Owner's Manual

TROJANUVMAX™ Pro Series

COMMcenter

Congratulations. By purchasing this **COMMcenter**, you have taken a significant step in ensuring safe drinking water. Your **COMMcenter** is designed to provide you all the information you need, where you need it.

Interested in a permanent, unlimited record of system performance, and a great real-time interface? Try our ***MAXtrack*** *software - it's completely free!*

To learn more, visit: http://protour.trojanuv.com

Date of installation: _____

Installed by: _____

Installer phone#: _____

Serial #: _____
(Found on label on back of COMMcenter)

Trojan Technologies
3020 Gore Road, London, Ontario, Canada N5V 4T7
www.trojanuv.com residential@trojanuv.com 1-800-265-5774

TABLE OF CONTENTS

Components	4
Installation	5
Operation	6
Navigation	6
Standard and Advanced Menu Settings	6
Welcome Page and Home Page	6
Menu Structure	7
What dose is being delivered?	8
How long has my lamp been running?	8
How long has my system been running?	8
What alarms are currently present?	9
What alarms have occurred?	9
How many more days should my lamp last?	10
How can I reset the lamp run hours after installing a new lamp?	10
Who do I contact for help?	10
What firmware revision do I have?	10
How do I set the time?	11
How do I set the date?	11
How do I change the menu mode?	12
How do adjust the screen contrast?	12
How do I adjust the volume of the audible alarm?	13
How do I permanently remove a unit?	14
How do I reset all addresses?	14
How do I remove a unit?	15
How do I re-install a unit?	15
How do I turn off a unit for servicing?	16
How do I turn a unit on after servicing?	16
Data-logging	17
Using a mini-SD card	17
Using MAXtrack software	18
Warranty	19

COMPONENTS

COMMcenter
Part #650623-001
(includes parts #602942 and 602982)

RJ45 (Ethernet) cable
Part #602942
(not exactly as shown)

RJ11 to RS232 adapter
Part #602982

Purchased separately:

To connect multiple units:
- RJ45 cable(s). Available from Trojan and retailers. One is provided with each **COMMcenter**.

To connect to a computer:
- Telephone cable. Available from various retailers.

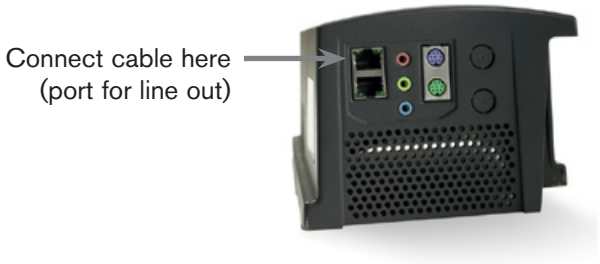
To data-log with a mini-SD card:
- Mini-SD card and mini-SD card reader. Available from various retailers.

Example of a mini-SD card

Example of a card reader

INSTALLATION

1. Install TrojanUVMax water treatment unit(s) if required. A "unit" is a complete system.
2. Make sure the unit(s) are powered.
3. Install **COMMcenter** on wall if so desired (it may also rest on a flat surface). Mounting holes are 2.5" (6.8 cm) apart. If using RJ45 (Ethernet) cable, COMMcenter may be installed at any distance from unit(s).
4. If connecting to a single unit, connect the unit's power supply (pictured below) to the **COMMcenter** using the cable provided with the **COMMcenter**. *To connect to multiple units, see box below then return to step 5.*
5. Please read pages 6 and 7 to familiarize yourself with the basic operations of the **COMMcenter**.
6. Set the time and date on the **COMMcenter** (refer to page 11).

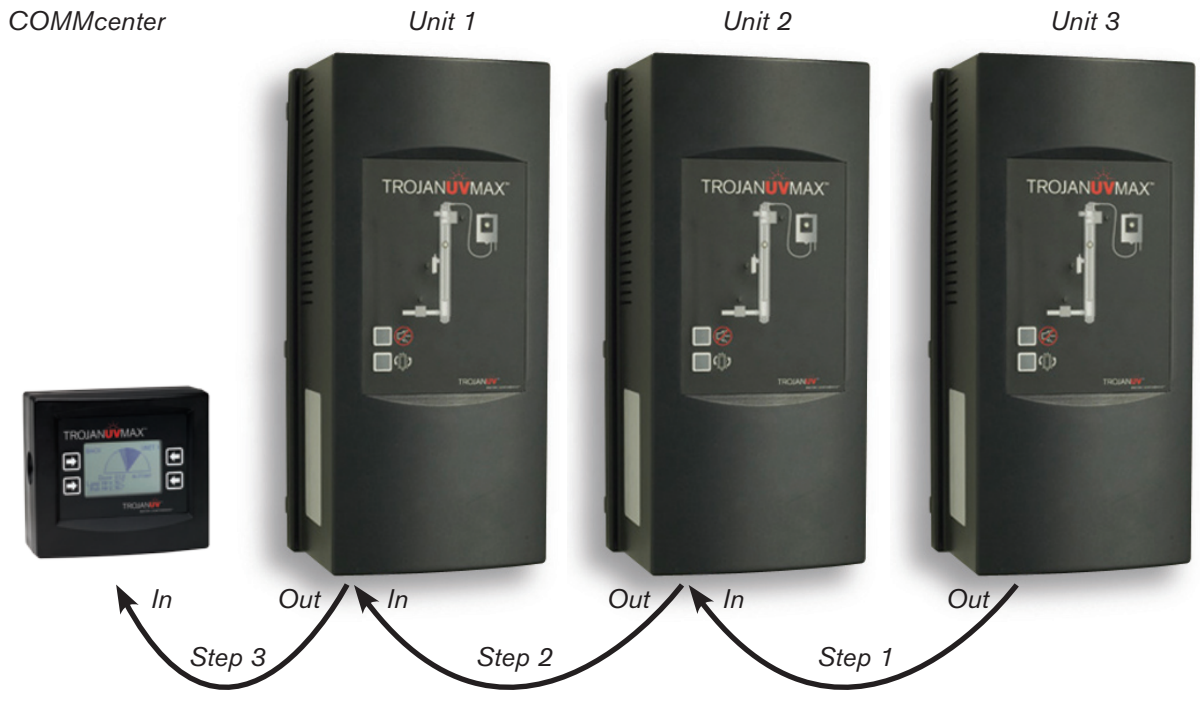


7. If data-logging is desired, insert mini-SD card or connect to computer using **MAXtrack** software (free; to learn more, visit http://protour.trojanuv.com). For details, refer to "Data-logging" section.

Installations involving multiple units

Up to 9 units may be linked to the **COMMcenter**. Make the required connections in the sequence illustrated below. The port closest to the front of each power supply is for the line out; the port closest to the back is for the line in. Only one Ethernet connection cable is provided with the **COMMcenter** - additional cables may be purchased (part # 602942).

The units are identified by an "address". Until they have been connected, all units are addressed ('numbered') "zero". The **COMMcenter** assigns each unit an address when first connected. Each unit then retains the address it is assigned, even when unplugged or connected to another **COMMcenter**.



OPERATION

Navigation

There are four buttons on the **COMMcenter**. Their function corresponds to what is displayed on the screen next to each button, as illustrated below.

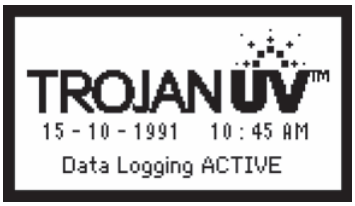
Standard And Advanced Menu Settings

There are two menu settings, Standard and Advanced. For the features of each, refer to the Menu Structure on the next page. When the **COMMcenter** is connected to more than one unit, it defaults to Advanced Menus mode. Otherwise, this mode may be selected - see "How do I change the menu mode?".

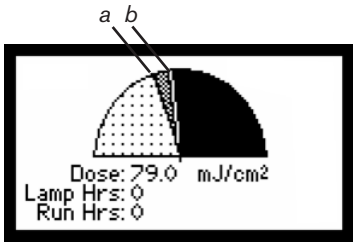
Welcome Page and Home Page

The Welcome page appears during start-up. Left unattended, the **COMMcenter** will alternate between the Welcome page and the Home page. The latter displays the most critical information about the performance of the unit(s). To view the menu options from the Welcome page or the Home page, press any button.

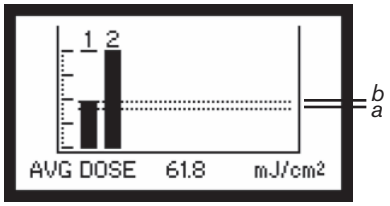
Welcome page



Home page
Standard menus mode



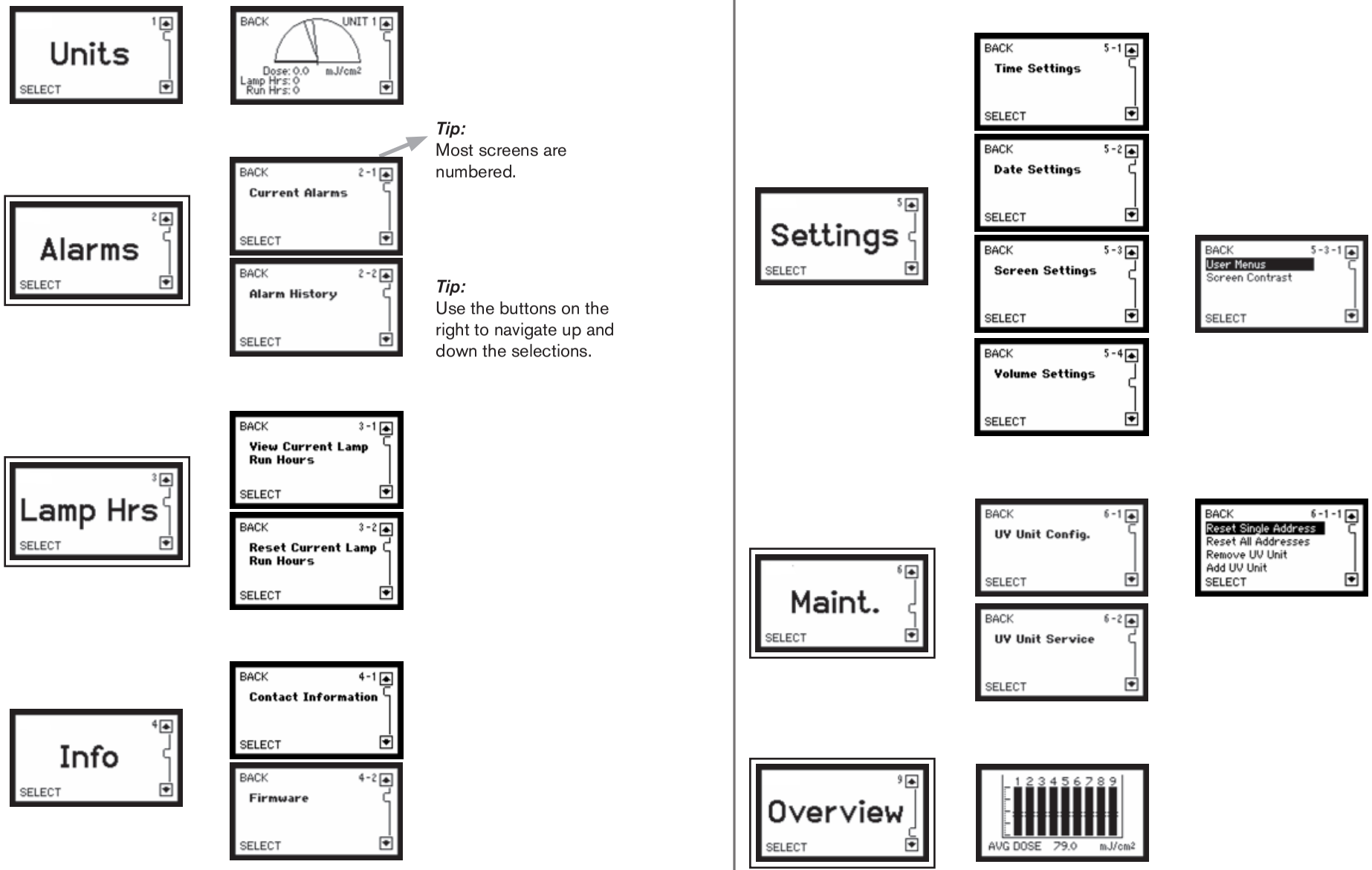
Home page
Advanced menus mode
(2 units)



Legend:
a Dose 45, nearing alarm set point.
b Dose 40, alarm set point. Unit will shut solenoid valve (if so equipped) below this level.

Menu Structure

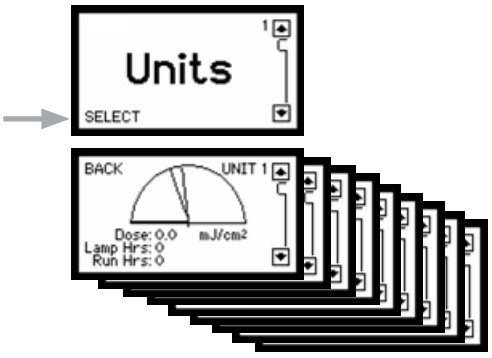
Screens with a double outline are only visible when in Advanced Menus mode.



What dose is being delivered?

How long has my lamp been running?

How long has my system been running?

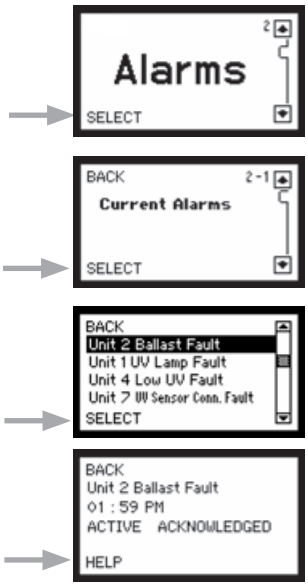


One screen for each unit, up to a maximum of 9. Navigate between units using buttons on the right. If only one unit is present, this is the Home page.

Note: The Home page for multiple systems is also useful as it displays the dose being delivered by each unit. It may be viewed by selecting the following:

What alarms are currently present?

Alarms must first be acknowledged by pressing any button on the COMMcenter or by pressing the Mute button on the power supply. This does not remove the alarm condition. *Note: the "Alarms" screens may only be viewed when in Advanced Menus mode.*

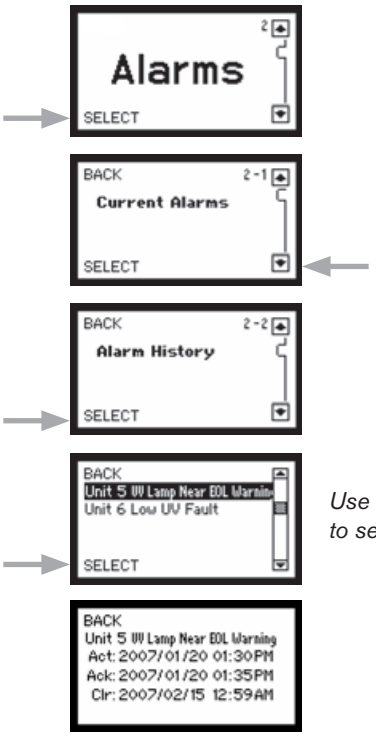


Use buttons on right to select alarm

You can review helpful advice by simply pressing the bottom left button.

What alarms have occurred?

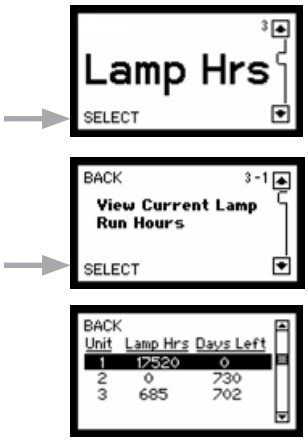
The COMMcenter stores the last 40 alarms that have occurred in memory. For greater data-logging capability, including the ability to data-log dose, use our free MAXtrack software or insert a mini-SD card. *Note: the "Alarms" screens may only be viewed when in Advanced Menus mode.*



Use buttons on right to select alarm

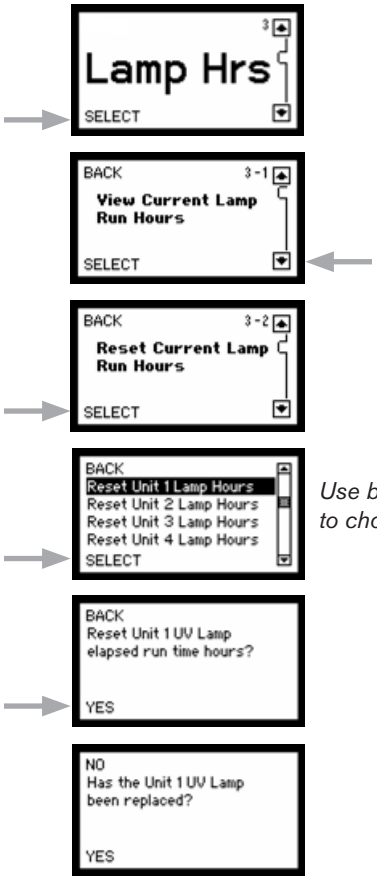
How many more days should my lamp last?

Note: the "Lamp Hours" screens may only be viewed when in Advanced Menus mode.



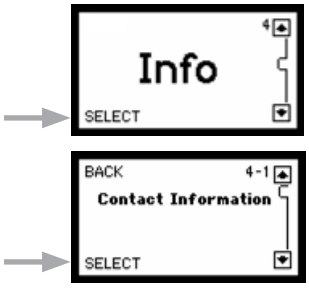
How can I reset the lamp run hours after installing a new lamp?

The lamp run hours can also be reset at the power supply. See system Owner's Manual for details.
Note: the "Lamp Hours" screens may only be viewed when in Advanced Menus mode.

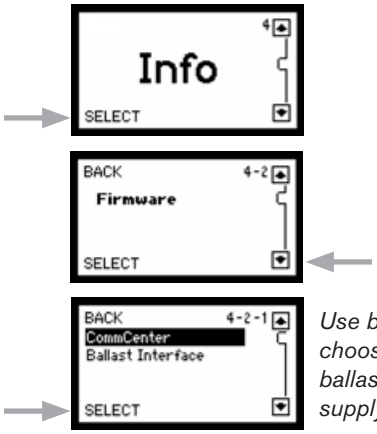


Use buttons on right to choose unit.

Who do I contact for help?



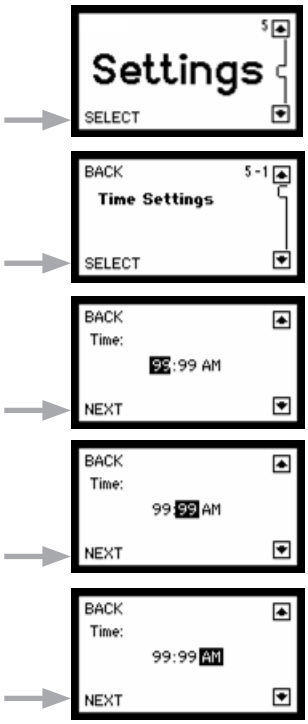
What firmware revision do I have?



Use buttons on right to choose COMMcenter or ballast interface (power supply).

How do I set the time?

The COMMcenter is equipped with a battery that will allow it to track the time for the life of the product.



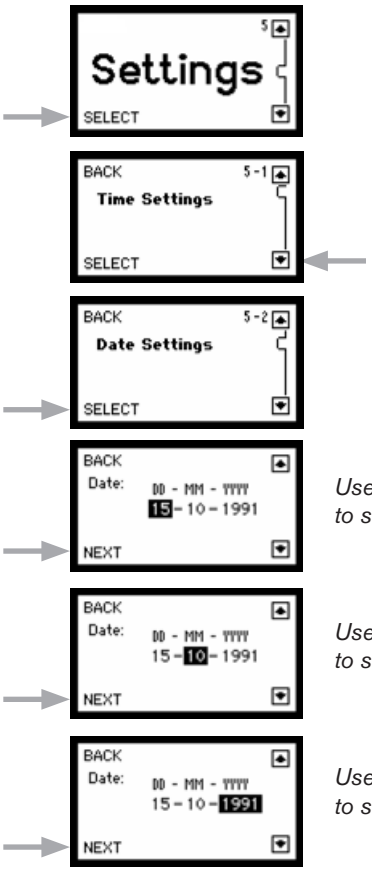
Use buttons on right to set hour

Use buttons on right to set minutes

Use buttons on right to set AM/PM

How do I set the date?

The COMMcenter is equipped with a battery that will allow it to track the date for the life of the product.

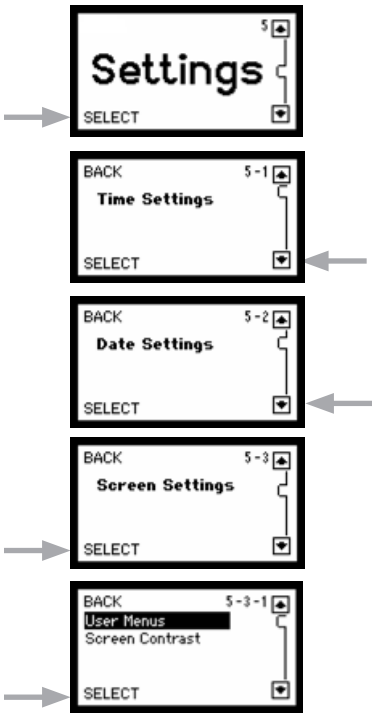


Use buttons on right to set day

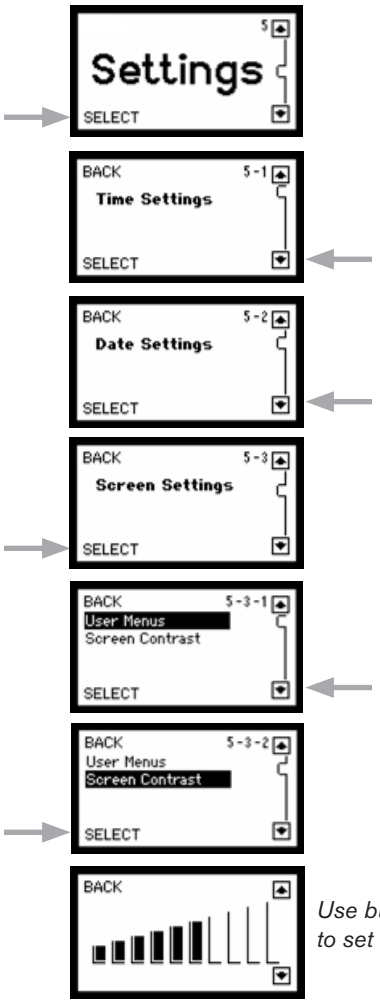
Use buttons on right to set month

Use buttons on right to set year

How do I change the menu mode?

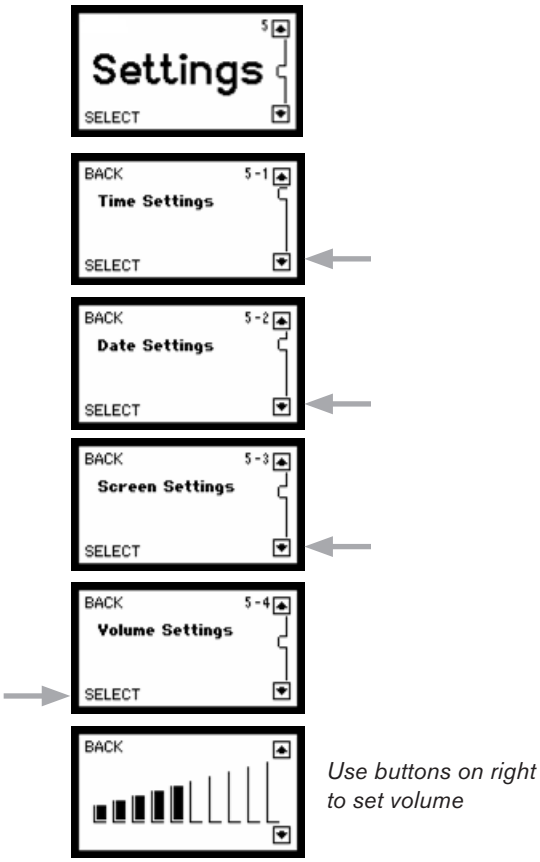


How do I adjust the screen contrast?



Use buttons on right to set screen contrast

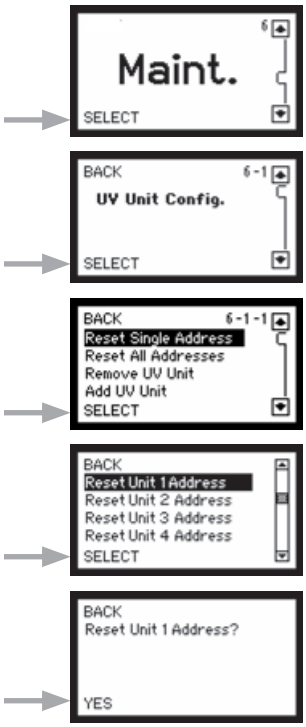
How do I adjust the volume of the audible alarm?



Use buttons on right to set volume

How do I permanently remove a unit?

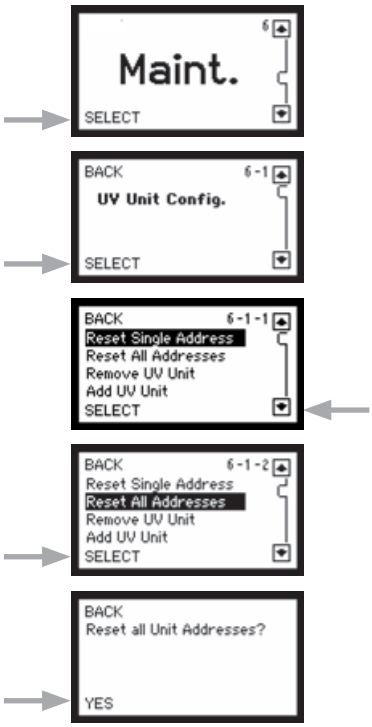
This procedure resets the address for one unit to "zero", and the COMMcenter will no longer track this unit. Use this when permanently removing a unit. This way, if it is used again in another location, it will not have an assigned address. *Note: the "Maintenance" screens may only be viewed when in Advanced Menus mode.*



Use buttons on right to select unit

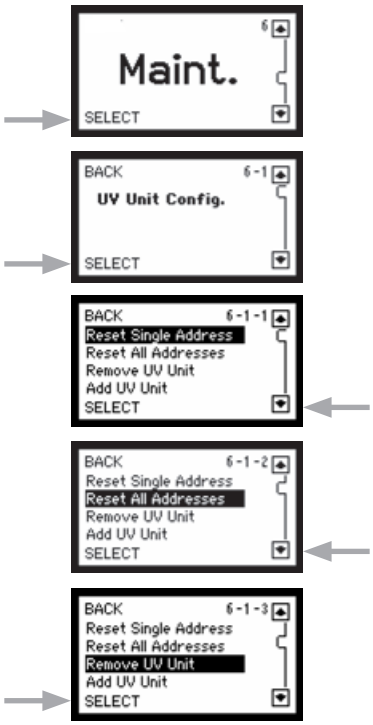
How do I reset all addresses?

This procedure resets the addresses of all units to "zero". Use this only after consulting with Trojan Technical Services at 1-800-265-5774. *Note: the "Maintenance" screens may only be viewed when in Advanced Menus mode.*



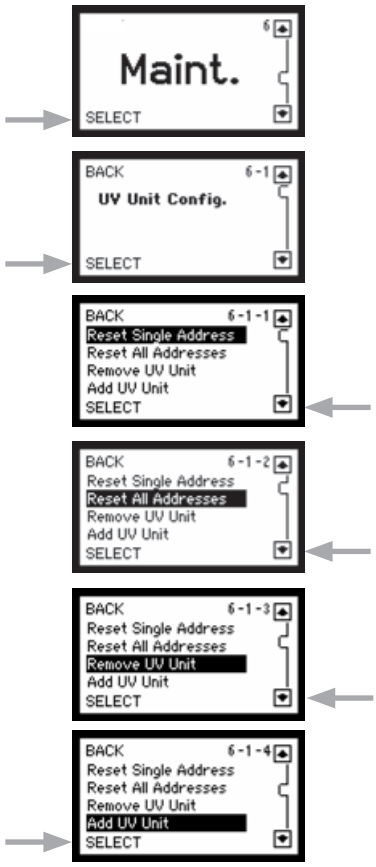
How do I remove a unit?

When this procedure is followed, the unit that is removed is no longer tracked by the COMMcenter. Use this procedure when removing a unit from service, such as when turning off a unit that is only used as a back-up. This avoids lost-communications alarms.



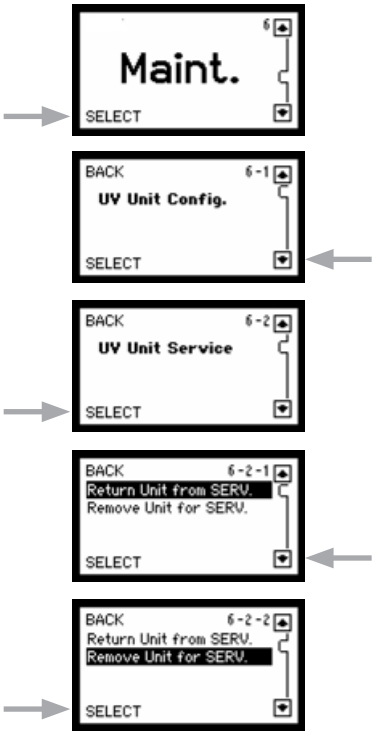
How do I re-install a unit?

Use this procedure when a unit that was previously removed from service (ex: back-up system) needs to be returned to service. You must know the address of the system being returned to service.



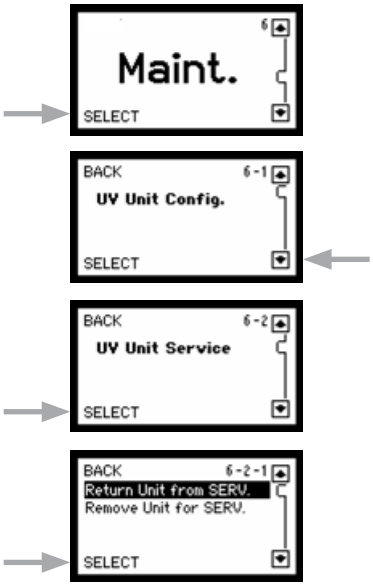
How do I turn off a unit for servicing?

This procedure provides a two hour window during which the COMMcenter no longer tracks the specified unit. Use this procedure when a unit must undergo service so as to avoid alarms.



How do I turn a unit on after servicing?

This procedure triggers the COMMcenter to resume tracking the unit specified. Note that if this procedure is not followed the COMMcenter will try to resume tracking of the given unit automatically, two hours after it was first turned off for servicing.



DATA-LOGGING: USING A MINI-SD CARD

Your **COMMcenter** has the ability to store data on the performance of your system(s) to a mini-SD card, such as the one pictured below. Mini-SD cards are available at various retailers.

Information is recorded every minute and a 512MB card should store 18 years worth of information.

To use this data-logging feature, simply insert a mini-SD card into the slot on the left side of the **COMMcenter**.

To extract the mini-SD card:

Push the card into the **COMMcenter** - this will cause the card to spring out slightly for removal.

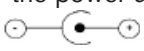
To download the information stored on the mini-SD card:

Insert the card into a card reader that is attached to a computer. Card readers are available from various retailers. Use you computer's file management application to view the contents of the card. There will be a folder with a name of this format: yyyy-mm-dd. Within this folder you will find the data-log files, which have a .CSV extension. The files may be opened in Microsoft Excel or Trojan's free **MAXtrack** software (see following page) for easy viewing of the data. You may wish to save the file to the computer's hard drive.

Re-using a mini-SD card:

Simply re-insert the card into the **COMMcenter**.

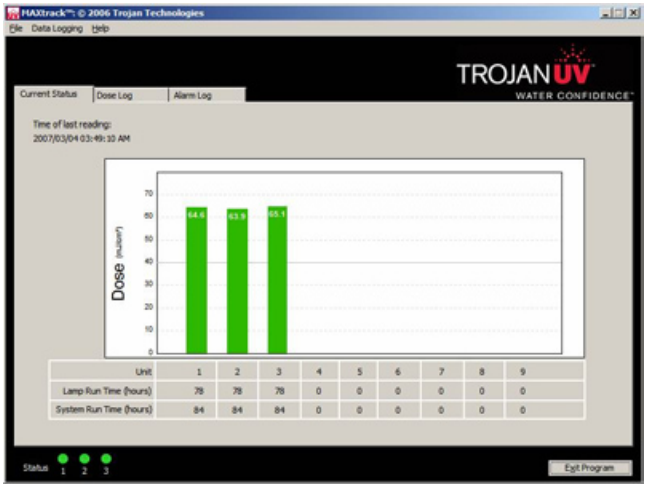
When data-logging from multiple units:

When using a standard Ethernet (RJ45) cable to connect the COMMcenter to the first power supply, it is important to note that power is provided to the COMMcenter through this cable. Therefore, if power to this unit is interrupted the COMMcenter loses power and data-logging is temporarily stopped. This may not be desirable in situations where multiple units are installed. To avoid this situation, it is recommended that a power adapter be purchased for the COMMcenter. The part number for the power adapter is 602943-120 (120V) or 602943-230 (230V). The power adapter is 12 VAC 500 mA  .

DATA-LOGGING: USING MAXtrack SOFTWARE

Your **COMMcenter** has the ability to store information directly to a PC equipped with **MAXtrack** software, which is available for free. MAXtrack software allows you to easily search and view system performance, and presents real-time information as well. To learn more about the great features of this software or to download, visit http://protour.trojanuv.com.

Screen caption of real-time performance monitoring using MAXtrack software.



Minimum requirements

Pentium II 233MHz
128MB RAM (256MB for Windows XP)
3GB free hard drive space
One free Serial Port (RS232, 9-pin female)
Windows2000 or better

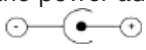
Installation

1. Connect an appropriate length of telephone cable (not provided) to the **COMMcenter.**
2. Connect the other end of the cable to the adapter provided with the **COMMcenter**.
3. Connect the adapter to your computer. If no suitable port is available, a USB adapter may be purchsed from a retailer.
4. Go to http://protour.trojanuv.com and download your free **MAXtrack** software.
5. Open the software application now installed on your computer, either from the shortcut on your desktop or by choosing "Start" then "All Programs" then "TrojanUV MAXtrack".

Operation

The **MAXtrack** program is an interface for viewing the data received from the **COMMcenter**. The program receives and stores information even when the program is closed. For assistance with this program, please contact our technical support staff at 1-800-265-5774 (North America) or 519-457-3400 (International).

Note about data-logging from multiple units:

When using a standard Ethernet (RJ45) cable to connect the COMMcenter to a power supply, it is important to note that power is provided to the COMMcenter through this cable. Therefore, if power to this unit is interrupted the COMMcenter will lose power and data-logging will temporarily be stopped. This may be a problem in situations where multiple units are installed and monitoring of the other systems is still desired. To avoid this situation, it is recommended that a power adapter be purchased for the COMMcenter. The part number for the power adapter is 602943-120 (120V) or 602943-230 (230V). The power adapter is 12 VAC 500 mA  .

WARRANTY

Our Commitment
During the applicable warranty period noted below, Trojan will provide warranty coverage, described below, for your product. After the product's warranty expires, repairs and replacement parts can be provided to you for a reasonable charge.

How to Get Help
To obtain help under this warranty, contact the Trojan Technical Support Center at 1-800-265-5774 (North America), 519-457-3400 (International) or by email at residential@trojanuv.com. Please have available the serial number, date of purchase, the name of the dealer from whom you purchased your Trojan product ("the source dealer"), as well as a description of the problem you are experiencing. A Trojan technician will help you troubleshoot the problem and isolate the defective part.

To establish proof of purchase to make a warranty claim, you will need to retain your original invoice.

Specific Warranty Coverage
Warranty coverage is specific to the following Trojan products: **COMMcenter™**

One-Year Limited Warranty for Original Parts
Trojan warrants original parts be free from defects in material and workmanship for a period of one (1) year from the date of purchase. During this time, Trojan will repair or replace, at its option, any defective parts covered by the warranty.

Please return the defective part to a Trojan dealer, who will return it to Trojan. Trojan will either make the necessary repairs or, if Trojan determines that a replacement is required, will provide a replacement part. Trojan will then return the part to the dealer. This warranty does not include shipping and handling charges which will be collected from you by the dealer.

Parts repaired or replaced under this one (1) year warranty will be covered under warranty to the end of the original one (1) year warranty period. This warranty is also subject to the conditions and limitations outlined under the heading "General Conditions and Limitations" below.

Warranty for Replacement Parts
Trojan warrants parts purchased to repair product components that are no longer covered by the original warranty to be free from defects in material and workmanship for a period of three (3) months from the date of purchase. During this time, Trojan will repair or replace, at its option, a defective replacement lamp or part free of charge except for shipping and handling charges.

The warranty period on replacement parts will be verified using date codes and/or purchase receipts. Trojan will advise you whether the defective item needs to be returned to a Trojan dealer for failure analysis. Replacement lamps and parts provided under warranty will be sent to your Trojan dealer.

General Conditions and Limitations
None of the above warranties cover damage caused by improper use or maintenance, accidents, acts of God or minor scratches or imperfections that do not materially impair the operation of the product. The warranties also do not cover products that are not installed as outlined in the applicable Owner's Manual.

The limited warranties described above are the only warranties applicable to the Trojan products listed in the "Specific Warranty Coverage" section. These limited warranties outline the exclusive remedy for all claims based on a failure of or defect in any of these products, whether the claim is based on contract, tort (including negligence), strict liability or otherwise. These warranties are in lieu of all other warranties whether written, oral, implied or statutory. Without limitation, no warranty of merchantability or of fitness for a particular purpose shall apply to any of these products.

Trojan does not assume any liability for personal injury or property damage caused by the use or misuse of any of the above products. Trojan shall not in any event be liable for special, incidental, indirect or consequential damages. Trojan's liability shall, in all instances, be limited to repair or replacement of the defective product or part and this liability will terminate upon expiration of the applicable warranty period.

602935 Rev D
Printed in Canada. Copyright ©2007 Trojan Technologies, London, Ontario, Canada.

ISO 9001:1994