Important product safety notice

Vilter Vission 20/20 panel software part number 3485FCSD

Figure 1 – picture of Vilter Vission 20/20 panel

Figure 2 – picture of affected flash card

Figure 3 – picture of the inside Vilter panel

This is a product safety notice

Vilter has determined that certain software program versions on Vilter flash cards (part number 3485FCSD) in Vission 20/20 panels shipped between September 24, 2019 to January 3, 2021 could cause the Vilter compressor to operate beyond preassigned operational limits and fail to activate the safety shutdowns. This software circumstance has been found to arise when the Vission 20/20 panel is connected to an outside third-party monitoring system and the monitoring system sends a simultaneous start/stop command to the compressor. This situation could result in the compressor operating fully unloaded with certain fault conditions not monitored as intended, resulting in an overheated and seized compressor. To date, Vilter is aware of two incidents where this situation occurred.

Affected Vilter products can be identified by checking the software program version located on the front screen of the Vilter Vission 20/20 panel (see Figure 1). If the software program number on the front screen is one of those listed below, the Vilter Vissions 20/20 panel is affected and a software update is required to be performed by a Vilter technician, a Vilter distributor, contractor or by the end user according to Vilter provided instructions. If you determine your flash card is using one of the affected software versions, the Vilter Vission 20/20 panel software should be immediately updated with a new flash card. This software update should occur whether or not your system is connected to an outside third-party monitoring system.

Impacted software program versions:

- **2.9.7039.3**
- **2.9.7039.4**
- **2.9.7039.5**
- **3.0.7184**
- **3.0.7184.1**

If you are a Vilter distributor or a contractor, please take immediate steps to determine if you have sold or installed any of these Vilter Vission 20/20 panels or flash cards using the impacted software program versions, or have any in your possession. If impacted Vilter Vission 20/20 panels or flash cards are still in your possession, do not sell or use them until they have been reworked with the required software update.

If such Vilter Vission 20/20 panels or flash cards have been sold, you must take immediate measures to contact the customer and advise them of the issue by sending them this notice so that they can receive the software update. If you prefer not to contact the customer directly, please provide us with the names and contact information for all impacted customers and Vilter will contact them for you. Vilter will only use this information for purposes of this action.

If you are an end user, please note we plan to have the Vilter distributor, contractor or a Vilter service representative contact you. If you have not heard from either, please contact Vilter technical services at service.vilter@copeland.com or at 1-800-862-2677 select option #2 to arrange to request software remedy solution. If you implement this software upgrade, the original flash cards must be sent back to Vilter.

To learn more, visit copeland.com/vilter

7664932 (06/15/21) Important product safesty notice ©2024 Copeland LP.

VILTER by COPELAND