

RIELLO INFORMS YOU

Engineering & Service _02_2021

06/02/2021

Product Advisory

PRODUCT ADVISORY

This RIY supersedes RIY_ENG.&SERVICE_01_2019 REV.02

Array HMI Screen:

Riello received notice from our supplier that an error was found in the firmware affecting the operation of the HMI touch screen. There is no impact of the safe functioning of any Riello Array product because of this issue.

Summary Issue:

An error in the firmware of the HMI Causes the internal memory chip to be damaged during the historical data writing process.

Remedy:

A firmware update to correct the issue was released by the supplier. Table 1 Identifies the software version and touch screen model applicable to a particular unit.



All other software versions must be updated to those stated below.

Affected Products:

Table 1 provides a complete list of affected product codes.

Product Series	Models	Product Code		Touch screen version	Correct Software Version
Array (1.0)	AR 1000	20115022		900TS00_OR	2G.07
	AR 1500	20115023			
	AR 2000	20115024			
	AR 3000	20115025			
	AR 4000	20115026			
Array (2.0)	AR 1000	20144525	20165537	900TS02_OR	3i.22
	AR 1500	20144524	20165536		
	AR 2000	20144523	20165535		
	AR 3000	20144522	20165534		
	AR 4000	20144042	20165533		
Array (2.5)	AR 800	20164509		900TS02_OR	3i.22
	AR 1000	20177312			
	AR 1500	20177313			
	AR 2000	20177314			
	AR 3000	20177315			
	AR 4000	20177316			
HMI	Array 1.0 HMI	20120153		900TS00_OR	2G.07
	Array 2.0 HMI	20160063		900TS02_OR	3i.22
	Array 2.5 HMI	20180666		900TS02_OR	3i.22

Table 1 – Screen model and software version

Identification:

The boiler type, screen type, and relevant software version can be identified physically. Fig. 1 shows the screen nameplate label and Fig. 2 shows where to view the current software version on the HMI, Figure 3 represents the Array boiler nameplate.

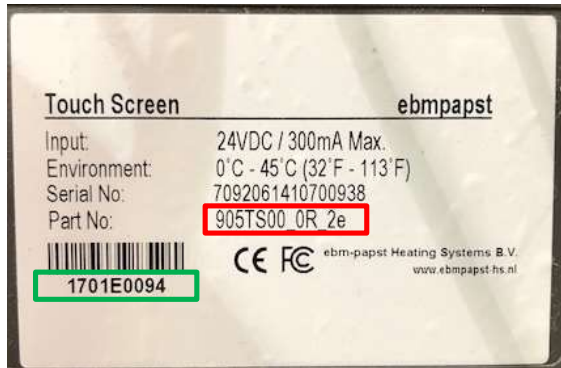


Fig. 1 HMI screen label - Type highlighted red, barcode green



Fig. 2 HMI home screen - Version highlighted



Fig. 3 - Array nameplate

Procedure:

Step 1: Identify the ARRAY Boiler Product type from the nameplate label, Fig. 3

Step 2: Identify the Touchscreen type, Fig. 1

Step 3: Ensure the boiler type and touchscreen type match per table 1.

Step 4: Follow the instructions for preparing the separate USB drives for recovery and programming.



Note: The program software will need to be decompressed from the '.zip' file before use. Use separate USB drives for the recovery program and software. Do not put both software packages for AR1.0 and AR2.0 on the same USB drive.

Step 5: Follow the instructions from section 3: Firmware Programming Procedure in the **Recovery & Reprogramming.pdf** document.



NOTE: New instructions from Argus for ALL TS00:

For screen barcode number higher or equal to 1816E00 use TS02 recovery disk

For screen barcode number lower than 1816E0001 use TS00 recovery disk

Step 6: Follow the instructions from section 4: Project programming procedure in the **Recovery & Reprogramming.pdf** document.



NOTE: only upload the software package suitable for the screen type shown in table 2 must be used. Screen type, software type, and boiler type cannot be used in any other combination.

If a screen remains unresponsive or fails to start the Riello program the screen has a hardware defect and can be replaced under the Riello warranty RGA procedure. Please contact customer service with the completed RGA form and replacement PO.

Step 7: complete the service report form to document the service completion using the **service_report.pdf** document.



NOTE: submit completed service reports to riellotechservices@carrier.com

Software and Documents:

The following files are available for download through the Carrier MFT site.

File Name	Description
900TS00_2.g.07	TS00 screen program
900TS02_3.i.22	TS02 screen program
900TS00_Firmware Recovery	Barcode lower than 1816E0001 use TS00
900TS02_Firmware Recovery	Barcode higher or equal to 1816E00 use TS02
Recovery & Reprogramming	Instructions document
Riello service report	Service record

You will received a separate email from carrierMFT@carrier.com with a link to download the documents.

Contact the Riello Technical Service Department for additional support: riellotechservices@carrier.com
1-800-474-3556 or 905-542-0303 prompt 2.