:22:16
On: 10.06.24 08:31:11	10.06.24 14:26:39
Off: 13.09.23 07:41:36	10.06.24 08:31:11
On: 13.09.23 07:03:47	13.09.23 07:41:36
Off: 13.09.23 06:41:31	13.09.23 07:03:47
On: 13.09.23 06:28:38	13.09.23 06:41:31

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Network

IP address:	192.168.1.90	Subnet mask:	255.255.255.0
Default gateway:	255.255.255.255	IP-Port:	8001
MAC address:	00-11-91-01-4B-46	Options:	00000001
Network connection:	0		

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Interfaces

Address	1
Baud rate:	19200
Type:	CID/ASCII
Parameter:	Odd nicht aktiv
USB:	CoDeSys

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Figure 7 Service\_Information part 2



Datei Bearbeiten Format Ansicht Hilfe

USB: CoDeSys

Time/Language

Language: ENG Language config: English

USB

Status: Inactive

Timezone: +1 Offset to UTC [h]

Device options

Option1: 0x00000000

Option2: 0x00000157

Option3: 0x00000008

Customer options: 0x00000000

Calibration value

Water storage 4.01 0.00 1 On

Water storage 4.01 0.00 1 On

Water storage 4.01 0.00 1 On

Password

Password protection: Inactive

Analog inputs

Bath temp. E0.0 5.25 Ohm 0 0.46365291 2.32783651 10

TempExhAir E0.1 5.25 Ohm 0 0.46367180 2.32783842 10

TempSupplyAir E0.2 5.27 Ohm 0 0.46367335 2.32920742 10

Humidity E0.3 0.00 V 6864710 0.38116983 -2.73989105 12

PCond.cooling E0.4 -15.67 V 0 0.38114792 -2.73961997 12

SuctPressCool E1.0 0.00 V 0 1.87500000 0.00000000 12

Compr.gas C E1.1 0.00 Ohm 0 1.87500000 0.00000000 10

t SuctSteam C E1.2 0.00 Ohm 0 1.87500000 0.00000000 10

Suction gas C E1.3 0.00 Ohm 0 1.87500000 0.00000000 10

BoilPressClim E1.4 0.00 V 0 1.87500000 0.00000000 12

SuctPressPC E2.0 0.00 V 0 1.87500000 0.00000000 12

t SuctSteam PC E2.1 0.00 Ohm 0 1.87500000 0.00000000 10

Suction gas PC E2.2 0.00 Ohm 0 1.87500000 0.00000000 10

Pt100 moveable1 E2.3 0.00 Ohm 0 1.87500000 0.00000000 10

Digital I/O

Controller

Temp 0 20.00 0.00 -200.00 0.00 0.00 0.00

Temp. ind. 0 0.00 0.00 0.00 0.00 0.00 0.00

CorrSupplyAir 0 20.00 0.00 -200.00 0.00 0.00 0.00

TempSupplyAir 0 0.00 0.00 0.00 0.00 0.00 0.00

TempExhAir 0 0.00 0.00 0.00 0.00 0.00 0.00

Dew point bath 0 0.00 0.00 0.00 0.00 0.00 0.00

Dew p.deepDehum 0 0.00 0.00 0.00 0.00 0.00 0.00

Dew p.comprAir 0 0.00 0.00 0.00 0.00 0.00 0.00

Boiling temp. 0 -201.00 0.00 -42.61 0.00 0.00 0.00

CorrTempEbull 0 20.00 0.00 -200.00 0.00 0.00 0.00

Overheating C 0 6.00 0.00 -50.00 0.00 0.00 0.00

MOP cooling 0 3.50 0.50 0.00 0.00 0.00 0.00

Overheating PC 0 30.00 0.00 -125.00 0.00 0.00 0.00

Figure 8 Service\_Information part 3

## 4. Note

In the C-Touch Screen version 3.018 this package was implemented for the first time. With version 3.022 or higher, the service package was revised once again and further information was added. Especially the file "Service\_Information.txt" has been extended considerably.

All test programmes available on the device are also stored.