

# Service Bulletin

## SBN0131 - Issue 1.0

Description	PURELAB Chorus Software Release - Version 4.0.0		
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### 1. Introduction

This Service Bulletin is to confirm the release of software update v4.0.0 for the complete PURELAB Chorus Range, Halo Dispensers and Storage Reservoirs. Previous software release v3.0.1 (July 2019). Please see Service Bulletin SBN0127 – Issue 1.

### 2. First Serial Number of Implementation

All Systems leaving ELGA UK from 7th February 2020 will be installed with software version v4.0.0.

### 3. Why are ELGA releasing a new software update?

**Software v4.0.0 has been released to resolve;**

1. A 10 second delay has been added to the reservoir “Overfill Alarm” to stop false alarms being triggered.
2. Stops incorrect “Configuration Errors” from occurring.
3. Ability to enable/disable temperature compensation using the LA772 – Service Module for Chorus 2 (RO/DI) and Chorus 3 (RO) MK3 systems. MK3 systems have the display on the front.
4. Ability to set MΩ or μS using the LA772 – Service Module for Chorus 2 (RO/DI) and Chorus 3 (RO) MK3 systems. MK3 systems have the display on the front.
5. Data Capture - μS values corrected to show 0.055 instead of 0.55
6. TOC alarm setting removed from the LA772 – Service Module Menu for Chorus 2 (RO/DI) and Chorus 3 (RO) systems.

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UNCONTROLLED, CHECK ISSUE BEFORE USE.		

7. Removal of "Reservoir Calibration from the LA772 – Service Module Menu.
8. An additional safety feature has been included in the event of a reservoir overflow. A power reset is now required to reset the alarm once 10% of the water has been drained from the reservoir.
9. Updates to various language files to eliminate a blank screen if an "Overfill Alarm!" is triggered.

#### 4. New Naming Terminology for Software

Feedback from the field requested renaming the software so that it's easier to know which version of software has been downloaded.

From version 3.0.0 onwards software will be renamed by it's version. For example "**CHORUS\_3\_0\_1.ENC**" will mean that the version of software is v3.0.1.

In order for the system to understand this version v3.0.0 or later has to be downloaded onto the system.

For systems before v3.0.0, the Service Technician can simply rename the software "**UPDATE.ENC**" and the software will be recognized and updated.

#### 5. Software updating process

When performing a software update on a PURELAB Chorus system you must wait for at least 30 seconds after the display goes blank (display off). This happens immediately after the system reaches 100%.

The first part of the software (displaying the % reading) is copying the new software to an external memory. When the display goes blank, the Chorus system loads the software into the main PCB Microprocessor Board Controller.

If the system is powered off during this time it may cause an incomplete software update meaning the system will roll back to its backup software.

Step 1. Upload new software files onto a USB Flash drive with a capacity <16 GB

Step 2. Ensure you have both software files CHORUS\_4\_0\_0.ENC and UPDATE.ENC

Step 3. Connect LA772 - Service Module to Chorus System.

Step 4. Insert USB flash drive into LA772 - Service Module.

**NOTE:-** If you do not have an LA772 - Service Module insert the USB flash drive into the PURELAB Chorus system.

Step 5. Wait for 30 seconds once the software upload is complete and the screen goes blank.

Step 5a. If the system automatically starts (Auto Restart enabled) only then remove the USB flash drive.

**OR|**

Step 5a. If the system does not automatically restart (Auto Restart disabled) then press the button to start the system. Once the system is in process mode, remove the USB flash drive.

Step 6. Perform a "Power Reset"

Step 6a. Power down all Chorus systems, wait for 10 seconds.

Step 6b. Power up all Chorus systems, then wait for 10 seconds.

Step 6c. Press the process button for 2 seconds and the system will return to normal operation.

**Important Note:-** Updating software can take up to 20 minutes to complete and the status of the update will be displayed on the handset display. There may be a delay of up to 10 minutes before the software will begin to upload and the status changes from 0% to 1% onwards.

## 6. When should I update the new Chorus software on my customer's system?

ELGA recommends updating to the latest version of software (**V 4.0.0**) on your customers system during routine service visits, after commissioning or system upgrades.

ELGA also recommends updating software if the customer has been experiencing issues with their installation. Symptoms include: freezing / unresponsive display, configuration errors and reservoir overflow alarms.

## 7. Where can I get the new Software from?

Software can be downloaded from the PartnerNet. If you experience difficulty downloading the software onto your USB Mass Storage Device, please contact the ELGA Technical Support Team.

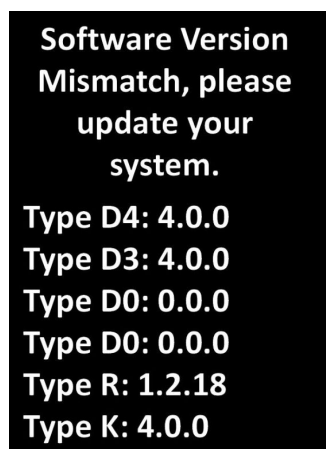
**Important Note: - Please do not download PURELAB Chorus software onto the same USB as PURELAB flex software as the systems cannot differentiate between the two UPDATE.ENC files.**

**The USB flash Drive at the back of the Operator's Manual NO longer contains the latest software. This was removed because of issues with old Chorus systems being installed with new systems and the software being uploaded out of date.**

**USB flash drives >16GB may not be recognized by Chorus systems.**

## 8. What is the risk if I do not upload the latest version of software?

It's likely at some point there will be a mismatch in software. This is likely to occur when installing a new system with an older Halo Dispenser or Reservoir with older software uploaded. If this happens the following screen will appear and you will not be able to complete commissioning.



In the event of a software mismatch please update the software to **V 4.0.0**. Once complete it will be possible to commission the system successfully.

Updating software can take up to 25 minutes to complete and the status of the update will be displayed on the display.

Please note that if the incorrect version of software is used the system will report that the software is not recognized.

## 10. Attachments

None

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