

Site Supervisor 4.3-Inch Display

Support Removed Site Supervisor Versions 2.10 and Above

The Site Supervisor 4.3-inch Display (P/Ns 818-9022 and 818-9023) is not supported by Site Supervisor versions 2.10F01 and above.

Please refer to the following product discontinuation notice:

<https://www.copeland.com/documents/discontinuation-of-4-3-inch-touch-screen-en-5371340.pdf>

Issue

- Site Supervisor 2.10 and above will not communicate with the 4.3-inch Touchscreen Display.

Affected Versions

- Site Supervisor versions 2.10F01 and Above
- Site Supervisor 4.3-inch Touchscreen Displays (P/Ns 818-9022 and 818-9023).

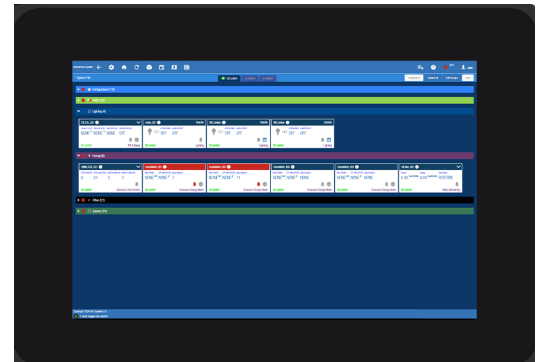
Who is Affected

- Customers using 4.3-inch Touchscreen Display with Site Supervisor.

Upgrade Procedure

- Site Supervisor versions above 2.08 do not support the 4.3-inch Touchscreen Display.
- Upgrading to versions above 2.08 will result in loss of communication with the 4.3-inch Touchscreen Display.
- Before an upgrade above version 2.08 is performed, it is recommended to replace the 4.3-inch Touchscreen Display with a compatible model (see [Table 1 on page 2](#) below).

If an upgrade above version 2.08 has been performed, contact Customer Service for Touchscreen Display replacement options @ 1-800-829-2724 or email ColdChain.CustomerService@copeland.com.



4.3-Inch Display

Site Supervisor Touchscreen Display Version Compatibility

Table 1: Site Supervisor Touchscreen Display Support Matrix

Touchscreen Display Part Number	Site Supervisor Touchscreen Display Version	Site Supervisor Version	
		2.08F01 and Below	2.10F01 and Above
818-9022 818-9023	4.3-inch	✓	✗
818-7240	10.1-Inch	✓	✓
818-7241	15.6-Inch	✓	✓
818-7242	21.5-Inch	✓	✓

Scan the QR code to access the Site Supervisor web page:



Visit our website at copeland.com/en-us/products/controls-monitoring-systems for the latest technical documentation and updates. For Technical Support call **833-409-7505** or email ColdChain.TechnicalServices@Copeland.com

026-4063 R1

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