



## SERVICE BULLETIN

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**Title:** LID Service Password Access  
**Models Affected:** 19/23 XL, 19 EX

**Number:** C9318  
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**Supersedes:** New  
**Date:**

**Filing:** Controls, Wiring

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## Background:

In order to access the service menu on any chiller PIC controls via the LID module, a password must be entered into the LID. If the password for a particular LID has been changed and the operator does not know or cannot obtain the password, the operator will be prevented from accessing the service menu.

There is no way to bypass this access restriction just utilizing a LID module on a stand-alone machine if the password has been lost. The only way to obtain the actual password is to disable the password restriction, which requires the use of a CCN Service Tool. The CCN Building Supervisor does not have the capability to perform this feature.

**Note:** The following procedure assumes the operator is familiar with the CCN Service Tool and its use. CCN Service Tool is a software product. For more information on CCN Service Tool, obtain catalog #808-562, "NETWORK SERVICE TOOL USER'S MANUAL". This manual contains information on part numbers, computer hardware requirements, etc.

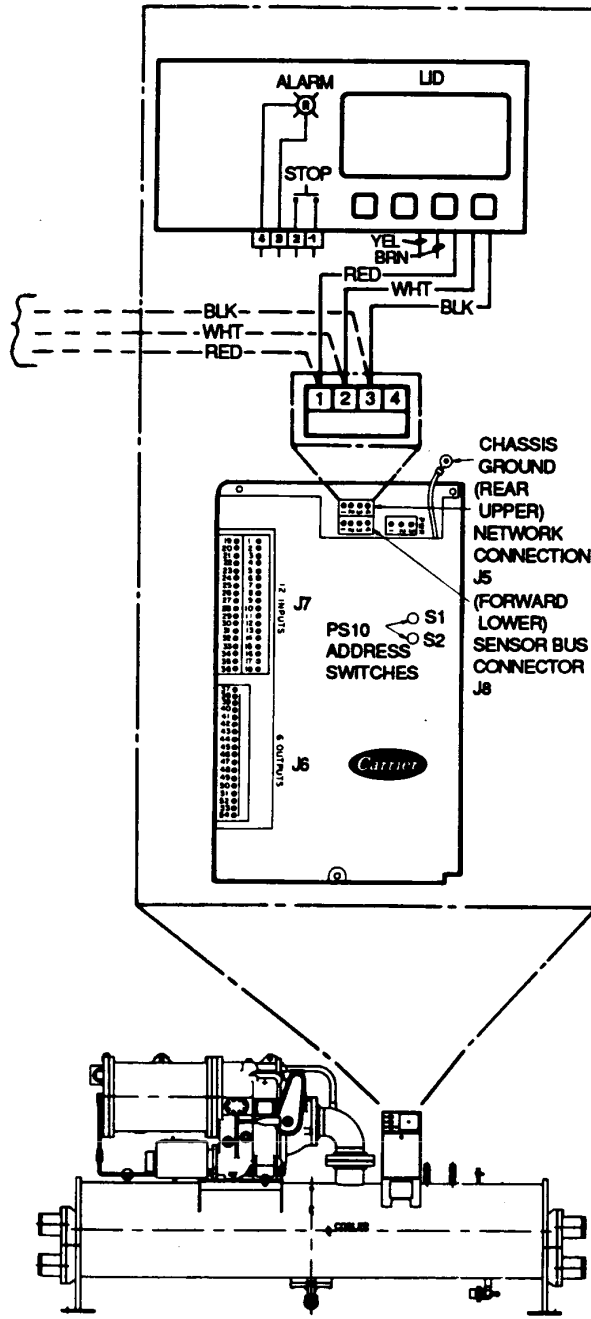
## Procedure:

The procedure for obtaining the LID password involves hooking up the CCN Service Tool to the CCN communication bus either at the PSIO module on the machine (see [Figure A](#)), or at any convenient place on the CCN bus if there is a network in the building. Disabling the password is performed as follows:

1. Using the LID module address, LID tables are uploaded into the service tool.
2. Access the 'DIAGNOSTIC/MAINTENANCE' table using the service tool.
3. This table has a line that states 'DISABLE SERVICE PASSWORD?' with a status of 'NO'.
4. Using the FORCE command change the status to 'YES' by pressing the space bar and then the F2 key to download the disable command to the LID.
5. THE SERVICE TOOL MAY NOW BE DISCONNECTED
6. The Service Screen at the LID ON THE MACHINE may now be accessed ONCE without entering the password.
7. Access the 'LID Configuration' table to view or change the current LID service password.

Once the service menu has been exited, the password again must be entered to access the service functions.

Field Supplied CCN  
Comm Bus Wiring  
To Service Tool



### XL CHILLER

Figure A — PIC Chiller Service Tool Connection