

HERATHERM Service Software

Instructions to use the Phoenix program to disable voltage test

Application:

The intent of this instruction is to disable the voltage self-test in the Heratherm ovens and incubators. The voltage test is a safety function that protects the unit from inadvertent connection to the wrong power source where the device would produce the E014 error code. In some cases, harmonic distortion and/or line noise can cause the E014 error when the supply voltage is correct causing nuisance alarms. This alarm can be mitigated by disabling the voltage self-test. Once the test is disabled it cannot be reenabled without replacing the main control board.

If the incorrect voltage is connected after the test is disabled:

After disabling the test, you must never connect a **120VAC** unit to a **240VAC** source. Connecting a **120VAC** unit to a **240VAC** source will cause damage to components.

In the case of connecting a 240VAC unit to a 120VAC source you will likely get poor performance from the device.

Prior to going onsite:

The technician must obtain a USB serial adapter cable to connect between a Laptop/Tablet and the DB9-pin communication socket on rear of equipment.

We recommend USB to Serial Part Number 350185, which is a TRIPPLITE U209-000-R. The Driver for this USB cable **Must** be loaded into the Laptop/Tablet prior to going on site.

Download the Phoenix service software into the Laptop/Tablet prior to performing this service. See the link below to download the Phoenix service software and Overview.

[Knowledge Base Article 348716 - Heratherm Service Software](#)

At the device

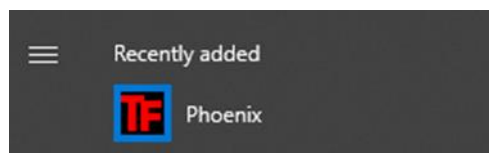
With the unit connect to t mains power turn the unit on by pressing and holding the power button. Allow the device to go through the self-test; If the E014 is present you can silence the alarm and proceed with the process.

Connect the RS232 to USB adapter to the RS232 port on the back on the unit and the USB port on your Laptop/Tablet



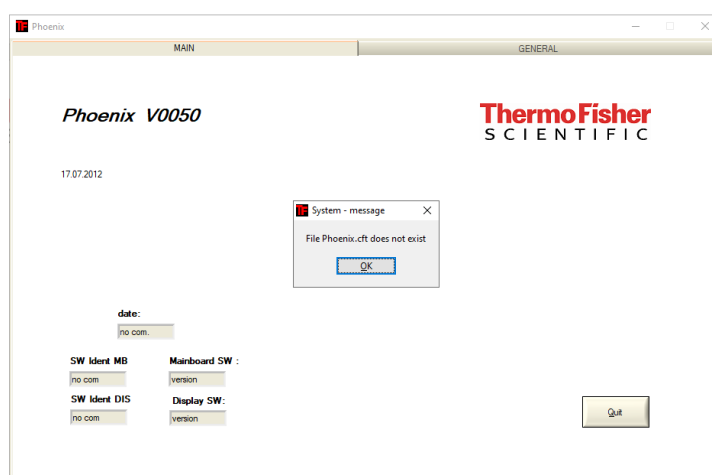
Instructions for navigating the Phoenix program:

Start by opening the Phoenix program.

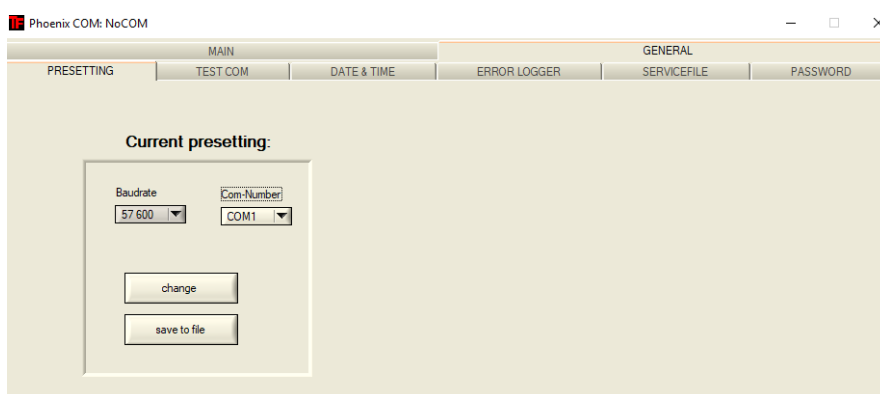


The program will open to the MAIN tab.

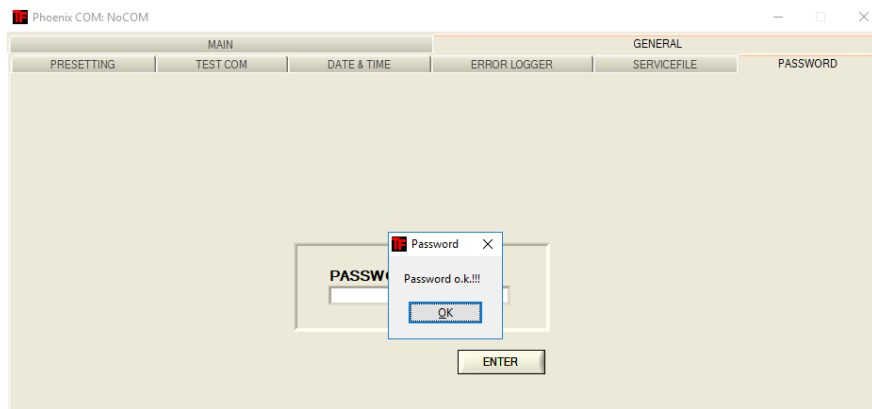
You will get the System - Message File Phoenix.cft does not exist.
Simply clear the message by clicking OK.



Select the GENERAL tab and you will go the PRESETTING tab. If there is no equipment connected you will get some interface errors. Adjust the Baud rate to **57600** and select the correct com port for your set up, use device manager to determine the COM port you are connected to. Select change and you should receive a message stating communications OK.

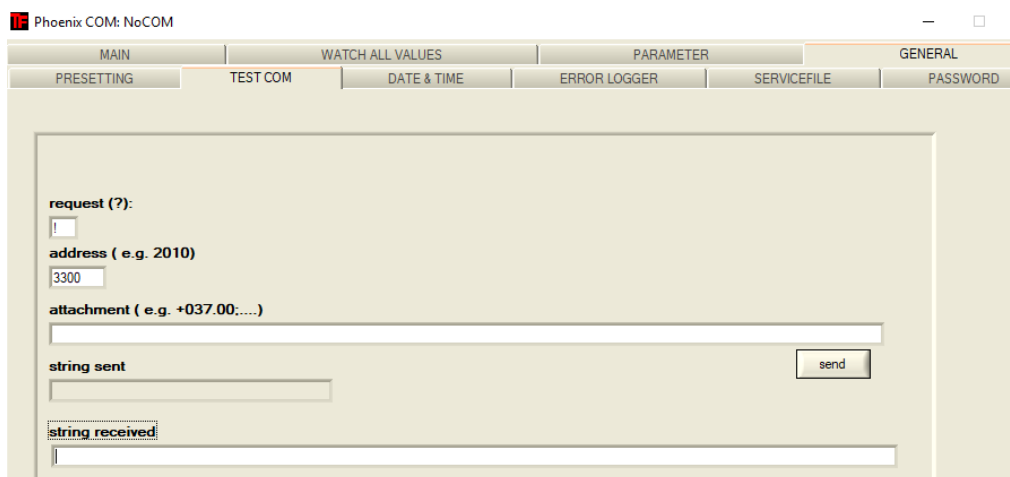


Navigate to the PASSWORD tab then enter the Service password – **elektronik**. After clicking the ENTER button you will see Password o.k!!!

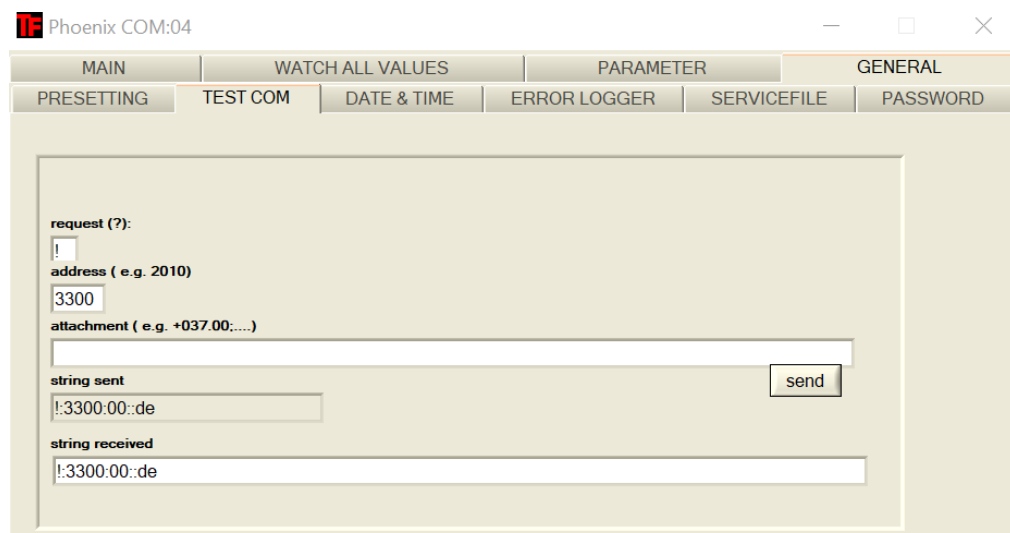


Navigate to the WATCH ALL VALUES and ensure that the Temp reading is live. Next navigate to the ERROR LOGGER tab and review existing errors. This allows the program to sustain live communication with the Equipment.

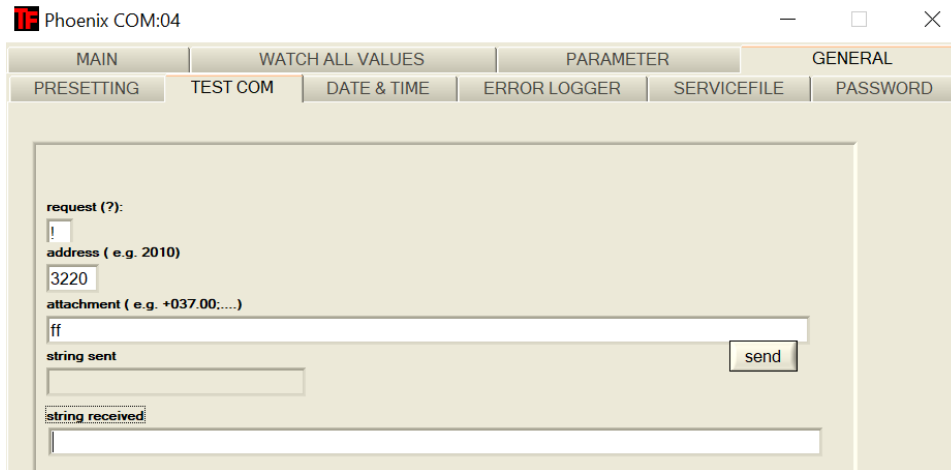
You will then go to the TEST COM tab. First clear the error list with request: ! and address: 3300.



After clicking send you should receive confirmation the string was sent.



Next disable the voltage test using request: ! , address: 3220 , attachment: ff.



Phoenix COM:04

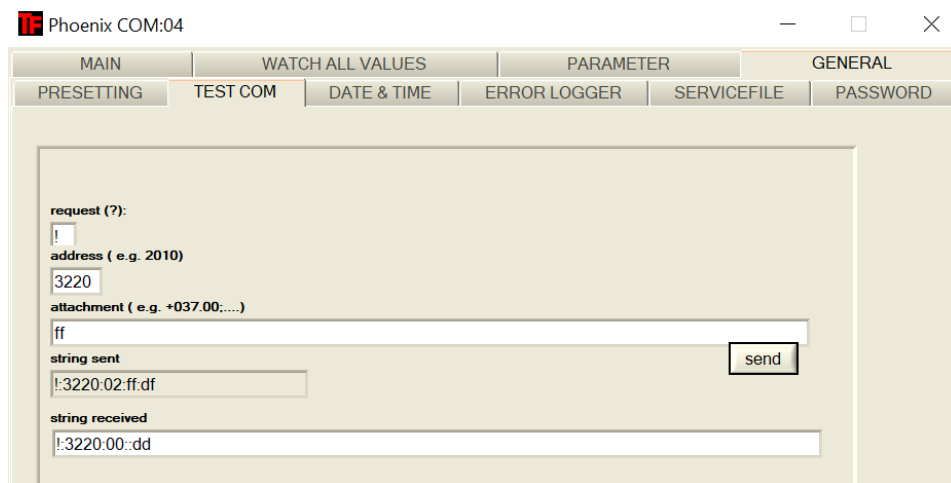
MAIN WATCH ALL VALUES PARAMETER GENERAL

PRESETTING TEST COM DATE & TIME ERROR LOGGER SERVICEFILE PASSWORD

request (?):
!
address (e.g. 2010)
3220
attachment (e.g. +037.00:....)
ff
string sent
string received

send

After clicking send you should receive confirmation the string was sent.



Phoenix COM:04

MAIN WATCH ALL VALUES PARAMETER GENERAL

PRESETTING TEST COM DATE & TIME ERROR LOGGER SERVICEFILE PASSWORD

request (?):
!
address (e.g. 2010)
3220
attachment (e.g. +037.00:....)
ff
string sent
string received

!:3220-02:ff:df
!:3220:00::dd

send

Next power the unit down using the ON/OFF button on the display then disconnect from the power source to fully remove power from the board. After waiting 30 seconds reconnect to the power source and power the unit up using the ON/OFF button. The unit should cycle through its normal self-test without the E014 message returning.

