



WWW.OXFORDENERGY.CA

NAVIGATING GATEMANAGER ON STANDALONE PLATFORMS

OXFORD ENERGY SOLUTIONS INC

VERSION 1.3

Contents

Quick Reference Guide	4
Common Questions	5
 Using GateManager on Mac (Quick Notes)	6
Accessing the Program	6
StandAlone Systems	10
Compressor Settings	12
VEV Settings.....	13
Case Settings	14
Status.....	15
Active Alerts.....	15
Mgmt Alarms	16
TCP/IP Alarms.....	16
Alarms	17
Viewing Alarms.....	17
Understanding the Alarm Screen.....	17
Acknowledging an Alarm	18
Alarms Without Acknowledge Buttons	18
Login/Logoff.....	19
Condenser Fan Management.....	19
Additional.....	20
Working on a StandAlone	21
Alarm Troubleshooting Guide.....	23
Understanding Alarm Status Colours	23
Responding to an Alarm	24
Before You Contact Oxford Energy Solutions	24
Alarm Examples	28
Temperature Alarm (CTRL)	28
Defrost Termination Alarm (CTRL)	28
VEV Alarm.....	31
Analog Input Alarm (Ana In)	31
Compressor alarm (Cmp).....	32

Discharge Temperature Alarm.....	33
Low Pressure Alarm.....	33
High Pressure Alarm.....	34
Voltage Monitor Alarm	34
High / Low Superheat Alarm	35
Compressor Proof Alarm.....	35
Navigating Graphs/Trends for the OLPP	36
Viewing Graphs in GateManager	36
Understanding the Trending Screen	38
Setting Dates and Times.....	38
Choosing Values	39
Understanding the Columns.....	40
Auto-Scale	40
Saving Your Graphs.....	40
Toolbar Tips for Graphs	41
**Important Graphing Information	42
Regaining Program Access After Power Loss	44

Quick Reference Guide

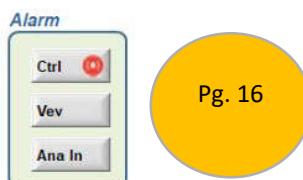
LOGGING IN

1. Open GateManager
2. Select HMI or Full Access
3. Open VNC
4. Password = admin



CHECKING ALARMS

1. Open Active Alerts
2. Review red alarms
3. Contact OES if unsure



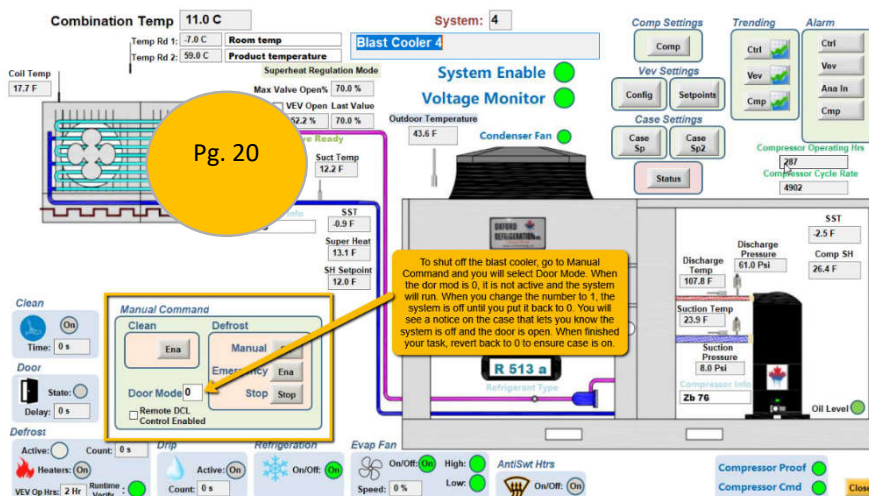
VIEWING A TREND

1. Enter Case
2. Select Ctrl or VEV Trend
3. Set Start Date and End Date
4. Select values to display



TURNING A CASE OFF

1. Login
2. Open Case
3. Manual Command
4. Door Mode = 1



TURNING A CASE BACK ON

1. Open Case
2. Door Mode = 0

Common Questions

WHAT DO THE STANDALONE TILE COLOURS MEAN?

Colour	Meaning
Blue	Refrigeration Running
Green	Idle
Orange	Defrost
Light Blue	Drip Mode
Bell Icon	Alarm

Pg. 10

This information is already in your manual.

WHAT DOES ????? MEAN?

Communication issue.
System will continue running normally.
Contact OES if issue persists.
This is already explained in your manual.

Pg. 11

ALARM COLOURS

Colour	Meaning
Red	Active Alarm
Green	Acknowledged but still active
Aqua	Alarm corrected

Pg. 22

This comes from your alarm section.



BEFORE YOU CALL OXFORD

Are you entering the Schneider password at the Schneider login screen?
Are you entering "admin" at the VNC screen?

Getting Started with GateManager



Using GateManager on Mac (Quick Notes)

GateManager can be accessed on Mac computers using a web browser such as Safari or Google Chrome.

While the system interface remains the same, a few navigation differences exist:

- Use Command (⌘) instead of Ctrl for keyboard shortcuts
- You may need to use two-finger click or Control + Click instead of right-click
- Downloads will appear in your Downloads folder
- You may need to allow pop-ups to access the VNC connection

For best performance, Google Chrome is recommended.

Accessing the Program

Go to your web browser and enter the URL: <https://us.gatemanager.schneider-electric.com/admin>

This will bring up the EcoStruxure Secure Connect Advisor- GateManager Screen. On this screen you will enter a username and a Schneider password. These have been set up for you and sent in an email. Please remember that this is case sensitive.

Enter the URL
<https://us.gatemanager.schneider-electric.com/admin>

Enter your Schneider password that was emailed to you.

Highlight Username and enter the one Oxford Energy Solutions gave you. Then enter the password. Remember that this is case sensitive.

Username

Password

Login

Forgot password?

Ecostruxure
Secure Connect Advisor
Gate Manager
Version 11.4.624475027

This application is protected by copyright law and international treaties.
© 2024 Schneider Electric Industries SAS. All Rights Reserved.

Life Is On | Schneider Electric

Username
and password



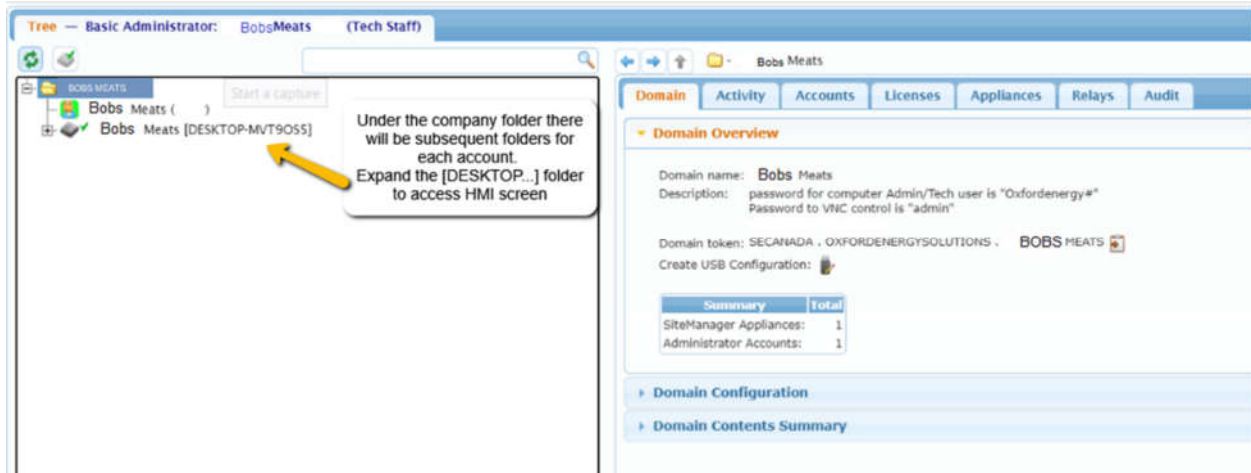
Mac Tip:

1. Open Safari or Google Chrome
2. Enter the following URL: <https://us.gatemanager.schneider-electric.com/admin>
3. Enter your username and password (case sensitive)

Note:

- If the page does not load correctly, try Google Chrome
- Ensure pop-ups are enabled for this site

Once inside the program, you will see a screen divided in two principal areas. The left side of the screen is an expandable tree menu, and the right side gives information about your program. Navigate to the left side and you will see your facility/company/name. Click on the plus sign to expand the menu.

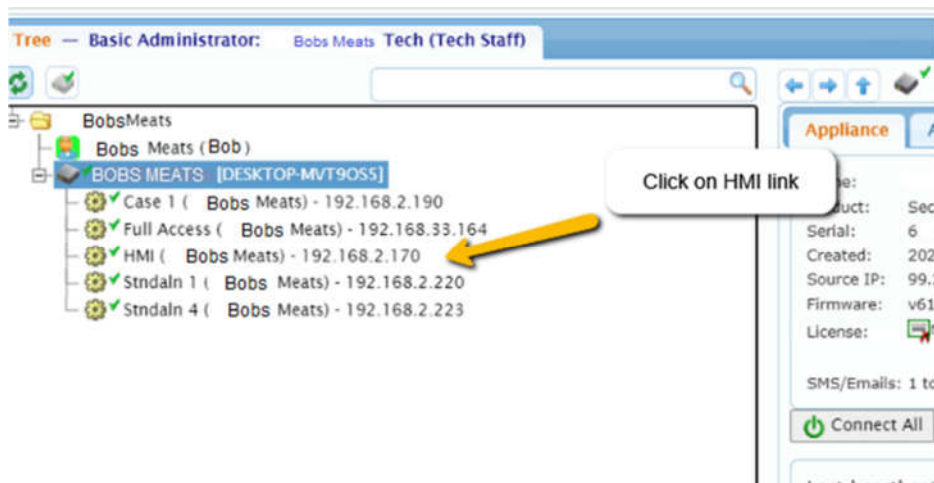


Mac Tip:

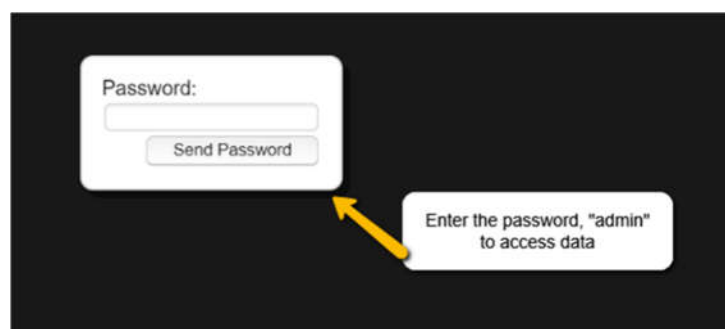
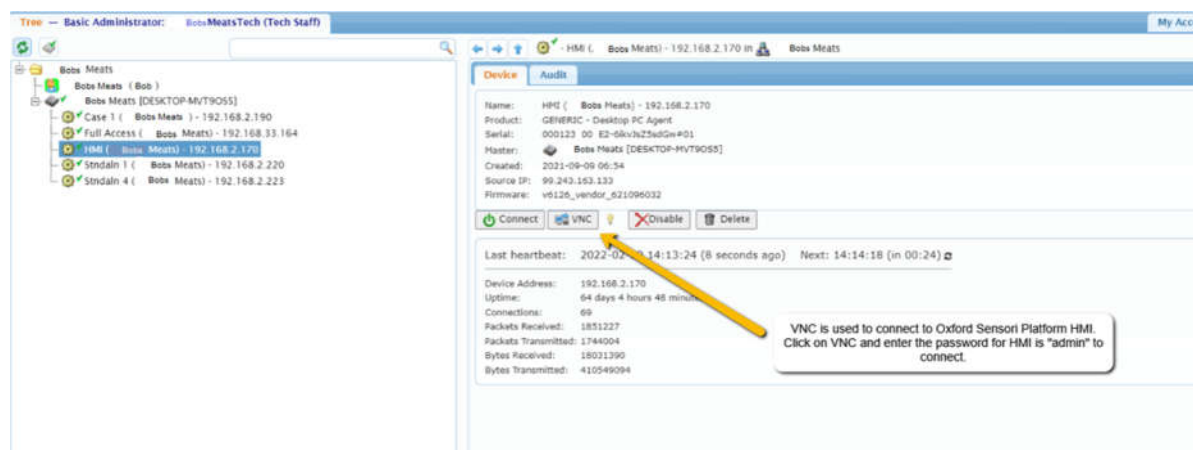
If clicking the expand (+) icon does not respond:

- Try a double-click
- Or use a Control + Click and select expand (if available)

Once the tree menu has been expanded, you will see options for either **HMI**, **FULL ACCESS**, or both. Either one of these branches reveals the option to enter the Virtual Computing Network or **VNC**. This is the tab that will give you remote access and capabilities.



Click on VNC and enter the password, **admin** to connect.



IMPORTANT:

This is the VNC password, NOT your Schneider password.

Enter: admin

Each time you connect to the program to see the equipment, you will enter '**admin**'. There is no option to save this password/autofill.



Mac Tip:

Connecting to VNC (Mac)

After clicking on HMI or FULL ACCESS:

- The VNC session may open in a new browser tab or window
- If nothing happens, check for a blocked pop-up at the top of your browser
- Click "Allow" for pop-ups if prompted

If the screen appears blank:

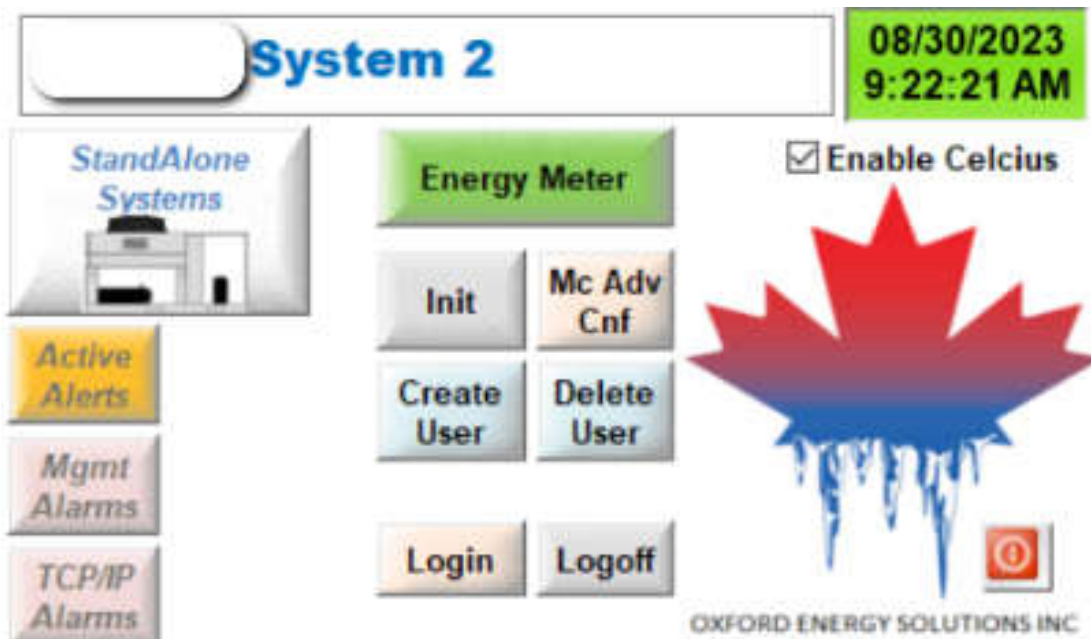
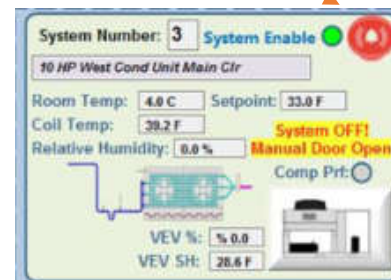
- Refresh the page
- Or try opening the VNC session again

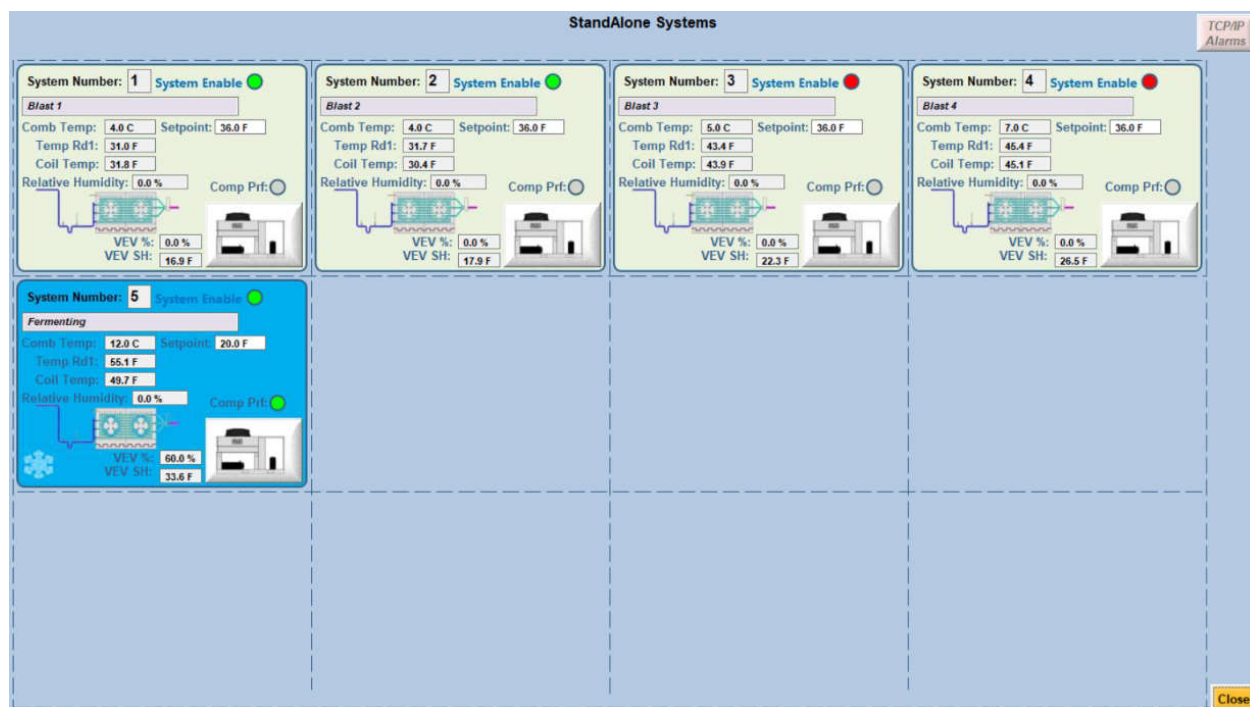
Navigating EcoStruxure – GateManager

StandAlone Systems

The StandAlone System information is located at the bottom right of the home screen and shows each one in a tile format with quick view data.

- On the tiles you will find the name, temperatures, humidity, setpoints, etc., of the StandAlone.
- Green/red dots indicate if the system is enabled or off.
- The coloured background of the tile indicates the state the system is in (refrigeration, idle, drip, defrost)
- If the system is in an alarm state, a bell icon will appear on the tile.
- You can hover over the StandAlone icon to enter the data screen.
- GateManager reads in Fahrenheit. Celsius is available for Room Temp only.



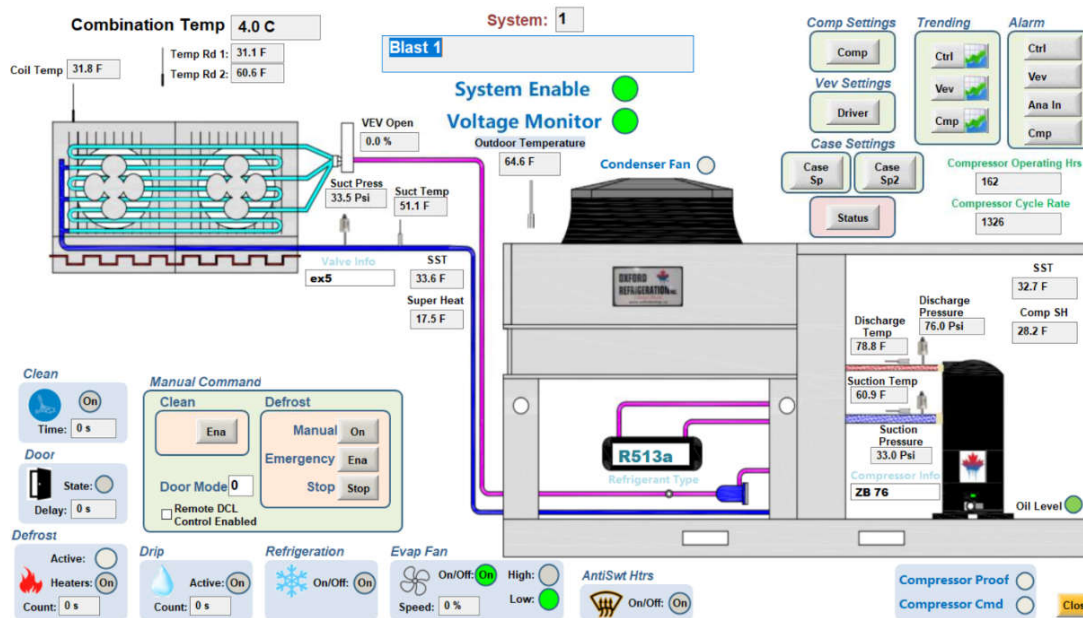


The background colours of the tiles give a quick visual cue of the state the case is in.

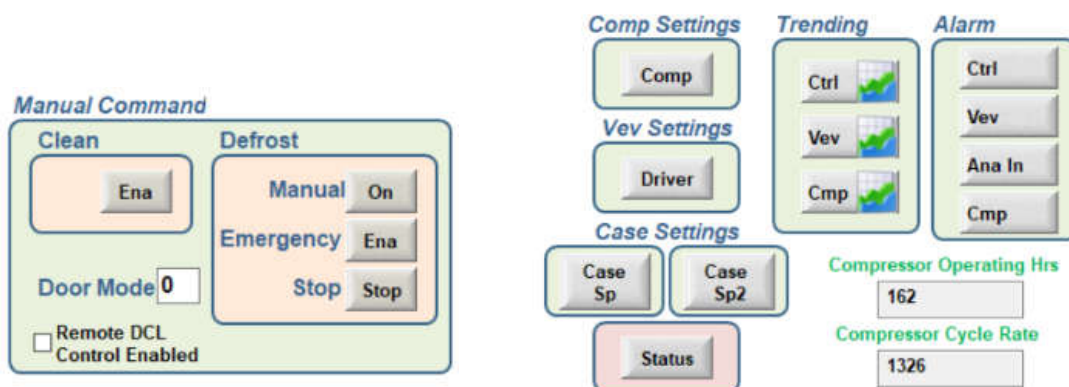
- Blue = **Refrigeration On** state
- Light Green = Case is **Idle** or off
- Orange = **Defrost** is active
- Light Blue = **Drip Mode** is active.
- A **bell** icon in the top corner of the tile indicates an alarm state. Enter the room to find out why.



- Click the icon to enter the data screen.
- All information about your unit is shown in a mapped out visual.
- Name of unit appears at the top of the map
- Green dots show if the **System/Voltage Monitor** is on.



- Quick **manual commands** like turning a component on/off and enabling a function can be done by clicking the corresponding button.
- Along the bottom of the screen, you will see **Clean, Door, Defrost, Drip, Refrigeration, Evap Fan** and **AntiSweat Heaters**. You can see which state is activated by the **On/State** indicator turning green.
- **Trending** is available from this screen.
- **Alarms** are definable from this screen.



IMPORTANT: You will notice that some buttons do not allow access until you have logged into the system (i.e., settings). See login information on page 18.

Compressor Settings

- Provides complete data regarding compressors that can be edited.
- If **?????** is shown on device reads, a problem with communication or possibly a bad cable connection is present. If communication is lost or the HMI malfunctions, the system operation is NOT affected and will continue to run as normal.

- Ensure you have communication with an Oxford Energy technician **before** adjusting.

Compressor Safety Set Points

Refrigerant Type	16
Oil Level Alarm Delay	300 s
Low Pressure Cut In	10.0 Psi
Low Pressure Cut Out	0.0 Psi
Low Pressure Delay	180 s
High Pressure Cut In	160.0 Psi
High Pressure Cut Out	200.0 Psi
Discharge Temp Cut In	150.0 F
Discharge Temp Cut Out	200.0 F
Superheat Setpoint: Low	0.0 F
Superheat Setpoint: High	50.0 F
Superheat Trip Delay: Low	600 s
Superheat Trip Delay: High	900 s
Compressor Proof Alarm Enable	0
Compressor Proof Alarm Delay	300 s
Compressor On Delay	3 s
Low Pressure Bypass Enable	1
Low Pressure Bypass	
OAT Min	0.0 F
OAT Max	15.0 F
Cut Out Min	-8.0 Psi
Cut Out Max	0.0 Psi
Delay	60 s
Offsets	
Discharge Temperature	0.0 F
Suction Temperature	0.0 F
Discharge Pressure	0.0 Psi
Suction Pressure	0.0 Psi
Oil Pressure	0.0 Psi

VEV Settings

- VEV settings are definable on this screen under the supervision of an OES technician.

VEV Parameters

Manual Opening (Must Be Calling for Cooling to for Manual Mode to work)

Manual Command dE47 0 Percent dE48 0.0 %

dE Parameters		dL Parameters	
dE00 5	dE24 10	dL00 3	dL30 2
dE10 60	dE30 0	dL01 0	dL31 0
dE11 0	dE31 14.0	dL02 1	dL32 1
dE12 0	dE32 18.0	dL03 0	dL33 0
dE13 60	dE36 -700	dL08 1	dL40 0
dE14 0	dE37 20	dL09 1	dL41 0
dE15 100	dE38 0	dL10 300.0	dL90 0
dE20 7	dE50 0	dL11 -14.5	dL91 0
dE21 10	dE51 0	dL12 300.0	
dE22 10	dE52 0.0	dL13 -14.5	
dE23 10	dE53 180		

Case Settings

- Case settings are definable on this screen under the supervision of an OES technician.

Case Setpoints

Temperature Setpoint: 36.0 F

Temperature Deadband: 4.0 F

Mix Temperature Setpoint: 28.0 %

Temperature Setpoint Mode: 2

Clean Time: 30.0 m

Door Close Delay: 10 s

Door Open Delay: 10 s

Note: Door Delays Only relevant
If Door Switch Input is used

Case Setpoints Level 2

Evaporator Fan Setpoints

Evap Fan mode: 0

Evap Thermal Present: 0

Evap Fan Spd Mode: 1

Evap Fan On Delay: 0 s

Evap Fan Modulation SP: 40.0 F

Proportional Gain: 500

Integral: 200

Derivative: 0

Fan Modulation Min: 0

Fan Modulation Max: 100

Fan Refrigeration Enable: 1

Fan Refrigeration Override SP: 100

Fan Speed Coil Temp Enable: 0

Defrost Setpoints

Defrost Mode: 0

Mix Defrost Setpoint: 45.0 F

Minimum Defrost Time: 2 min

Maximum Defrost Time: 20 min

Defrost Drip Time: 1 min

Defrost Coil Termination Setpoint: 60.0 F

Number Of Defrosts Per Day: 4

Time	Hrs	min
Time 1	4	0
Time 2	10	0
Time 3	16	0
Time 4	22	0
Time 5	0	0
Time 6	0	0
Time 7	0	0
Time 8	0	0
Time 9	0	0
Time 10	0	0
Time 11	0	0
Time 12	0	0

Anti Sweat Heater Enable: 0

Antisweat Heater Case Setpoint: 0.0 F

Anti Sweat Heater Delay: 0

Room Heater Setpoints

Heater Control Enable: 0

Independent Temp Enable: 0

Cut In Setpoint: 34.0 F

Cut In Delay: 30 s

Cut Out Setpoint: 36.0 F

Cut Out Delay: 30 s

Alarm Setpoints

Case Temperature Alarm Enable: 0

Case Temp Alarm Delay: 60 min

Case Temp Alarm Delay after Defrost: 30 min

High Temperature Alarm Setpoint: 50.0 F

Low Temperature Alarm Setpoint: 32.0 F

Defrost Termination Alarm Enable: 0

Door Alarm Enable: 0

Door Open Alarm Delay: 60 min

Compressor Speed Setpoints

Compressor Speed Enable: 0

Suction Pressure Setpoint: 50.0 Psi

Suction Pressure Deadband: 1.0 Psi

Proportional Gain: -3.000000

Integral: 500

Derivative: 0

Manual Mode: 0

Manual Value: 0.0 %

Hold PID: 0

High Limit: 100.0 %

Low Limit: 0.0 %

Offsets

Relative Humidity Readout Enable: 0

Relative Humidity: 0 F

OAT: 0 F

Coil Temperature: 0 F

Temp 1: 0 F

Temp 2: 0 F

Temp 3: 0 F

Temp 4: 0 F

Status

Ext. Status

Oil Pump Pressure (If Present)

Low Pressure Active Setpoint

Trip Status

Low Pressure Trip Count

High Superheat Trip Delay Count

Low Superheat Trip Delay Count

Oil Level Alarm Delay Count

Active Alerts

- The Active Alerts transfer button opens a data screen that tells you about the alerts on your system.
- Information like the time, name and short description of the alert are listed.



- Historical data about alerts are listed below.

Alert: Management

Close

Online

Activation Ti...	Ack Time	Tag Name	Message
08/17/2023 16:32:36		V_MgmtUnit...	LT Compressor Manageme...
08/17/2023 16:20:03		V_MgmtUnit...	MT Compressor Manageme...

Historical

Activation Ti...	Ack Time	Tag Name	Message
------------------	----------	----------	---------

Mgmt Alarms

Alarms give data about the time, name, and short description of the anomaly in a list format.



- Reset transfer buttons are available for compressor proofs.
- Alarms are emailed to personnel who are signed up to receive notifications.

Alarm: Management

Close

Online

Activation Time	Ack Time	Tag Name	Message

MT Compressor Proof Resets

Compressor 1	Reset
Compressor 2	Reset
Compressor 3	Reset
Compressor 4	Reset

Historical

Activation Time	Ack Time	Tag Name	Message
07/05/2023 10:49:24		V_MgmtUnit...	LT Comp 1 Proof Alm
07/05/2023 10:42:04		V_MgmtUnit...	LT Comp 2 Proof Alm
06/21/2023 04:54:45		V_MgmtUnit...	Subcooling Alarm - Check ...
06/20/2023 23:34:34		V_MgmtUnit...	Subcooling Alarm - Check ...
06/20/2023 09:10:59		V_MgmtUnit...	Subcooling Alarm - Check ...
06/20/2023 04:52:24		V_MgmtUnit...	Subcooling Alarm - Check ...
06/20/2023 01:08:38		V_MgmtUnit...	Subcooling Alarm - Check ...
06/18/2023 17:23:09		V_MgmtUnit...	Subcooling Alarm - Check ...
06/16/2023 12:06:40		V_MgmtUnit...	Condenser Fan 1 Proof Alm
06/14/2023 06:45:34		V_MgmtUnit...	LT Comp 3 Proof Alm

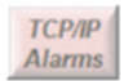
To:

cc:

Email Address

TCP/IP Alarms

TCP/IP Alarms warn of a bad connection within the system. They give information about where the loss of communication occurred. Your system will still be running however it is important to look at the tag name and short description to find out how to recover communication with the HMI.



Alarm: TCP/IP Communication			
Online			
Activation Time	Ack Time	Tag Name	Message
08/30/2023 07:28:55		ILc_LTCmp...	Bad Communication to LT ...
08/29/2023 06:45:41		ILc_Case7C...	Bad Communication to Cas...
08/29/2023 06:45:41		ILc_MgmtC...	Bad Communication to Sen...
08/29/2023 06:45:40		ILc_Case8C...	Bad Communication to Cas...

Historical			
Activation Time	Ack Time	Tag Name	Message
08/30/2023 07:28:55		ILc_LTCmp...	Bad Communication to LT ...

Alarms



The Alarm screens provide information about conditions that require your attention. They tell you **what device is in alarm, when the alarm occurred, and a brief description of the issue**. They do **not** diagnose the cause of the alarm.



Note: Detailed explanations of common alarms and the recommended actions to take are provided later in this manual in the **Alarm Troubleshooting Guide**.

Viewing Alarms

From an individual case or walk-in screen, you can view alarms by selecting the appropriate button:

- **CTRL** – Control-related alarms (such as temperature or defrost alarms)
- **VEV** – Electronic expansion valve alarms
- **Ana In** – Analog input alarms (such as sensor failures)
- **Cmp** – Compressor alarms (like high discharge, low pressure alarms)

If a section contains an active alarm, the corresponding button will display a **red highlight** or a **bell icon**, 🔔 making it easy to identify where the alarm originated. Click on it.

Understanding the Alarm Screen

The Alarm screen is divided into two sections:

- **Active Alerts** (top) – Displays alarms that are currently active or require acknowledgement.
- **Historical Alerts** (bottom) – Displays alarms that have been acknowledged and cleared.

Each alarm entry includes:

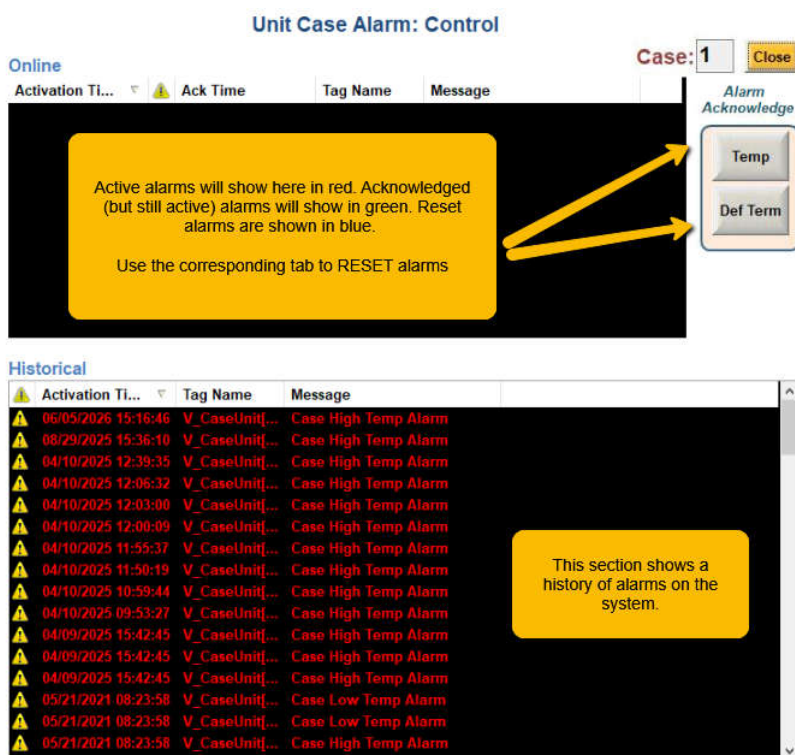
- Date and time of the alarm
- Device or equipment name
- A brief description of the alarm

Acknowledging an Alarm

Some alarms require manual acknowledgement after the condition has been corrected.

1. Locate the alarm in the **Active Alerts** list.
2. Press and hold the corresponding acknowledgement button on the right side of the screen for **3–5 seconds**.
3. Once the alarm has been successfully acknowledged, it will change colour to indicate its status.
4. When the alarm has cleared, double-click the alarm entry to move it to the **Historical Alerts** list.

Important: If the alarm changes to **green** after double-clicking the description, it has been selected but **has not been acknowledged**. Use the appropriate acknowledgement button to clear the alarm correctly. See *Alarm Troubleshooting Guide* for more information on alarm colours.



Alarms Without Acknowledge Buttons

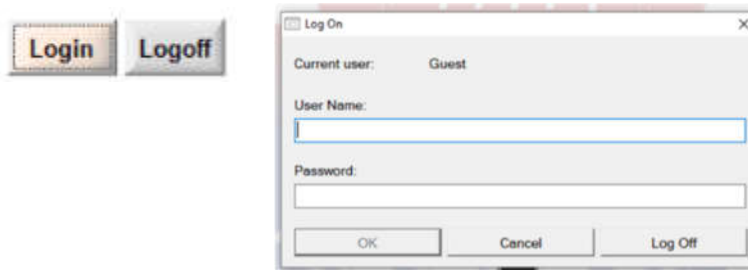
Some alarms do **not** have acknowledgement buttons. These alarms cannot be manually reset from the HMI and require further investigation.

If an alarm remains active after performing the recommended checks, or if you are unsure of the cause, contact **Oxford Energy Solutions** for assistance.

Login/Logoff

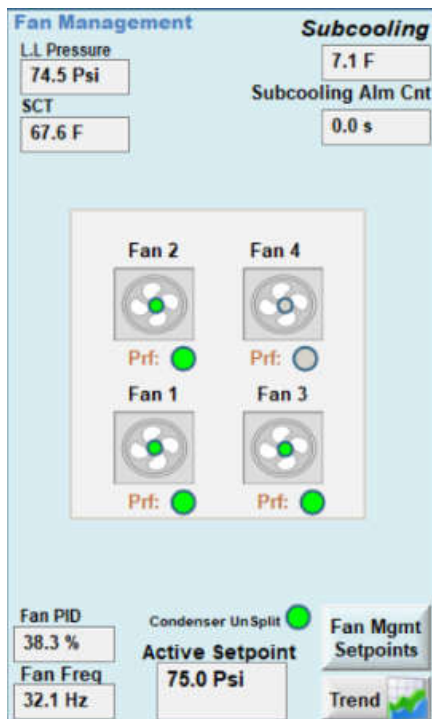
Upon entering the program, the default setting is a 'Guest' level. This level is a read-only level and does not allow you to adjust/change any value. Should you need a higher level of access, you will need to log in with a username and password.

- Click on **Log In** to enter your username and password. This has been set up for you (to simplify things, it is often your first name for both).
- You will notice that some transfer buttons do not allow access until you have logged into the system (providing you have been granted a higher level of access). These buttons remain 'greyed-out' until you have entered your credentials.

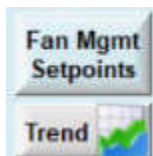


Condenser Fan Management

In the Condenser Fan Management section, fan graphics depict the condenser fans of your system.



- Green dots indicate if the fan proof is on/off. Quick information about the fans are shown in the readouts, including: pressure, SCT, subcooling, PID, frequency and setpoints.
- Fan Management Setpoints are definable in the corresponding transfer button



- Trending data and editing setpoints are available from this screen.
- Before editing setpoints, ensure you have communication with OES technicians.

Condenser Fan Management Setpoints

Fan Setpoint Min	55.0 Psi	Fan Stage 6 Priority	100	Manual Commands	
Fan Setpoint Max	120.0 Psi	Low Noise Max Frequency	5.0 Hz	Fan Manual Mode	0
Outdoor Air Temp Min	50.0 F	Fan Delay Increment	10 s	Manual Stage 1	0
Outdoor Air Temp Max	90.0 F	Fan Delay Decrement	10 s	Manual Stage 2	0
PID High Limit	100.0	Minimum Off Time	10 s	Manual Stage 3	0
PID Low Limit	0.0	Hysteresis	100.0	Manual Stage 4	0
PID Deadband	2.0	Fan Frequency Min	5.0 Hz	Manual Stage 5	0
Proportional Gain	-1.0	Fan Frequency Max	60.0 Hz	Manual Stage 6	0
Integral	300			Manual Frequency	60.0 Hz
Derivative	0			Subcooling Alarm	
Low Noise Operation	0			Subcooling Alarm Enable	1
Number Of Stages	4	Proofs		Subcooling Alarm Setpoint	4 F
Number Fan Stage 1	1	Fan 1 Proof Enable	1	Alarm Delay	30 min
Number Fan Stage 2	1	Fan 1 Proof Alarm Delay	60 s		
Number Fan Stage 3	1	Fan 2 Proof Enable	1		
Number Fan Stage 4	1	Fan 2 Proof Alarm Delay	20 s		
Number Fan Stage 5	1	Fan 3 Proof Enable	1		
Number Fan Stage 6	1	Fan 3 Proof Alarm Delay	60 s		
Fan Mode	2	Fan 4 Proof Enable	1		
Fan Stage 1 Priority	1	Fan 4 Proof Alarm Delay	60 s		
Fan Stage 2 Priority	10	Fan 5 Proof Enable	0		
Fan Stage 3 Priority	40	Fan 5 Proof Alarm Delay	60 s		
Fan Stage 4 Priority	50	Fan 6 Proof Enable	0		
Fan Stage 5 Priority	70	Fan 6 Proof Alarm Delay	60 s		

Close

Additional



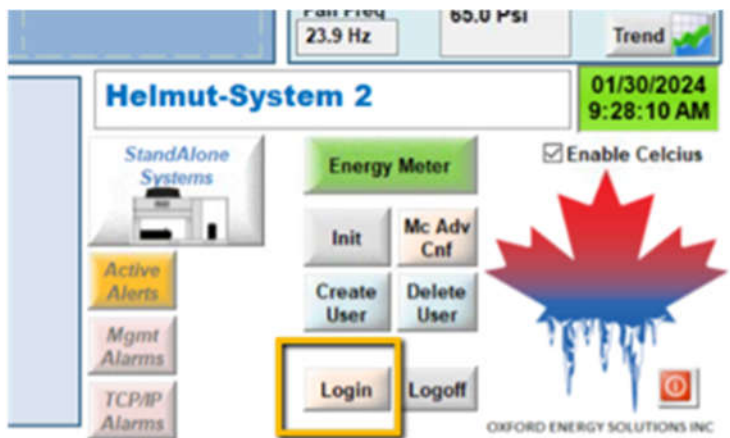
- These transfer buttons are used for initiating a subsequent program/user. These are to be used by an OES technician only.

Working on a StandAlone

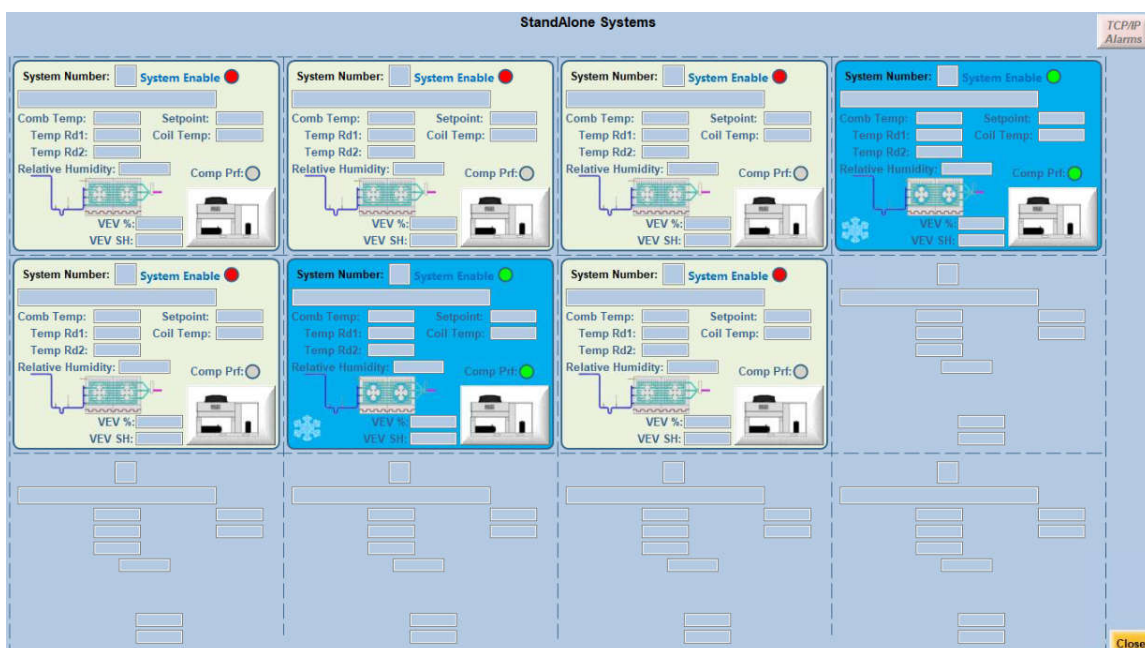
There may be times when you will need to shut down some of your equipment for maintenance etc. It is important to use the program to turn off your equipment when you need to turn off a case or a StandAlone to work in it. If you use physical disconnects to turn off the system, the program will think that your equipment is still running. Without the connection, the program will begin alarming.

It is very simple to shut your selected areas off from the GateManager program.

1. Login to your program to enable full access to the functions.



2. Select the StandAlone that you want to shut off by clicking on the StandAlone icon.

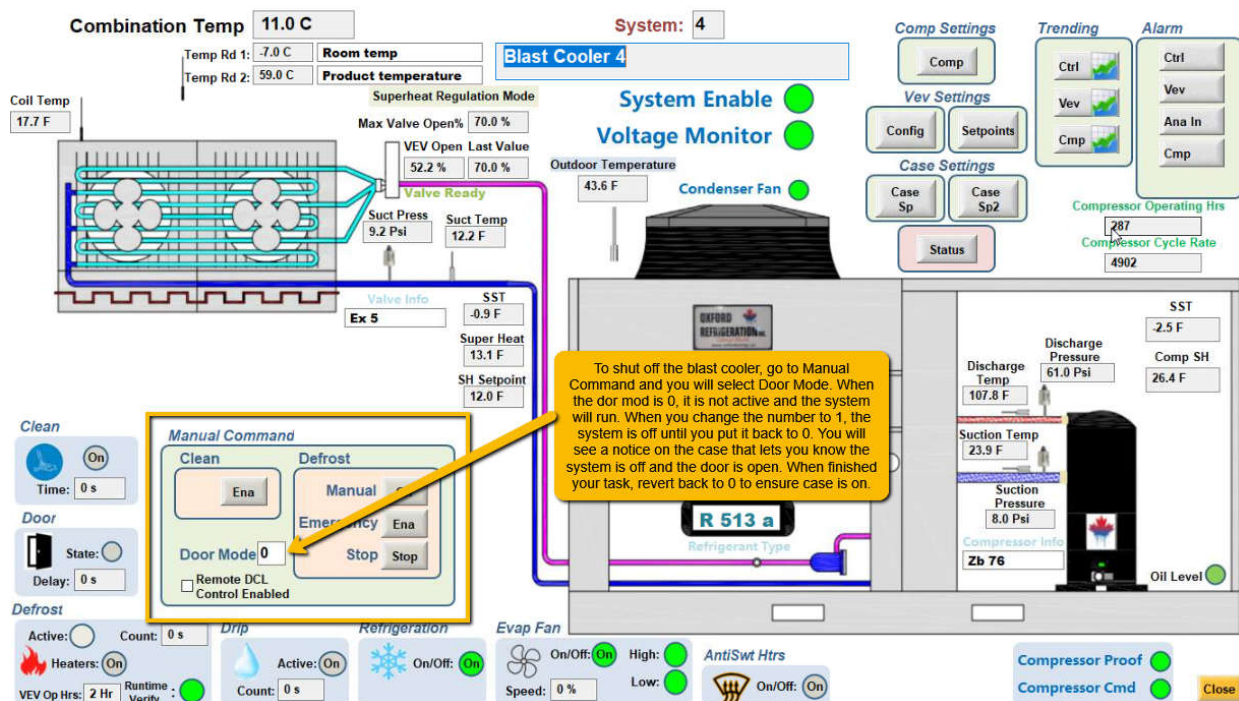


- Once you have entered your selected StandAlone's screen, go to the section called 'Manual Command'. When the Door Mode is reading **0**, the door mode is off, and the system is running. To stop the evaporator, change the Door Mode to **1**. This will turn on the Door Mode and your system will shut off.

On the left of the Manual Command box, you will see the icon of a door. The State button will turn green to let you know the Door Mode is activated.

On your home screen, the selected case will alert you that the door is open, and the system is off.

Once you are ready to turn the system back on, repeat the process in reverse. (Turn Door Mode back to 0). You will see the Door State button turn grey when it is running again.



Door Mode = 0 means system is on.

Door Mode = 1 means system is off.

Alarm Troubleshooting Guide

The Sensori™ system continuously monitors your refrigeration equipment and generates alarms whenever it detects an operating condition that requires attention. While some alarms indicate a fault that requires follow-up, others are simply notifications that a value has moved outside its normal operating range.

This guide explains the most common alarms you may encounter, what they mean, the simple checks you can safely perform, and when it is appropriate to contact Oxford Energy Solutions. It is intended to build confidence in the day-to-day operation of your system, but it is not a substitute for service by a qualified technician or a complete troubleshooting manual.

Important: *If you are unsure how to respond to an alarm, are uncomfortable performing the recommended checks, or the alarm continues to occur after the suggested actions have been completed, contact Oxford Energy Solutions for assistance.*

Understanding Alarm Status Colours

COLOUR	MEANING	WHAT YOU SHOULD DO
RED COLOUR ALARMS	The alarm is currently active.	Investigate the cause and acknowledge the alarm if applicable.
GREEN COLOUR ALARMS	The alarm has been selected but not properly acknowledged.	Press and hold the appropriate acknowledge button for 3 – 5 seconds.
AQUA COLOUR ALARMS	The alarm condition has cleared and has been acknowledged.	Double-click the alarm to move it to the Historical Alerts list.

Note: Addressing alarms requires you to log into the system.

Operator Tip

Most alarms are intended to alert you to a condition that requires attention. Many clear once the operating condition returns to normal. If an alarm repeats or you're unsure how to proceed, Oxford Energy Solutions is always available to help.

Responding to an Alarm

Step 1 – Identify the alarm

Follow the red icons by clicking on them. Read the alarm description to determine which component is reporting the issue.

Examples include:

- Temperature Alarm
- Defrost Termination
- Low Pressure
- High Pressure
- Compressor Proof
- VEV Alarm

Step 2 – Determine the alarm category

Alarms are grouped according to the equipment reporting the condition.

Alarm Category	Description
CTRL	Control and case operation alarms such as temperature and defrost.
VEV	Electronic expansion valve alarms.
Ana In	Analog input alarms, including temperature and pressure sensors.
Cmp	Compressor protection alarms.

Step 3 – Follow the recommended actions

The following pages explain the most common alarms and the checks that can safely be performed by facility personnel. If the alarm clears and does not return, no further action is usually required.

If the alarm repeats frequently or the cause cannot be identified, contact Oxford Energy Solutions.

Before You Contact Oxford Energy Solutions

Before requesting service, please gather the following information whenever possible. This information helps technicians diagnose the issue more quickly and reduce downtime. Remember you can review alarm history to see if it has happened before:

- ✓ Name of the alarm
- ✓ Date and time the alarm occurred
- ✓ Whether the alarm is still active
- ✓ Whether the alarm has occurred before
- ✓ Any unusual observations (ice build-up, fan not running, recent power outage, maintenance work, etc.)

Alarm Examples

Temperature Alarm (CTRL)

The measured case temperature has exceeded the configured operating limits. This may occur temporarily during stocking, after a door has been left open, or if the refrigeration system is not keeping up with demand.

Possible Causes

- Door left open
- Heavy product loading
- Defrost cycle
- Refrigeration issue

What You Can Check

- ✓ Ensure all doors are fully closed.
- ✓ Allow time for the case temperature to recover after stocking.
- ✓ Confirm the case appears to be operating normally.

Acknowledging the Alarm

1. Log into the HMI.
2. Open the affected case.
3. Press and hold the **TEMP** acknowledge button for 3–5 seconds.
4. Once the alarm has cleared, double-click the aqua alarm to move it to the Historical Alerts list.

When to Contact Oxford Energy Solutions

Contact OES if the alarm remains active after the temperature has recovered or if it repeats frequently.

Defrost Termination Alarm (CTRL)

The maximum allowable defrost time was reached before the evaporator coil achieved the programmed termination temperature.

Possible Causes

- Ice accumulation on the evaporator coil
- Failed defrost heater
- Blown fuse
- Defrost system fault

What You Can Check

- ✓ Inspect the evaporator coil for excessive ice buildup.
- ✓ Confirm the heaters appear to be operating normally (if trained to do so).

Acknowledging the Alarm

1. Log into the HMI.
2. Open the affected case.
3. Press and hold the **Def Term** acknowledge button for 3–5 seconds.
4. Once the alarm has cleared, double-click the aqua alarm to move it to the Historical Alerts list.

When to Contact Oxford Energy Solutions

If the alarm repeats or ice continues to accumulate after defrost.

Safety Reminder: Do not open electrical panels unless you are trained and authorized to do so.

VEV Alarm

A fault has been detected with the Electronic Expansion Valve (VEV), such as a communication problem, probe failure, or valve malfunction.

Possible Causes

- Probe failure
- Valve fault
- Communication failure

What You Can Check

- ✓ Note the alarm description.
- ✓ Visually inspect the equipment if it is safe to do so.

Acknowledging the Alarm

VEV alarms cannot be reset from the HMI.

When to Contact Oxford Energy Solutions

Contact OES immediately. A technician may ask you to inspect the rooftop unit while providing further instructions.

Analog Input Alarm (Ana In)

A temperature or pressure sensor is not reporting correctly.

Possible Causes

- Failed sensor
- Damaged sensor
- Loose wiring
- Sensor out of position

What You Can Check

- ✓ Inspect the sensor for visible damage.
- ✓ Check for loose wiring or disconnected plugs (if safely accessible).
- ✓ Ensure the sensor has not been moved from its normal position.

Acknowledging the Alarm

If applicable, acknowledge the alarm using the corresponding button.

When to Contact Oxford Energy Solutions

If the sensor appears damaged or the alarm continues after inspection.

Compressor alarm (Cmp)

The compressor protection system has detected an operating condition outside normal limits.

Possible Causes

- High pressure
- Low pressure
- High discharge temperature
- Compressor proof fault
- Superheat issue

What You Can Check

- ✓The specific alarm description will identify the affected condition.
- ✓Refer to the following sections for detailed information.

Acknowledging the Alarm

Some compressor alarms require manual reset while others reset automatically.

1. Log into the HMI.
2. Open the affected compressor.
3. Press and hold the **associated** acknowledge button for 3–5 seconds.
4. Once the alarm has cleared, double-click the aqua alarm to move it to the Historical Alerts list.

When to Contact Oxford Energy Solutions

Notify OES whenever a compressor alarm occurs, especially if it repeats.

Discharge Temperature Alarm

The compressor discharge temperature has exceeded its safe operating limit.

Possible Causes

- Condenser fan failure
- Frozen evaporator coil
- Poor airflow

What You Can Check

- ✓ Verify all condenser fans are operating.
- ✓ Check the evaporator coil for excessive ice buildup.
- ✓ If necessary, place the affected case into Manual or Emergency Defrost.
- ✓ Door Mode can be temporarily set to **1** to stop the evaporator while inspecting the coil.
- ✓ Return Door Mode to **0** after inspection.

Acknowledging the Alarm

1. Log into the HMI.
2. Open the affected compressor.
3. Press and hold the **Discharge Temp** acknowledge button for 3–5 seconds.
4. Once the alarm has cleared, double-click the aqua alarm to move it to the Historical Alerts list.

When to Contact Oxford Energy Solutions

If the alarm returns after the coil has thawed or the fans are operating normally.

Low Pressure Alarm

The suction pressure has dropped below the allowable operating range. Low Pressure alarms are auto-reset alarms. This means the alarm will clear automatically once pressure builds back up in the suction line. These alarms are common during cold weather or at system start-up.

Possible Causes

- Cold outdoor temperatures
- Low refrigerant charge
- Frozen evaporator coil
- Faulty pressure sensor

What You Can Check

- ✓ Determine whether the evaporator coil is frozen.
- ✓ Allow the system time to recover if outdoor temperatures are extremely cold.



Acknowledging the Alarm

Wait a brief period and see if the system corrects itself. If the alarm persists, contact OES.

When to Contact Oxford Energy Solutions

If the alarm repeats frequently or does not clear automatically.

High Pressure Alarm

The discharge pressure has exceeded the allowable operating range.

Possible Causes

- Condenser fan failure
- Dirty condenser coil
- Blown fuse
- Tripped VFD

What You Can Check

- ✓ Confirm all condenser fans are operating.
- ✓ Check for blown fuses or a tripped VFD. (red flashing light)

Acknowledging the Alarm

1. Log into the HMI.
2. Open the affected compressor.
3. Press and hold the **High Pressure** acknowledge button for 3–5 seconds.
4. Once the alarm has cleared, double-click the aqua alarm to move it to the Historical Alerts list.

When to Contact Oxford Energy Solutions

If the alarm remains active after these checks.

Voltage Monitor Alarm

The voltage monitor detected an abnormal power condition. When this alarm occurs, the system will automatically try to reset itself. It will try to do this **6** times and if it can't then the alarm will appear.

Possible Causes

- Utility power disturbance
- Phase loss
- Voltage imbalance

What You Can Check

- ✓ Verify the "Load Energized" indicator is illuminated.
- ✓ Turn the disconnect OFF for approximately 20 seconds before restoring power.
- ✓ Ensure all VFDs have completely powered down before restarting.

Acknowledging the Alarm

Reset using the PLC fault button if required.

When to Contact Oxford Energy Solutions

If the alarm returns after restarting the equipment.

High / Low Superheat Alarm

The system has detected high or low superheat values.

Possible Causes

- Temperature sensor failure
- Expansion valve issue
- Refrigeration problem
- Incorrect superheat setting based on ambient

What You Can Check

Record the alarm details for the technician.

Acknowledging the Alarm

Reset if applicable.

When to Contact Oxford Energy Solutions

Contact OES.

Compressor Proof Alarm

The compressor did not prove that it started or continued running when commanded.

Possible Causes

- VFD fault
- Compressor overload
- Faulty contactor auxiliary
- Electrical issue

What You Can Check

- ✓ Inspect the rooftop unit.
- ✓ Reset the compressor overload if appropriate.
- ✓ Reset the PLC alarm.
- ✓ Listen for normal compressor operation after restarting.

Acknowledging the Alarm

Reset the affected compressor in Management Alarms

1. Log into the HMI.
2. Open the affected compressor.
3. Press and hold the **appropriate compressor** acknowledge button for 3–5 seconds.
4. Once the alarm has cleared, double-click the aqua alarm to move it to the Historical Alerts list.

When to Contact Oxford Energy Solutions

If the compressor does not restart normally or the alarm returns.



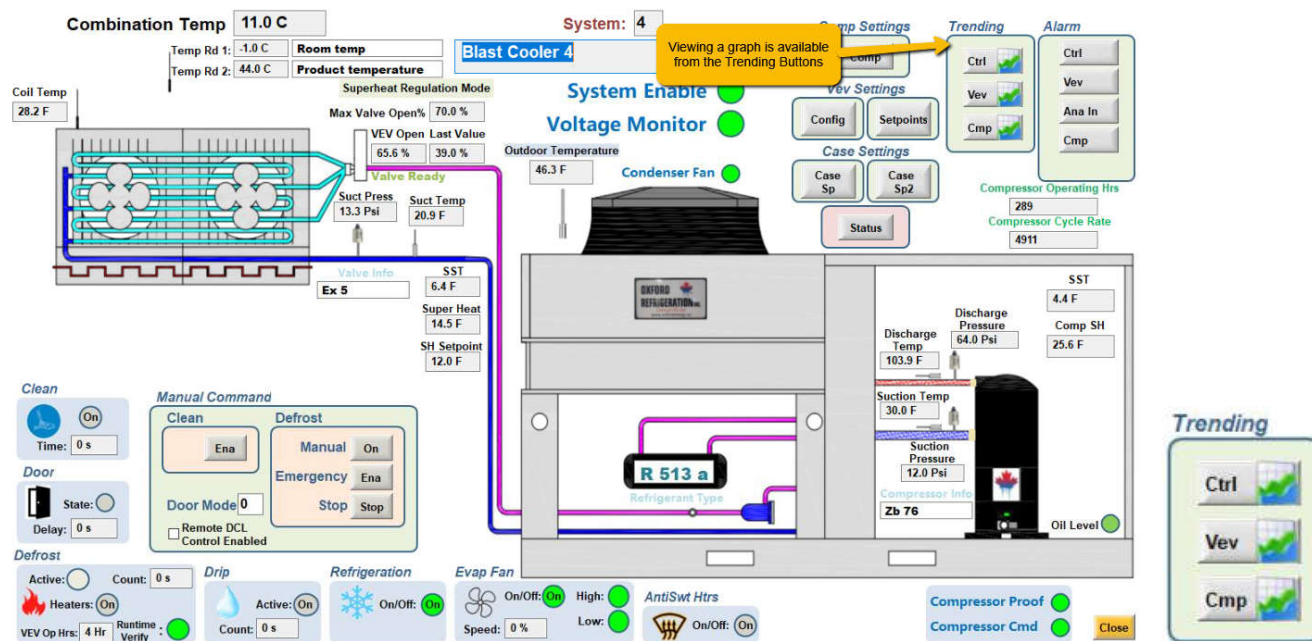
Navigating Graphs/Trends for the OLPP

You can view values in GateManager as graphs by using the **trending buttons** while moving through different screens. Each screen shows different types of information.

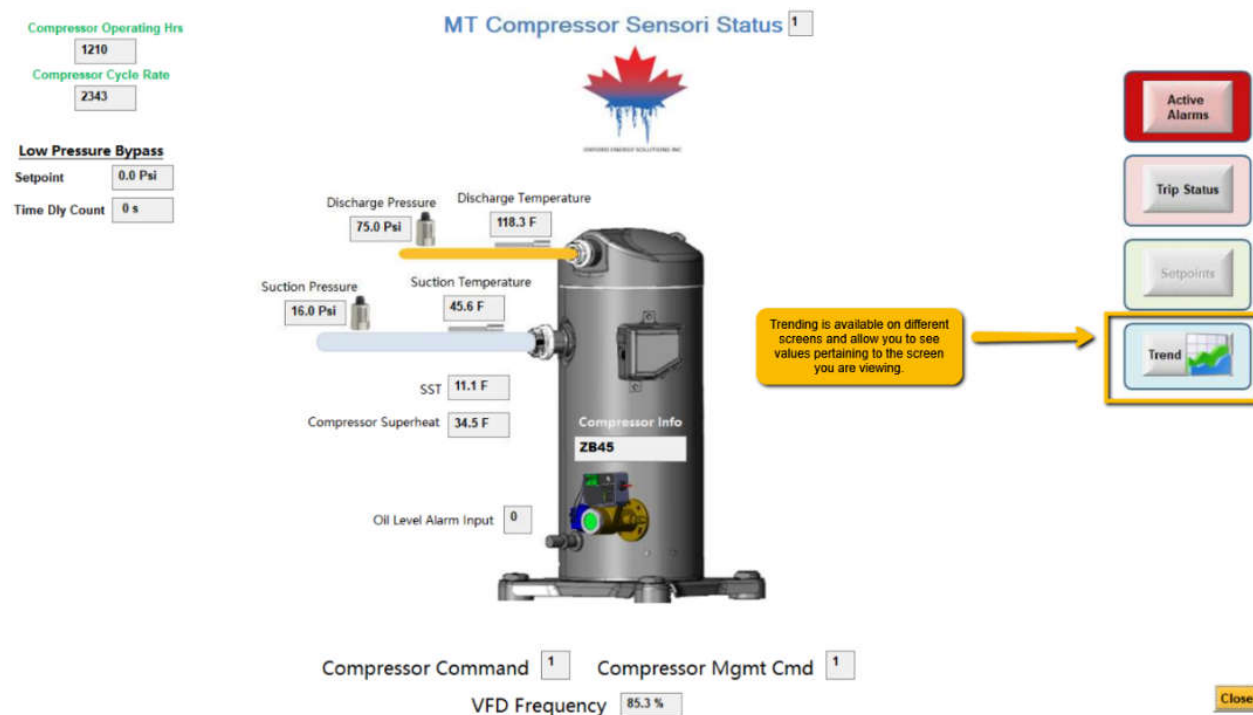
- On the **case screens**:
 - **Ctrl** shows values related to the cases.
 - **Vev** shows values related to the equipment.
 - **Cmp** (on newer interfaces) shows values specific to the compressors.

Viewing Graphs in GateManager

1. Open GateManager and go to the screen you want to view.
2. Click **Ctrl** to see case information (like door state, room temperature, coil temperature).
3. Click **Vev** to see equipment information (like pressures, superheat).
4. Click **Cmp** to see compressor information (like discharge/suction pressures, superheat, SST)



Trending is available on different screens and allow you to see values pertaining to the screens you are viewing.

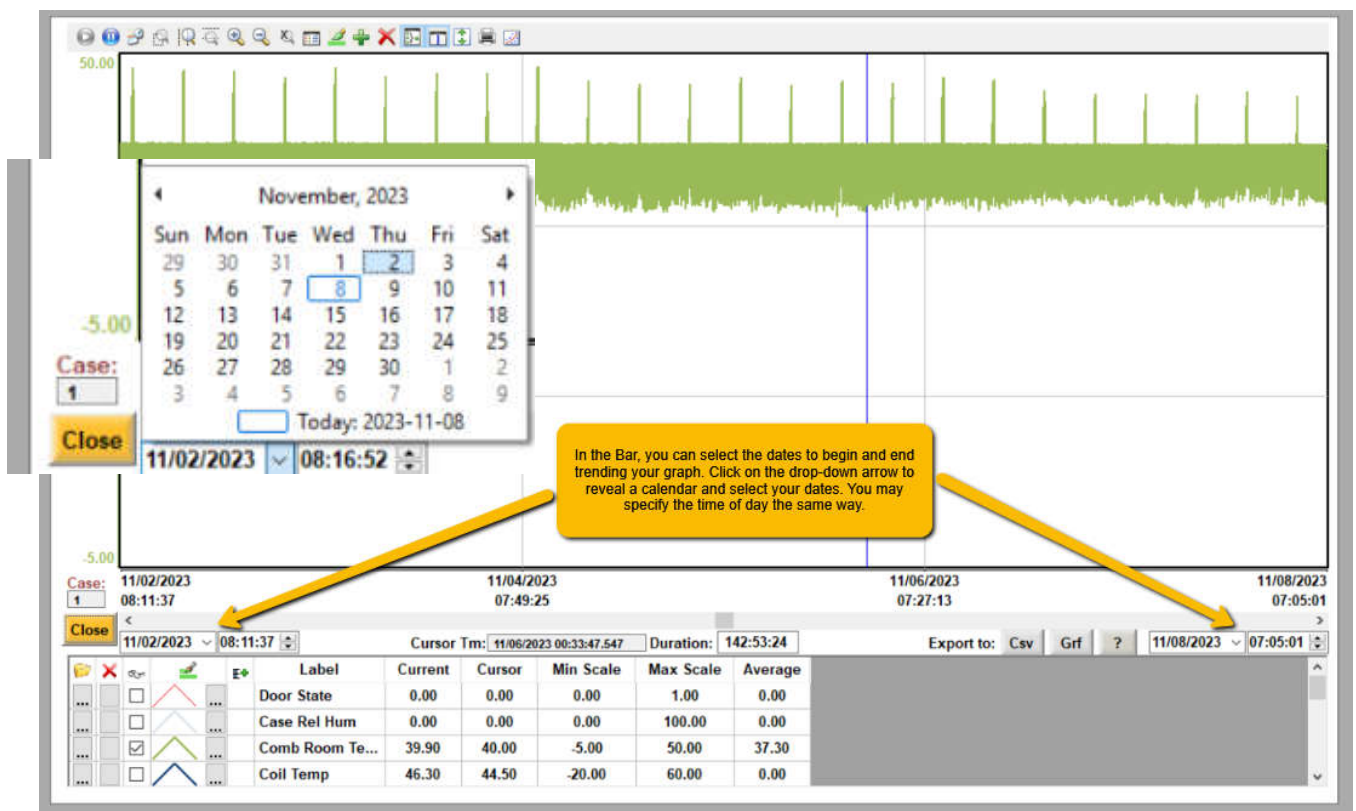


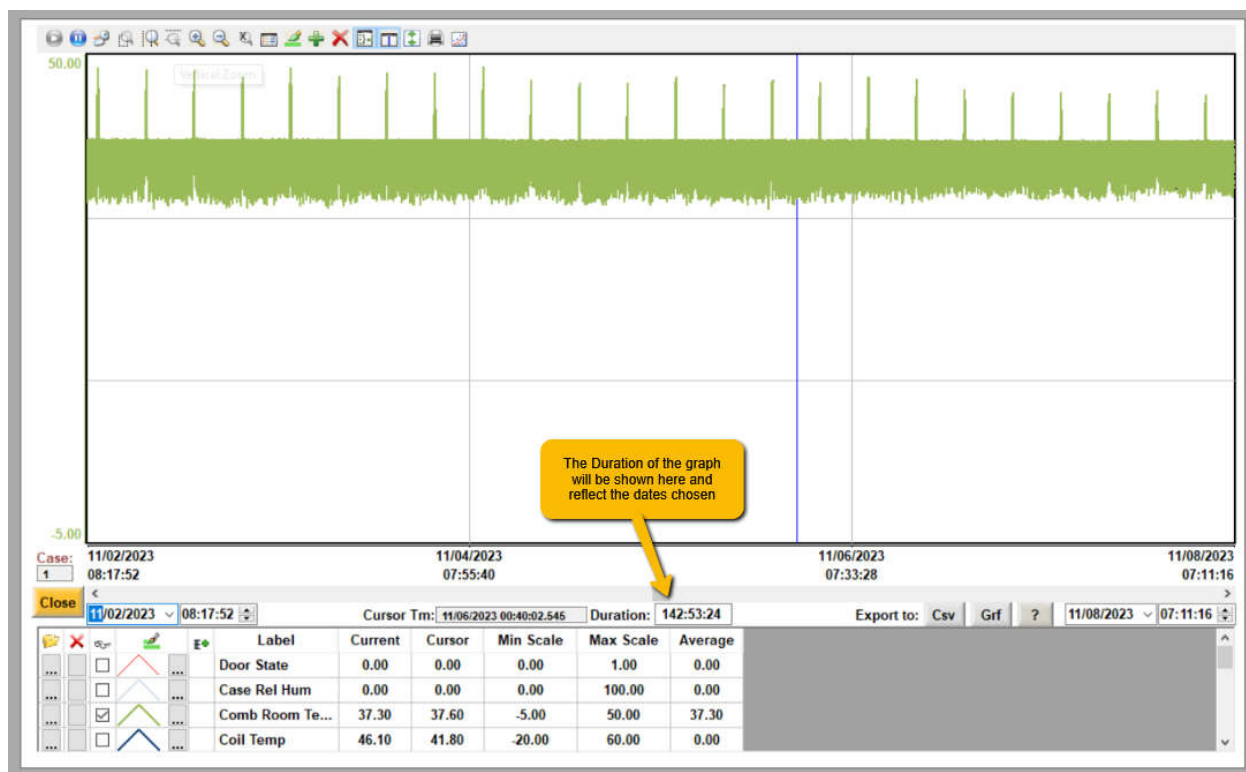
Understanding the Trending Screen

In the program, you can set up your trend by choosing the time period and the data you want to track. The graph makes it easy to see if values go above the setpoints or if everything is running normally.

Setting Dates and Times

1. At the bottom of the screen, choose your **Start Date** and **End Date** using the calendar by clicking on the drop-down arrow to reveal where you can select your dates .
2. You can also pick the **Time of Day** the same way.
3. The total time span will show beside **Duration**.

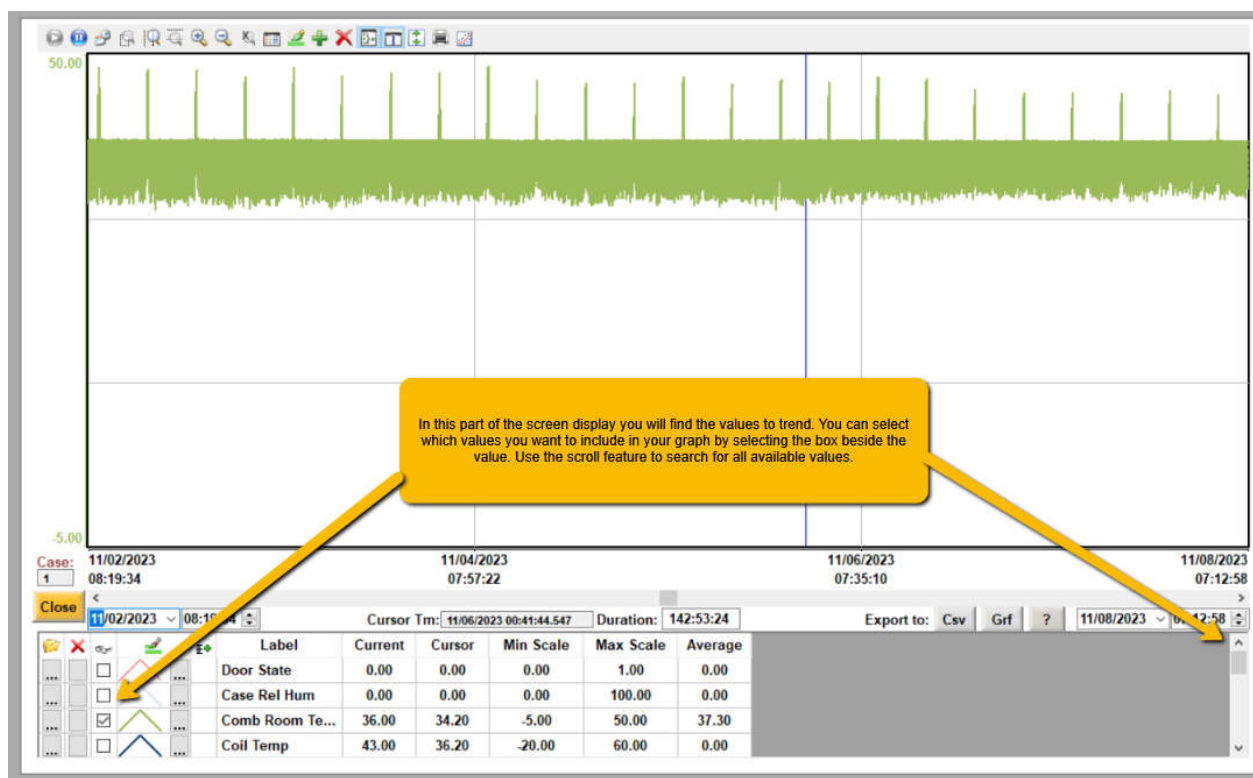




Choosing Values

You can select which values you want to include in your graph. Use the scrolling feature to reveal all available values. They will be shown on the screen with their corresponding line colour.

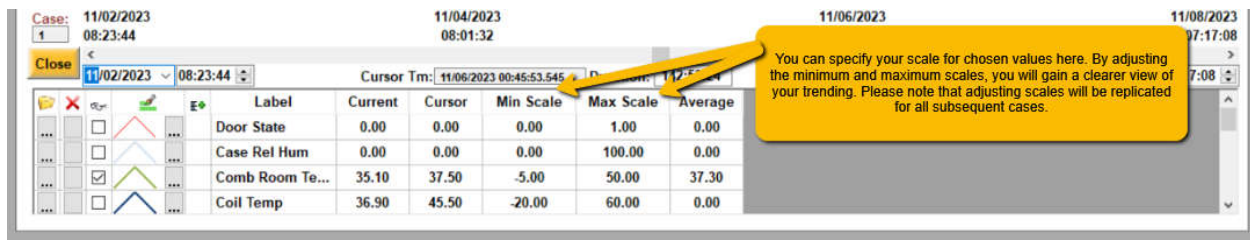
1. At the bottom, you will see a list of values.
2. Check the boxes beside the values you want to show in your graph.
3. Each value will have its own color on the graph.



Understanding the Columns

1. **Current:** Shows the live value right now.
2. **Cursor:** Shows the value where your mouse cursor is placed on the graph.
3. **Average:** Shows the average value over the time span.
4. **Min/Max Scale:** Here you can specify the scale for the values you have chosen to trend. By adjusting the minimum and maximum scales, you will gain a clearer view of your trend.

** When you change the scale for a value in one graph, the same change is applied to the other graphs in the program. For example, if you adjust the scale for a cooler, the freezer graphs will also change. This may not always give the best results, so keep an eye on the changes and adjust as needed.



Auto-Scale

There may be times when your pre-set Min/Max scales do not give you a clear view of your chosen value because the value has exceeded it's threshold. To help with this, there is an option to Auto-scale the values. This will take the minimum and maximum of your values and use these as the range to plot all values within your specified timeframe. You will find the Auto-Scale button at the top of the graph screen. It is fast and automatic. If you use this feature and would like to revert to using pre-set min/max scales, you will need to re-enter these manually. (see *Min/Max Scale*)



Saving Your Graphs

When you save graphs as a CSV file, the program records a large amount of information because every value is saved with a timestamp. This is useful for tracking precise changes, but it can create very large files. To make the data easier to work with, it may be best to save using a shorter time range.

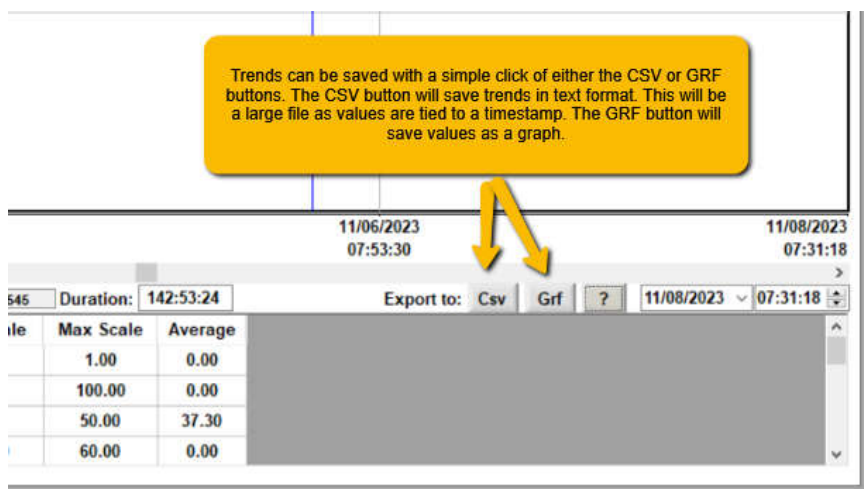
You can save your graphs two ways:

- **CSV file:** Saves every piece of data with timestamps. Best for detailed records. (Tip: keep the time range short so the file isn't too big.)
- **Graph (GRF file):** Saves the graph picture.

All files are saved in this folder: **C:\Data\Trends**

Navigate to your C Drive in your File Explorer app and locate the Data file. In this file you will find one called Trends. This is where all saved data will be exported to.

Important: If you want to keep a file, rename it before saving another one. Otherwise, it will be replaced. You may also move it to another folder like Documents.



Mac Tip:

When exporting graphs:

- Files will download to your Downloads folder
- Click the file from the browser download icon to open
- You may need to allow the file to open depending on security settings

Toolbar Tips for Graphs



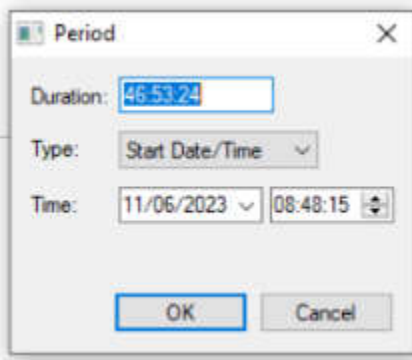
The toolbar at the top of the screen offers different functions that help you view your graph more clearly.



Play/Pause: Watch the graph live or stop it to look closer.



Period: Shows details of the time span you picked.



Zoom Icons: Zoom in by area, horizontally, vertically, or expand fully.

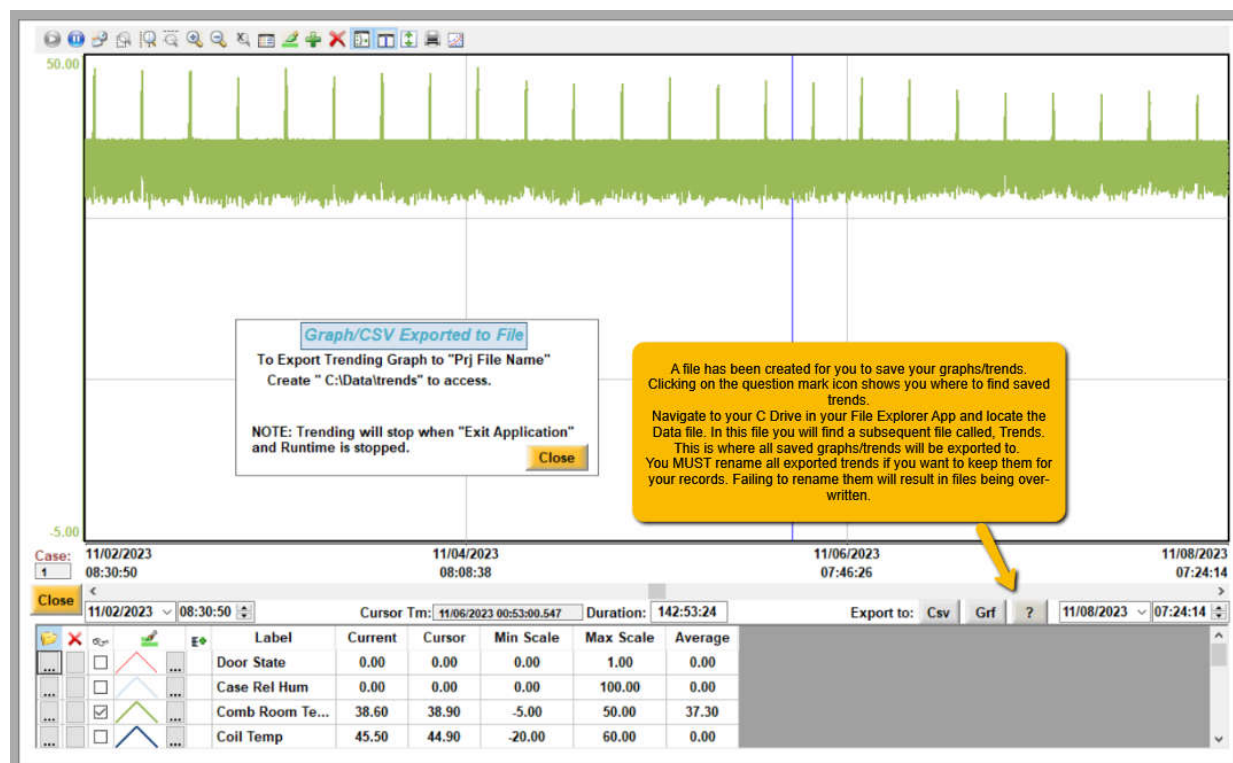
****Important Graphing Information**



Exit Zoom: Always click this when finished zooming, or your graph scales will reset.

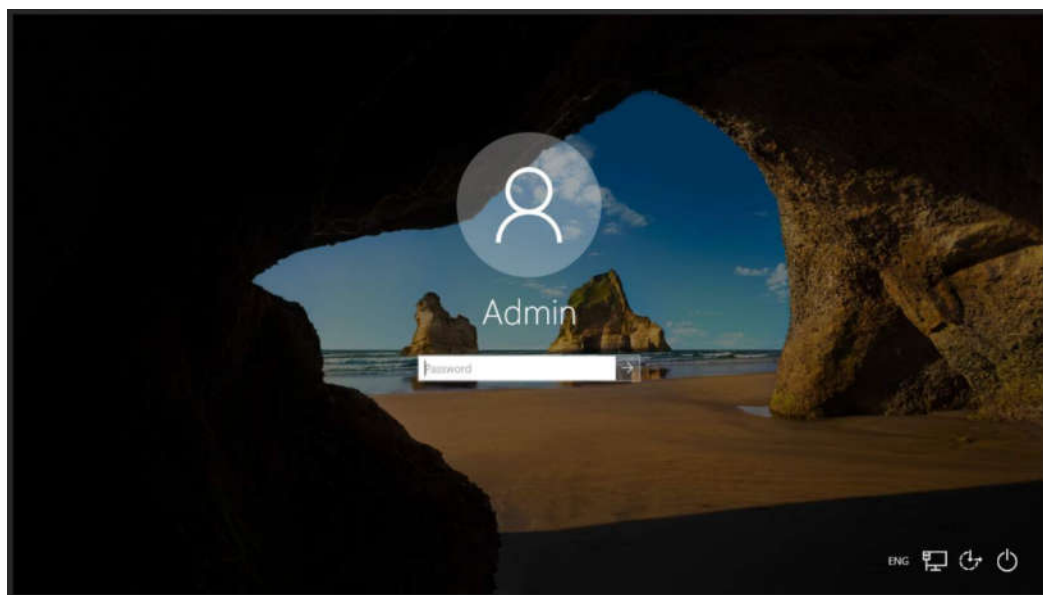
If you want to keep the files you have exported for your records, you **MUST** rename them otherwise they will be overwritten. You can consider moving the files to another folder in File Explorer specifically created for your trends (i.e., Documents).

Clicking the **? icon** will show you where the file will be exported to.

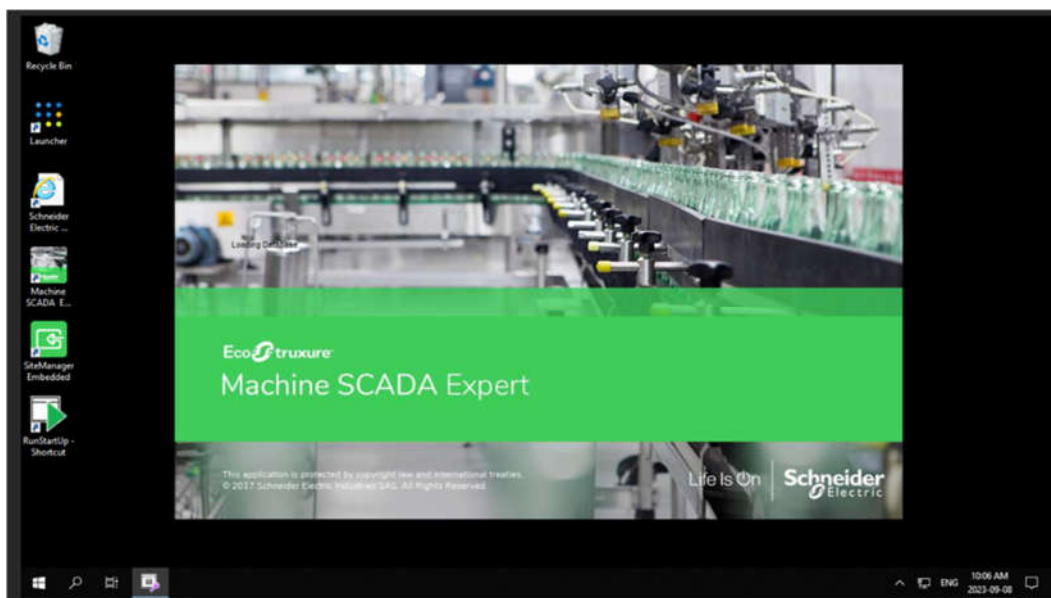


Regaining Program Access After Power Loss

Often, in the case of a power outage/loss, programs will shut down and you will need to re-open them. If you need to restart your program, your screen will look like this:



- Password to re-enter program is: **Oxfordenergy#**



Often the program will start immediately – if it does not open right away, find ‘Machine SCADA Expert’ in the icons along the left side of the screen or use the search tab to locate your GateManager access program.