EMERSON
Climate Technologies

Problem Reading Temperature Sensors in Newly Installed MultiFlex RTU v. 3.10

Problem

MultiFlex RTU firmware version 3.10, shipped in new MultiFlex RTU board shipments from Emerson Retail Solutions between 22-AUG-2008 and 20-SEP-2008, contains an issue that, upon association with an E2, causes some newly installed RTU boards to have undefined sensor types. As a result, the RTU will not read temperature sensor inputs, displaying their values as "NONE," and the RTU will not generate any alarms to indicate the points as failed.

This problem may occur with some new MultiFlex RTU 3.10 boards installed with factory default set-points, and when it occurs, the sensor reading problem will be noticeable immediately after an RTU is associated with an E2's HVAC Zone application.
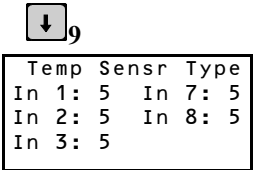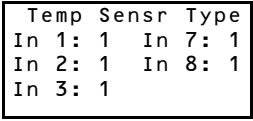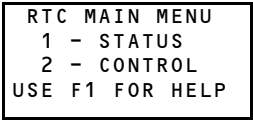
This problem will NOT occur in any other version of RTU except version 3.10. It also will not occur for boards that were configured previously (i.e. not in factory default settings). Any current installation of MultiFlex RTU 3.10 that is currently working properly will continue to work properly and will not be affected by this issue.

Solution - Reset Temp Sensor Types Using HHT

If this issue is encountered during a field installation of MultiFlex RTU 3.10, it may be fixed by changing the RTU's "Temp Sensor Input" types with a Hand-Held Terminal (HHT). Changing the sensor types manually will cause the sensors to read properly and will also prevent the issue from occurring again. Plug a Hand-Held Terminal into the RTU's HHT jack and follow the steps below to change the sensor types. For more information about the MultiFlex RTU and HHT interface, consult *P/N 026-1706, RTU Installation and Operation Manual*.

HHT Screen	Instructions
``` RTC MAIN MENU 1 - STATUS 2 - CONTROL USE F1 FOR HELP ```	Press **2** (CONTROL).
``` CONTROL MENU 1-SETPTS 3-SETUP 2-SCHEDS 4-OVRRD USE F1 FOR HELP ```	Press **3** (SETUP).

HHT Screen	Instructions
↓ 9 ``` Temp Sensr Type In 1: 5 In 7: 5 In 2: 5 In 8: 5 In 3: 5 ```	Press ↓ nine (9) times until the "Temp Sensr Type" screen is displayed. If this board is experiencing the problem described in this technical bulletin, the values will be invalid (some number other than 1, 2, or 3).
``` Temp Sensr Type In 1: 1 In 7: 1 In 2: 1 In 8: 1 In 3: 1 ```	Press → to highlight the "In 1" field. Press **1** to change this value to 1 (CPC temperature sensor). Repeat to set In 2, In 3, In 7, and In 8 to "1."

``
RTC MAIN MENU
  1 - STATUS
  2 - CONTROL
USE F1 FOR HELP
``
	Unplug the HHT, and plug it back in. This will return you to the RTC Main Menu. You may now verify the sensors are now working properly by pressing **1** (STATUS) and viewing the temperature sensor values in the RTU status screens.

When finished, the MultiFlex RTU should be reading the temperature sensor inputs properly and displaying their values both on the RTU's HHT status screen and in the E2's RTU application and associated HVAC zone. The temperature sensor issue is now permanently resolved for this RTU board and will not re-occur.

Alternate Solution - Return MultiFlex RTUs for Replacement

If you do not have an HHT and cannot follow this procedure to perform the workaround, contact Emerson Retail Solutions at 1-800-829-2724 to return the MultiFlex RTUs to Retail Solutions for upgrade or replacement.