INSTRUCTIONS FOR RECORDING TROUBLESHOOTING DATA FROM MYDAX CHILLER TO A PC

Mydax chillers contain the capability to measure and report critical system parameters. This information is often very valuable to help Mydax personnel to assist in troubleshooting a chiller from a remote location. The information gained can sometimes prevent a costly service call and delays associated with not knowing what the problem is until service personnel arrive.

Follow the instructions below to hook up the Mydax Remote monitoring program to a local Windows^{TM} computer.

1. **Download program from Mydax web site**
   1.1. Navigate Web browser to www.mydax.com, Select TECH SUPPORT on the upper menu. On that page, on the left-hand menu, select "TECHNICAL INFO"
   1.2. Scroll to the bottom of the page and select "FREE Trial Version" of Mydax Remote Control / Data Retrieval Software"
   1.3. When asked if you'd like to save to your computer, choose "Save"
   1.4. Select a convenient location on your computer like "My Documents", press OK

2. **Unzip and run Setup**
   2.1. When the download is complete, open the folder where the file was downloaded, you should find a file called MydaxRemoteTrial.zip; create a Mydax folder and unzip the file.
   2.2. Run the SETUP.exe file, follow prompts and instructions.

3. **Attach RS-232 Cable your computer**
   3.1. Connect the 9 pin or 25 pin end of proper cable to the RS-232 port on the rear of the Mydax chiller. Connect the DB9 end to the Com port of your PC.

4. **Run Mydax Remote**
   4.1. Once installation is complete, you will find the *Mydax Remote* program and the associated help file "*Mydax Remote User's Manual in HTML*" in the Start-menu's Programs menu under the Mydax folder. Follow the instructions in Chapter 1 of the user's manual for installation and first time configuration. Then the instructions in Chapter 2 for the "Monitoring/Logging" function.
   4.2. Select the *Tools* menu, then the *Cycling/Logging* menu item.
   4.3. Most of the defaults are fine, but you will want to:
   4.4. "Store Data Every" 5 seconds
   4.5. Be sure the "TE4a" Data Output Format is selected.
   4.6. Select "Browse" to specify a data file name. This file is one that you will want to eventually send to Mydax for analysis, so remember where you put it.
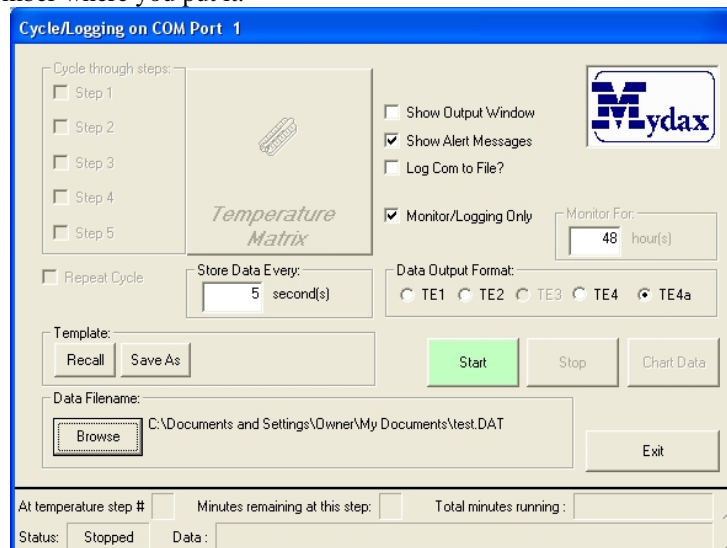
   4.7. Press the green Start button to start recording data. Data stored in this text file will be recorded every 5 seconds plus whenever an alarm condition is generated.

5. **Send to Mydax for engineering analysis**
   5.1. Once the troubleshooting period is over, email this data file along with as much detail as possible about the trouble item to Mydax at service@mydax.com or other known contact person.