



Navigating GateManager On the Chiller Platform

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Quick Reference Guide

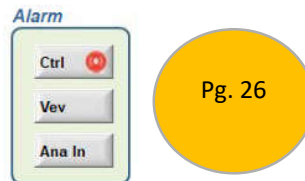
LOGGING IN

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



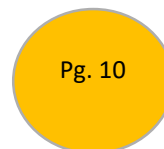
SAFE SHUTDOWN PROCEDURE

Use when:

- Power is unstable
- Frequent outages occur
- Electrical work is being performed

Shutdown:

1. Log into GateManager
2. Go to Home Screen
3. Click System Enable (ON → OFF)



Restart:

1. Log into GateManager
2. Go to Home Screen
3. Click System Enable (OFF → ON)

Common Questions

HOW DO I CUSTOMIZE A SCHEDULE?

Customize a Schedule

1. Open **Temperature Control**.
2. Enter desired setpoint and On/Off times.
3. Enable the schedule by changing **OFF → ON**.

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This information is already in your manual.

HOW DO I SHUT DOWN THE SYSTEM AFTER THE SEASON HAS FINISHED?

Seasonal Shutdown

1. Raise the temperature setpoint to approximately 100°F.
2. Disable temperature alarms.
3. Turn System Enable from ON → OFF.

Pg.
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See Page 37 for complete instructions.

ALARM COLOURS

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

Pg.
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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 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>

Go to: <https://us.gatemanager.schneider-electric.com/admin> to log into the program. You will be using a Username and Password to sign in.

*Case sensitive

☐ Certificate

☐ Username

Username

Password

Login

[Forgot password?](#)

EcoStruxure
Secure Connect Advisor
Gate Manager
Version 11.4.624475027

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Life Is On | Schneider Electric

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?

EcoTruxure
Secure Connect Advisor
Gate Manager
Version 11.4.624475027

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Username
and password



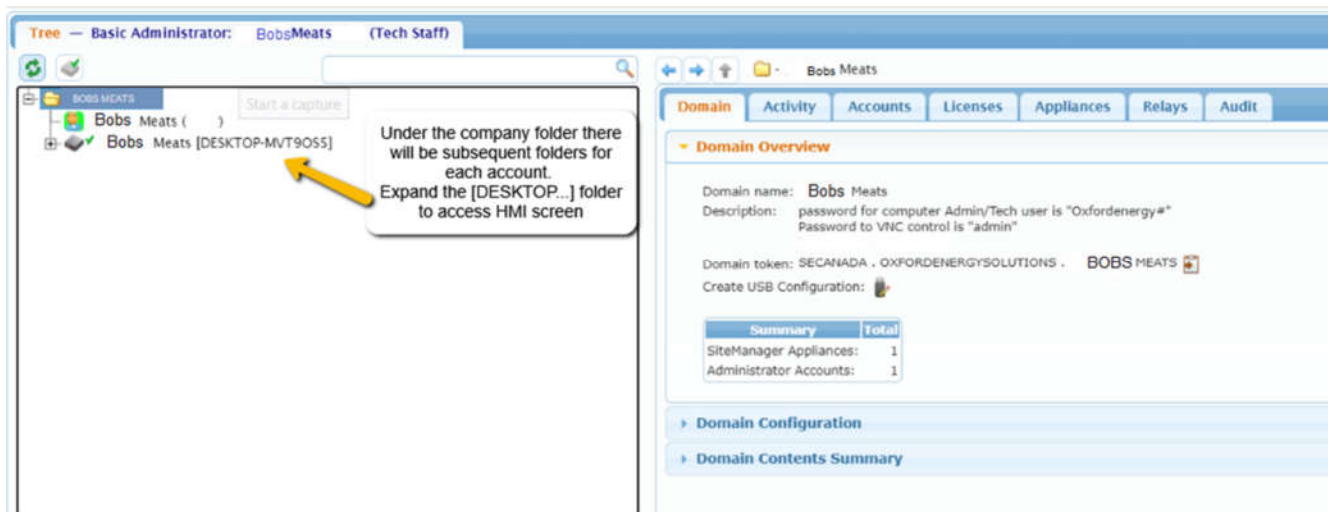
Mac Tip:

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.

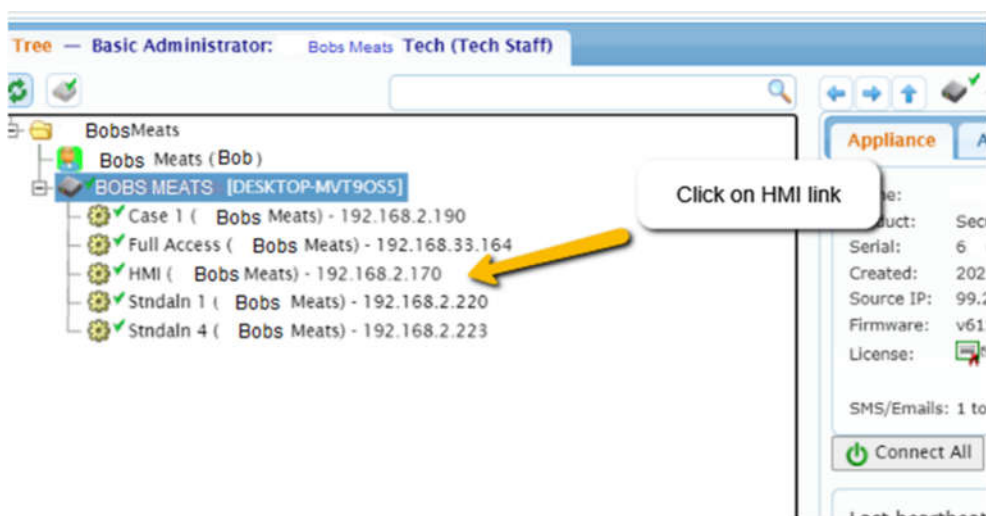


Mac Tip:

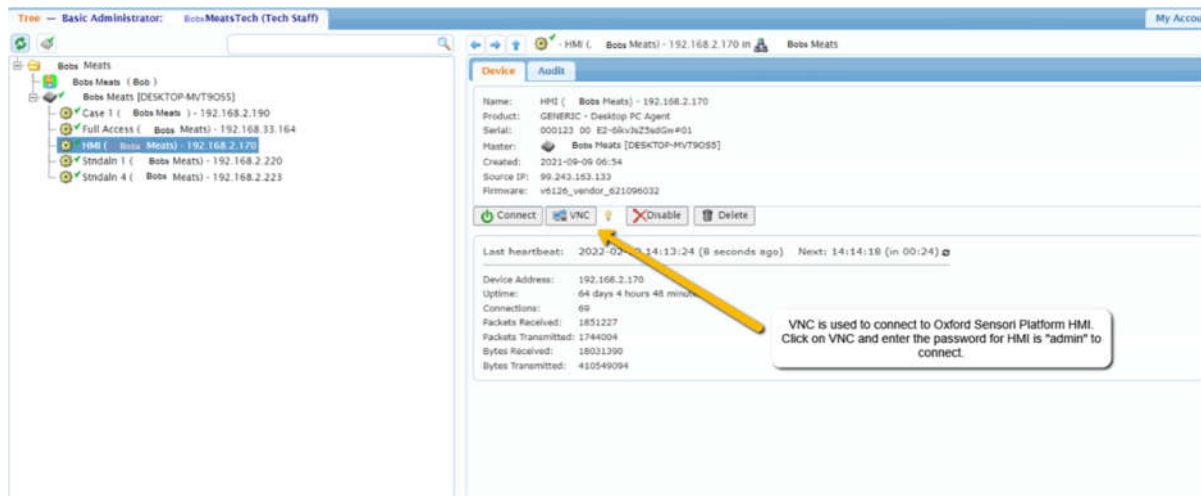
If clicking the expand (+) icon does not respond:

- 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 to the equipment.



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

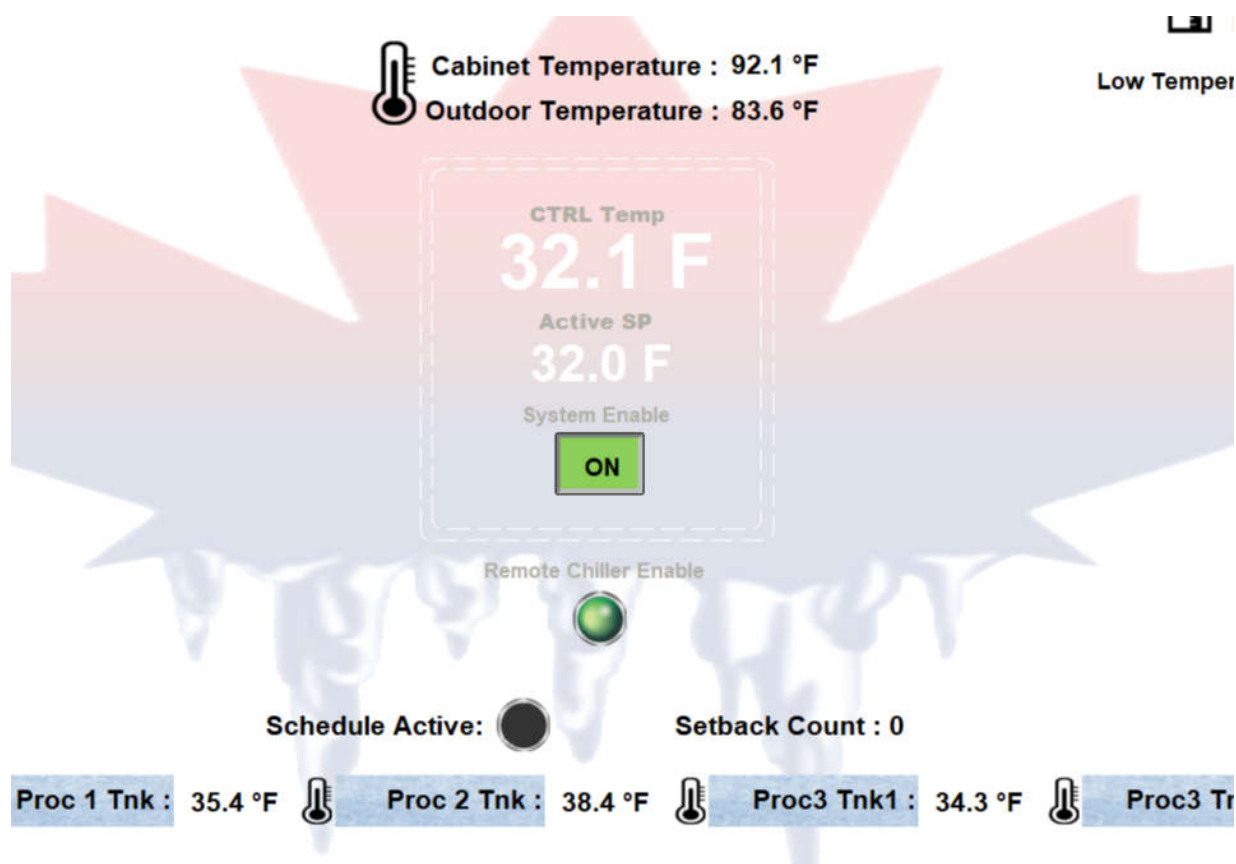
Navigating EcoStruxure – GateManager

Chiller Platform Home Screen

In the center of the screen, you will see the **current temperature** of the case, the **outdoor temperature**, the **control temp**, **active setpoint**, whether the system is **on/off**, etc. This is a quick overview of information you will find in the side buttons.

- You can manually turn the system on/off by clicking on the **System Enable On** button. (Ensure you have had communication with an OES technician when doing this).

Please note that this is an example of what you will see and not the exact numbers that your facility will show. Your view will be customized for you.



Safe Shutdown Procedure (Power Issues)

Power fluctuations or unstable electrical supply can impact system performance and reliability. In these situations, a controlled shutdown is recommended to protect equipment.

When to Perform a Shutdown

- Frequent power interruptions
- Voltage fluctuations or unstable supply
- Electrical work being performed at the facility

How to Safely Shut Down the System

- ON = Chiller Running
- OFF = Chiller Safely Shut Down

1. Log into **GateManager** using your web browser
2. Navigate to the **Chiller Platform Home Screen**
3. Locate the **System Enable button** (green “ON”)
4. Click the button once
5. The button will change from:
 - **Green “ON” → Grey “OFF”**
6. The system is now safely shut down

Restarting the System

Once power has stabilized:

1. Log back into **GateManager**
2. Return to the **Home Screen**
3. Click the **System Enable button** again
4. The button will change from:
 - **Grey “OFF” → Green “ON”**
5. The system will resume normal operation

Important Notes

- This function allows for a **controlled shutdown**, preventing unnecessary stress on system components
- Shutdown/startup can be completed:
 - On-site
 - Remotely (computer or mobile device)
- If unsure, contact **Oxford Energy Solutions** before shutting down the system

Transfer Button Overview

Transfer buttons organize your system into sections and take you to a more detailed view of your data.

- Once you click on a transfer button to explore the data, you can return to the previous screen by selecting either the <<Prev button or Close button.



LOG IN – LOG OUT



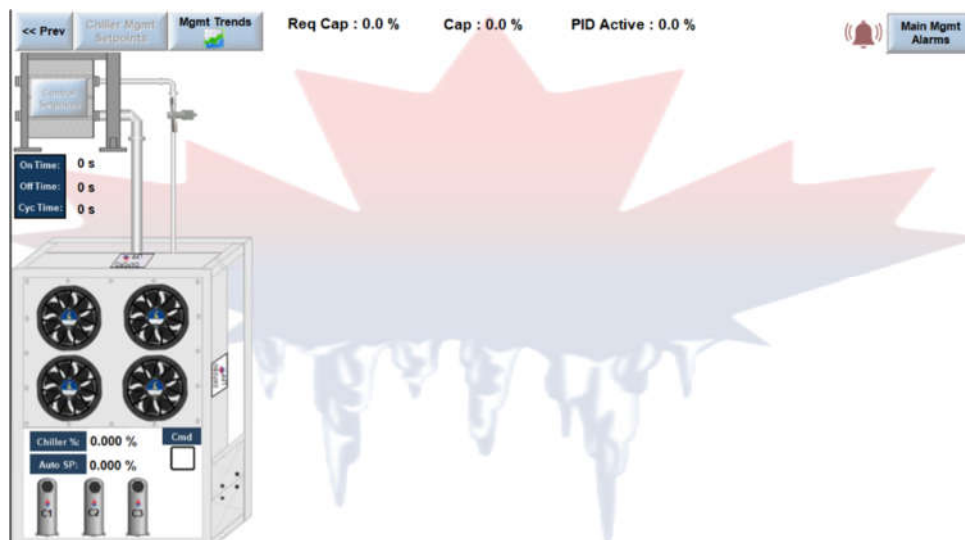
Upon entering the program, the default setting is a 'Guest' level. This level is a read-only level and does not allow you to adjust/change any value. Should you need a higher level of access, you will need to log in with a username and password.

- Click on **Log In** to enter your **username** and **password**. In most cases, 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.
- Remember, view-only access will not have access to make changes and remain greyed-out.

Chiller Management

On the Chiller Management screen, you will see the overview and visual representation of your equipment.

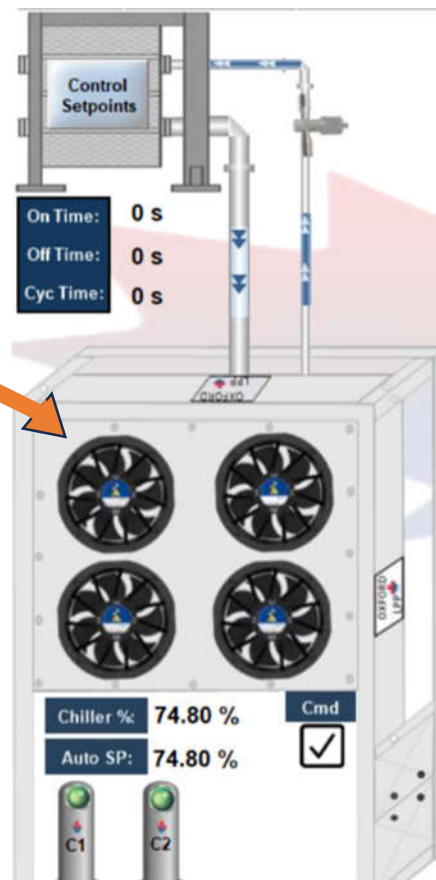
- Click on the transfer button to take a closer look at your equipment.



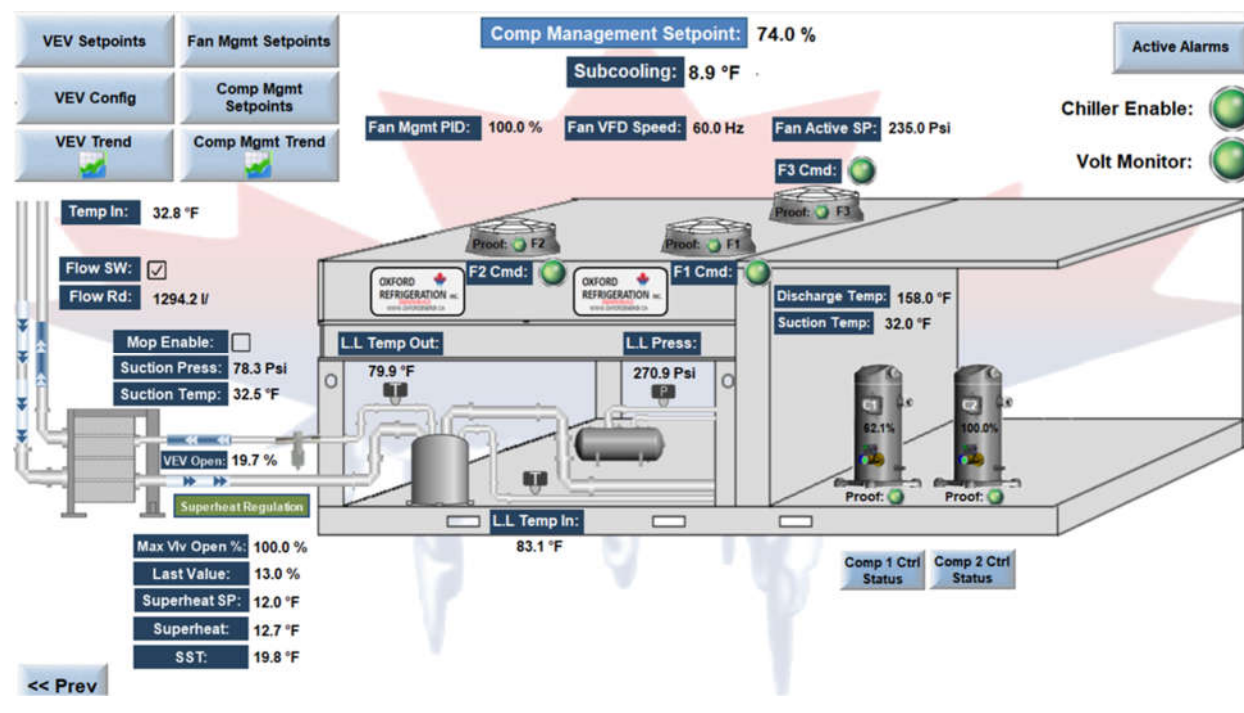
- When it is active, you will see animated fluid movement and indication of compressor state (on/off).
- There will be additional information regarding run time, capacity, etc.
- Transfer buttons to **Setpoints**, **trends** and **alarms** are available here. (*Refer to pg. 20-22*)

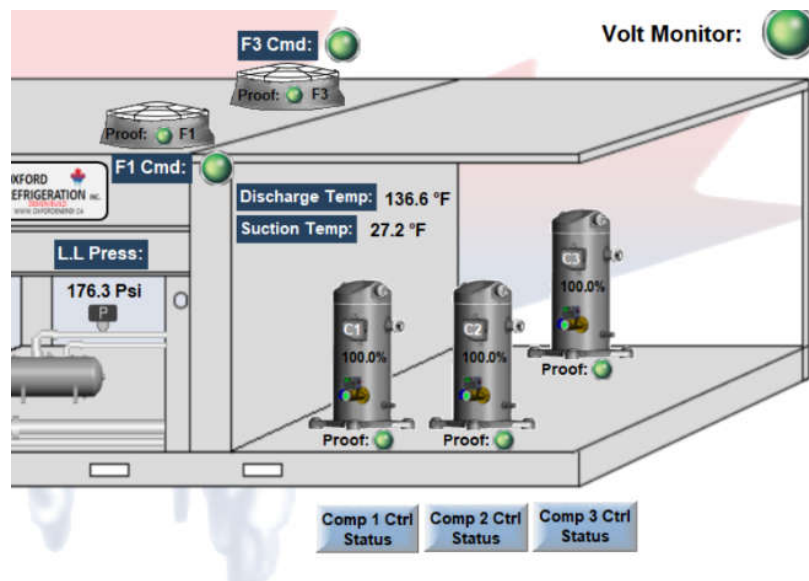
By hovering your mouse over the condensing unit, you can click on the image to reveal a closer look inside everything that is going on with the unit.

- Green dots indicate when a component is running or not.
- Read-out data will be shown next to each heading.
- Transfer buttons to **Setpoints**, **Configuration**, **Trends** and **Alarms** are available here. (Refer to pg. 20-22)



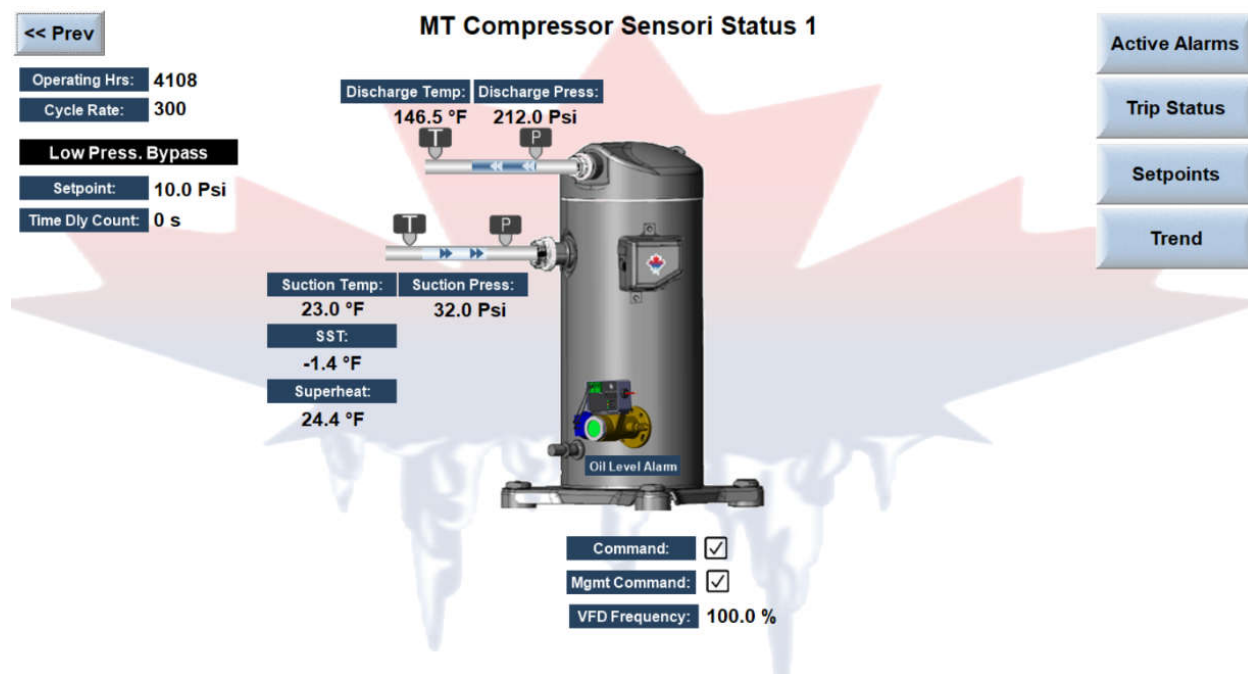
The following is an expanded view of your system:





By hovering the cursor over one of the compressors, you will be able to click on it to see more details including: pressures and temperatures.

- Transfer buttons to **Setpoints**, **Status**, **Trends** and **Alarms** are available here. (Refer to pg. 20-22)



Temperature Control

*Note: Remember that some buttons are accessible without logging in but not all are. If the button is grey, you are not yet logged in. **To fully navigate the program, log in first.** If you have permission granted, you will see the button title change, and you can click on it to open.*



The Temperature Control button reveals a screen where Setpoints can be set-up/ adjusted and customized to a schedule. The schedule can be altered to coincide with the fluctuating activity at your facility. **See also the Heat/Humidity information (pg. 18) for heater scheduling.**

<< Prev

Temperature Control Setpoints

Adv. Setpoint

Fixed Chiller SP : 24.0 F

Setback Offset : 2.0 F

Setback Delay : 300 m

		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Event 1 :	Enable :	OFF	OFF	OFF	OFF	OFF	OFF	OFF
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
Event 2 :	Enable :	OFF	OFF	OFF	OFF	OFF	OFF	OFF
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min

There are two events per day available to schedule. This allows you to modify the Fixed Chiller Setpoint to accommodate changing activities at the facility.

- Enter the preferred setpoint and set the duration by entering the time On/Off.
- Ensure you enable the schedule for each day by changing the OFF to ON. Simply use the same button to disable the schedule.

The Setback Offset and Setback Delay allows you to change the setpoint by a specified temperature (Setback Offset) for a specified amount of time (Setback Delay).

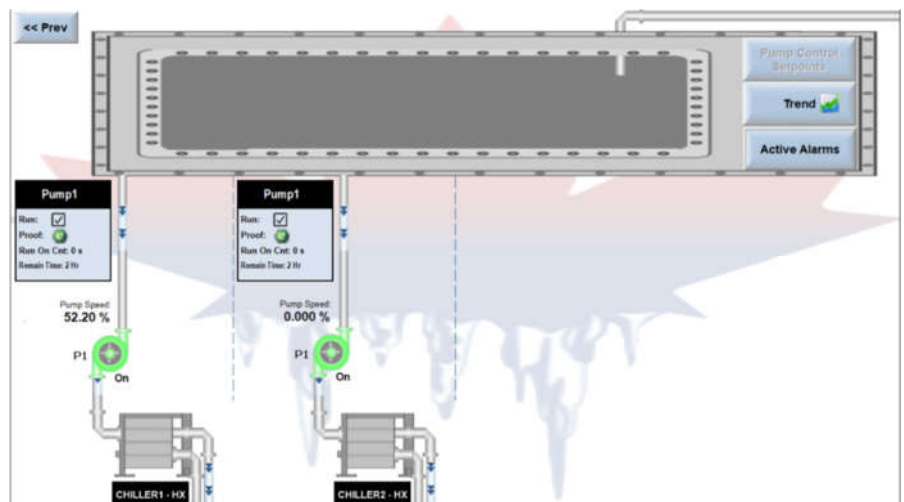


Advanced Setpoints are used to configure and fine-tune core operating parameters of the chiller system. These values are established during commissioning to ensure safe operation, system stability, and optimal performance for your specific application.

While these setpoints are visible for reference, they should not be changed or adjusted without consulting an OES technician.

Advanced Setpoints		Close
Slab Control Enable : OFF Number of Sensors : 4 Temp Read Mode : 0 Roll Average Delay : 5 s	IFR Control Enable : OFF Number of Sensors : 1 Temp Read Mode : 0 Roll Average Delay : 5 s	
Low Temperature Safety Safety Enable : OFF Cut Out Setpoint : 30.0 F Cut Out Delay : 60 s Cut In Setpoint : 32.0 F Cut In Delay : 60 s	Alarm Temp Alm Enable : ON High Temp Alm Sp : 26.0 F Low Temp Alm Sp : 15.5 F Temp Alm Delay : 10.0 min	

Chiller Pump Control



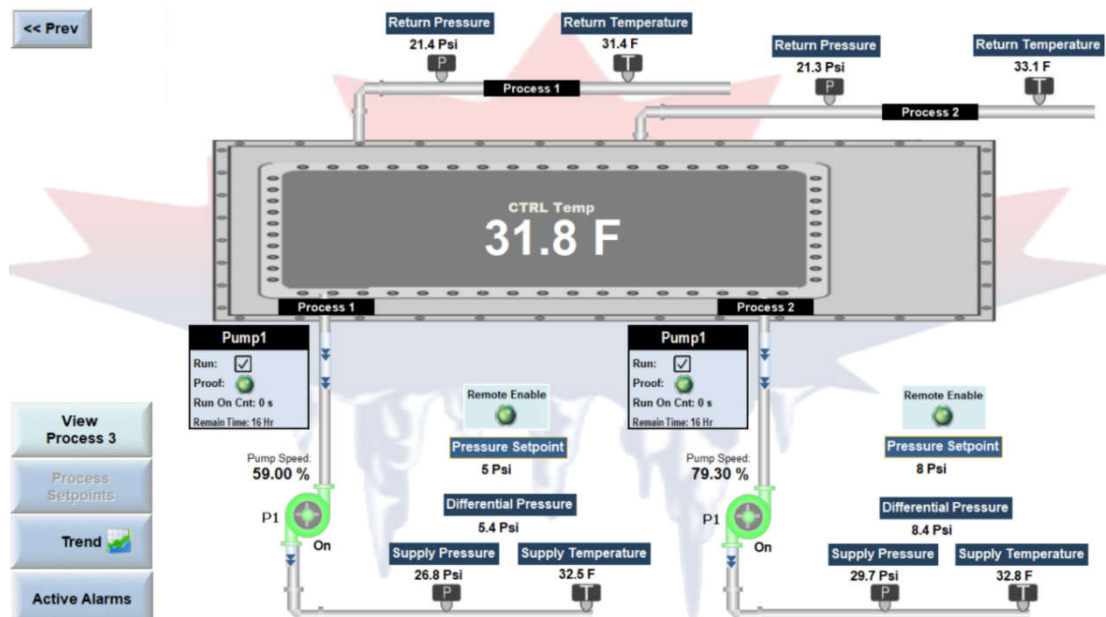
The Chiller Pump Control shows the operation of the chiller pump/heat exchanger.

- It shows if the pump is running or not, for how long and pump speed.
- Animation will also indicate if active.
- Transfer buttons to **Setpoints**, **trends** and **alarms** are available here. (Refer to pg. 20-22)

Process



- In the Process screen, all temperatures, pump speeds, status, pressures and setpoints are graphically shown.
- Transfer buttons to **Setpoints**, **trends** and **alarms** are available here. (Refer to pg. 20-22)

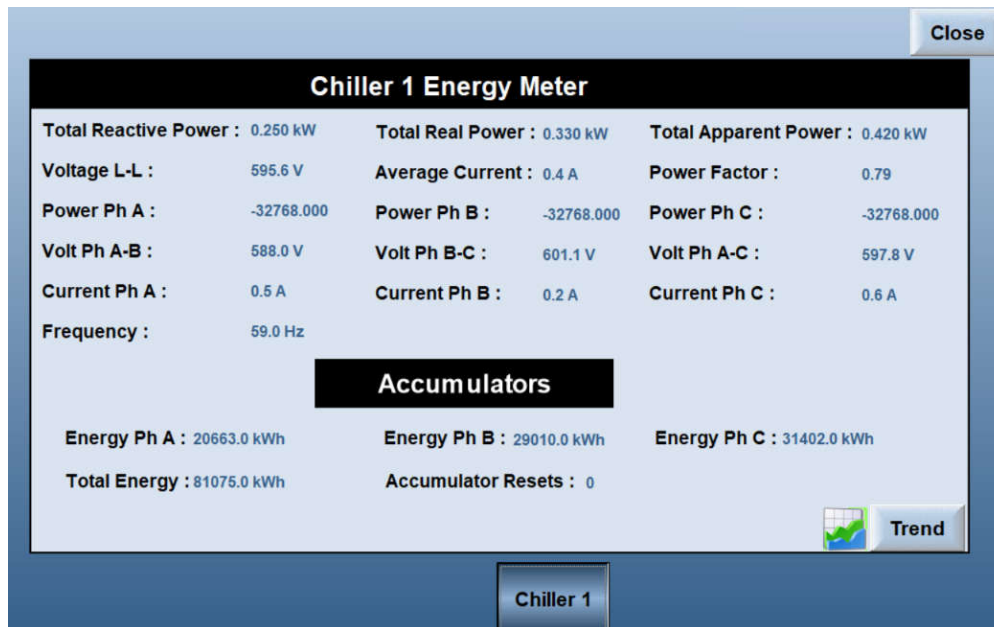


Energy Meter



The Energy Meter Screen breaks down the energy consumption of your equipment in real time.

- You can trend energy use from here by clicking the trend button.



Main Sensor Alarms



Main Sensor Alarms indicate when a device sensor is operating outside the setpoints that have been configured.

- The screen shows the **Active time** of the alarm, the time it was **acknowledged**, **name of the device** and what sensor is alarming.

Active Alarms

Activation Time	Ack Time	Tag Name	Message

Historical Alarms

Activation Time	Ack Time	Tag Name	Message
05/04/2023 14:17:16		Main.xSt_Process3_RetTmpA...	Process 3 Return Temp Snr Alm
05/04/2023 12:49:29		Main.xSt_Process3_RetTmpA...	Process 3 Return Temp Snr Alm
05/04/2023 12:49:29		Main.xSt_Process3_RetTmpA...	Process 3 Return Temp Snr Alm
04/17/2023 18:46:26		Main.xSt_Process2_SupPress...	Process 2 Supply Press Snr Alm
04/17/2023 18:46:26		Main.xSt_Process_RetPress...	Process 1 Return Press Snr Alm
04/17/2023 18:46:26		Main.xSt_Process_SupPress...	Process 1 Supply Press Snr Alm
04/17/2023 18:46:26		Main.xSt_Process2_RetPress...	Process 2 Return Press Snr Alm
04/17/2023 18:42:47		Main.xSt_Process3_RetTmpA...	Process 3 Return Temp Snr Alm
04/17/2023 18:42:47		Main.xSt_Process3_RetPress...	Process 3 Return Press Snr Alm

- The **Historical Alarms** section keeps records of previous alarms.

Communication Alarms



The Communication Alarms screen indicate if there is a bad connection or loss of communication with the system. The system will still be running but you will not be able to access the HMI.

- The screen shows the **Active time** of the alarm, the time it was **acknowledged**, **name of the device** and what sensor is alarming.
- The **Historical Alarms** section keeps records of previous alarms.

Active Alarms			
Activation Time	Ack Time	Tag Name	Message
07/12/2023 10:10:08	▲	ComStat_Driver_MainPic	Bad Communication to Main PLC

Historical Alarms			
Activation Time	Ack Time	Tag Name	Message
07/12/2023 10:10:08	▲	ComStat_Driver_MainPic	Bad Communication to Main PLC
07/11/2023 12:29:39	▲	ComStat_Driver_ch2Cmp2	Bad Communication to PLC of Ch2 Cmp2
07/11/2023 12:29:38	▲	ComStat_Driver_Ch2Cmp1	Bad Communication to PLC of Ch2 Cmp1
07/11/2023 12:29:37	▲	ComStat_Driver_Ch1Cmp2	Bad Communication to PLC of Ch1 Cmp2
07/11/2023 12:29:35	▲	ComStat_Driver_Ch1Cmp1	Bad Communication to PLC of Ch1 Cmp1
07/11/2023 12:29:34	▲	ComStat_Driver_Ch2	Bad Communication to PLC of Chiller 2
07/11/2023 12:29:33	▲	ComStat_Driver_Ch1	Bad Communication to PLC of Chiller 1
07/11/2023 12:29:32	▲	ComStat_Driver_MainPic	Bad Communication to Main PLC
07/11/2023 09:50:49	▲	ComStat_Driver_MainPic	Bad Communication to Main PLC

Create User – Delete User

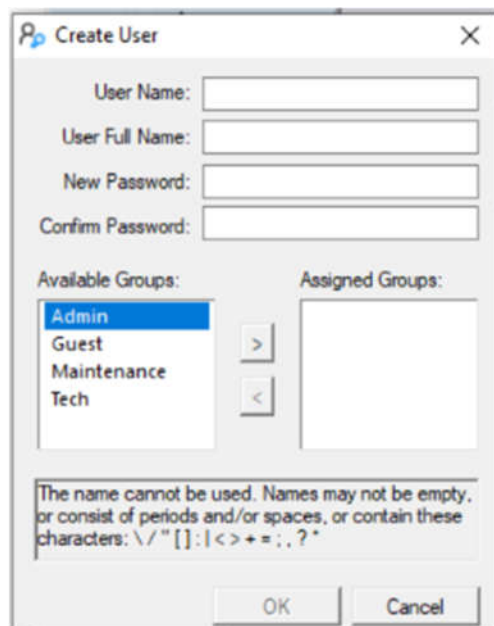


- To add a new user, select the **'Create User'** button and follow the prompts.
- You should be adding new members as **'Guest'**. (Guest = permission to view only, Maintenance = read access + limited adjustment access, Tech = read access + high degree of control, Admin = full access & complete control)

Key Differences at a Glance:

Access Level 	Primary Access	Configuration Rights	User Management	Typical Use Case
User	Read-only	Limited or none	No	Monitoring and basic viewing
Maintenance	Read/Limited Write	Limited to routine tasks	No	Routine servicing/troubleshooting
Tech	Read/Write	Extensive (application level)	No	System operation and advanced maintenance
Admin	Full Control	Full system & application	Yes	System setup, security, and management

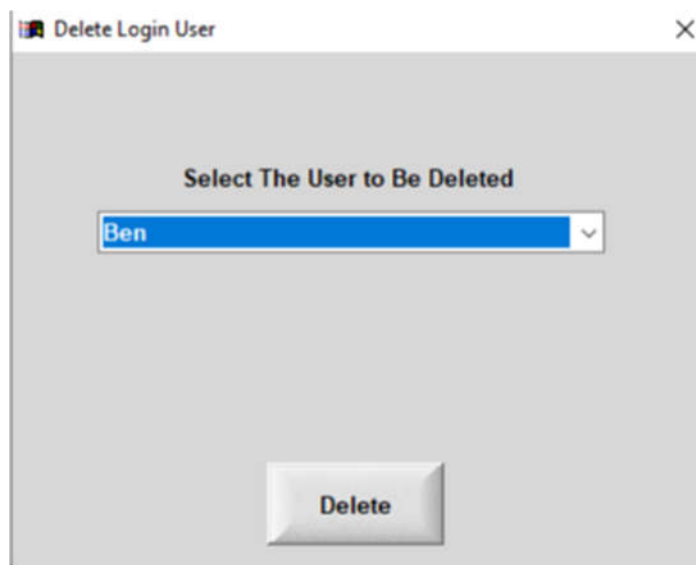
- Fill in the information for the new member
- Create and confirm a password for them
- Select the appropriate access level for the member
- From '**Available Groups**' choose the access level by highlighting and use the > < arrows to move your selection to '**Assigned Groups**'.
- Click Ok.



The image shows a 'Create User' dialog box with the following fields and options:

- User Name:** Text input field.
- User Full Name:** Text input field.
- New Password:** Text input field.
- Confirm Password:** Text input field.
- Available Groups:** A list box containing 'Admin', 'Guest', 'Maintenance', and 'Tech'. 'Admin' is currently selected.
- Assigned Groups:** An empty list box.
- Navigation:** Greater than (>) and less than (<) arrows between the group lists.
- Message:** A text box at the bottom stating: "The name cannot be used. Names may not be empty, or consist of periods and/or spaces, or contain these characters: \ / " [] : | < > + = , . ? *"
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

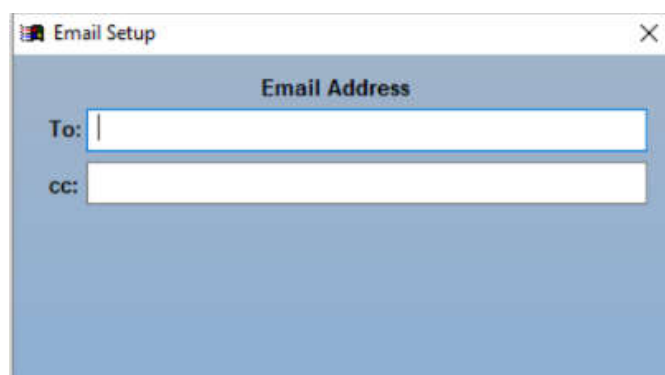
- To delete a user, click the button and use the drop-down menu to select the user to remove. Click Delete.



Email

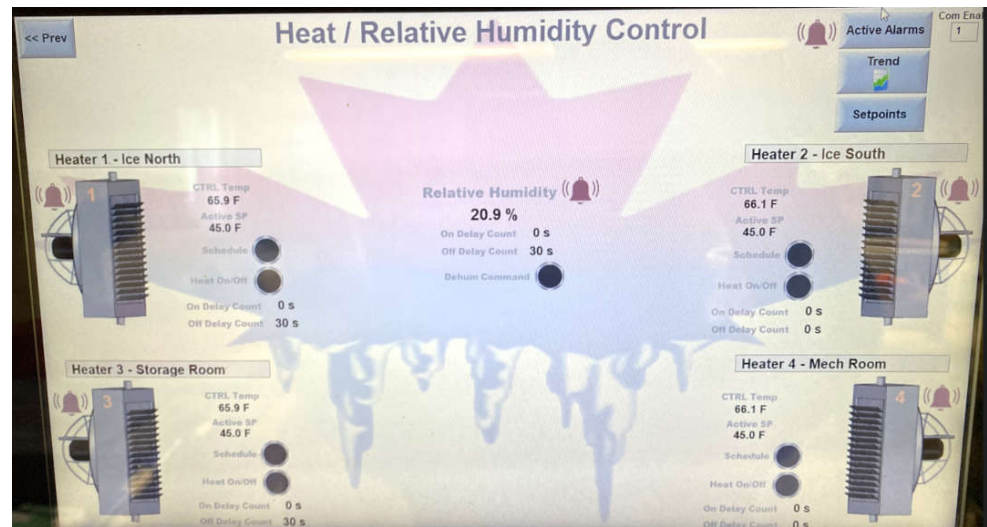


- Select the mail icon button to enter the email of a user who should receive notifications.



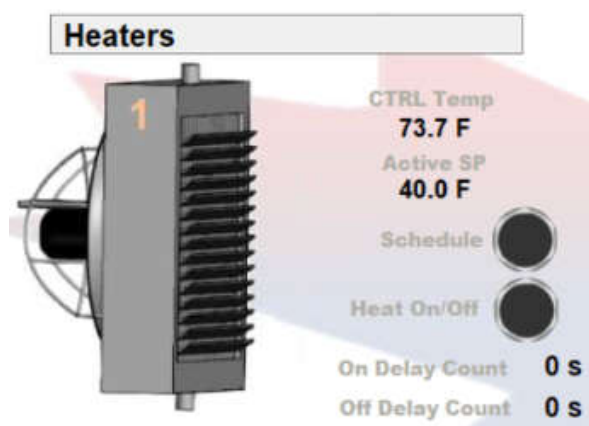
Heat/RH

This screen allows you to monitor, control and schedule the heat and humidity for your facility. You will be able to monitor up to 4 heaters with visual representation, while humidity is displayed in the center. Transfer buttons are available for alarms, trending and the Setpoint button opens the control schedule.



Beside each heater you will see the current **control temperature** and its **setpoint**, the **schedule** and **heat activation**, and the on/off **delays** countdown in seconds.

- The circle icons beside will be green as indication of the schedule or heat being on.
- To access the schedule, navigate to the settings transfer button.



Relative Humidity Settings

RH settings are available on the screen as soon as you open the Settings button. Setpoints, delays and notifications control are adjustable.

Heater 1

Heater 2

Heater 3

Heater 4

Heat/RH Setpoints

Close

RH Setpoints

RH Ctrl Enable ☐

Setpoint **50.0 %**

On Delay **30 s**

Deadband **4.0 %**

Off Delay **30 s**

Alarm Setpoints

Temp Alarm ☐

High Alarm Sp **65.0 %**

Low Alarm Sp **15.0 %**

Alarm Delay **60 min**

		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Event 1 :	Enable :	☐	☐	☐	☐	☐	☐	☐
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
Event 2 :	Enable :	☐	☐	☐	☐	☐	☐	☐
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min

To access Heater settings, use the corresponding Heater buttons to open.

- From the pop-up screen, you can adjust the heat setpoint and delays, control when to send alarm notifications and enable or disable the schedule.

Heater 1 Setpoints

—
□
×

Heat 1 Enable ☒

Setpoint **40.0 F**

On Delay **30 s**

Deadband **4.0 F**

Off Delay **30 s**

Schedule Enable ☐

Alarm Setpoints

Temp Alarm ☐

High Alarm Sp **65.0 F**

Low Alarm Sp **32.0 F**

Alarm Delay **60 min**

Transfer Buttons for Each Screen

Each screen will have the following transfer buttons for navigation:



The <<Prev button allows you to return to the previous screen. If this button is not available, use the 'Close button to return.



The setpoints button transfers you to a screen where you can define/adjust setpoints.



Trend buttons allow you to view data in a graph. All available data is shown at the bottom of the screen with associated colours. Data points are labeled and give information including current, historical, and average status. You can define the scales for the graph and the length of time to trend.



Alarm buttons will visually show that an alarm is active by turning red and depicting a bell symbol beside it. Click the button to move to the alarm screen.

Setpoint Screen Example

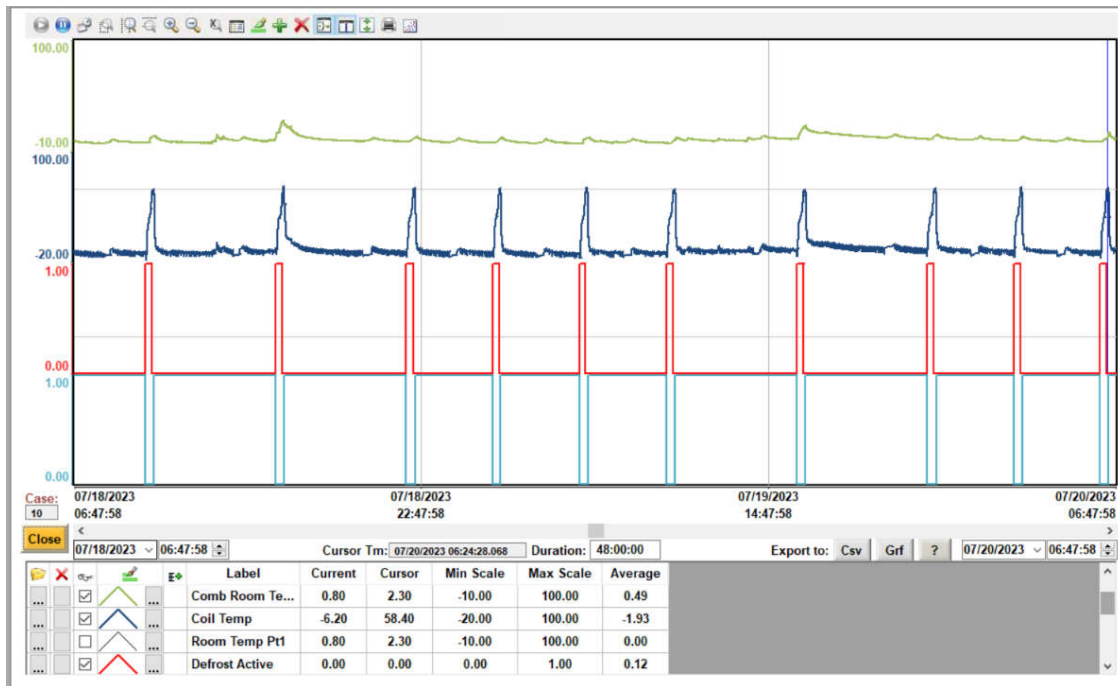
[Close](#)

Chiller Management Setpoints

PID High Limit :	100.0	PID Low Limit :	0.0	PID Deadband :	0.0
Proportional Gain :	-0.1	Integral :	200	Derivative :	0
Chiller mode :	2	Number of Chillers :	1		
Nominal Percentage :	100.0 %	Minimum Percentage :	1.0 %	Maximum Percentage :	100.0 %
Control Mode :	OFF				
LIFO Sequence C1 :	1	LIFO Sequence C2 :	2		
LIFO Sequence C3 :	3	LIFO Sequence C4 :	4		
Chiller Capacity :	100.0				
Minimum Range :	3.0	Maximum Range :	100.0		
High Limit :	100.0	Low Limit :	0.0		
Setpoint Max Variation :	5				
Delay On :	5 s	Delay Off :	15 s		
Hysteresis :	10.0				

Trend Screen Example

- Available data is shown at the bottom of the screen with associated colours.
- Data points are labeled and give information including **current**, **historical**, and **average status**.
- You can define the scales for the graph and the length of time to trend.



Alarm Screen Example



- A **bell icon** will appear beside the transfer button that has the alarm, or the component will flash red. Click on the button/icon to follow the alarm data.
- The alarm screen will give you details about where the anomalies have occurred (the name of the device in alarm state), what time they happened and a short description so you can follow-up and locate the issue before a component state becomes critical.

Close

Active Alarms

Activation Time	Ack Time	Tag Name	Message
When device went into an alarm state.	If the alarm was acknowledged, the time will show here.	Name of the device in alarm state.	Shows what kind of alarm it is - giving clues about where to go to follow-up.

Temp Acknowledge:
OFF

Historical Alarms

Activation Time	Ack Time	Tag Name	Message
07/11/2023 12:20:05		Main.xSt_Ch1_FlowMtrAlm	Chiller 1 Flow Alarm
07/11/2023 12:20:05		Main.xSt_Ch2_FlowMtrAlm	Chiller 2 Flow Alarm
07/11/2023 11:44:10		Main.xSt_Ch1_FlowMtrAlm	Chiller 1 Flow Alarm
07/11/2023 11:44:10		Main.xSt_Ch2_FlowMtrAlm	Chiller 2 Flow Alarm
03/06/2023 10:39:58		Main.xSt_Syst_ComAlmMstET...	Chiller 1 Communication Fail
03/06/2023 10:39:58		Main.uiSt_ChillerM_CpMgAlmId	Chiller Managment Alarm ID
03/03/2023 16:21:14		Main.uiSt_ChillerM_CpMgAlmId	Chiller Managment Alarm ID
10/18/2022 16:56:50		Main.xSt_ExtSysAlarm	External System Alarm Active
10/18/2022 16:53:45		Main.xSt_ExtSysAlarm	External System Alarm Active

Chiller 1 Compressor Management Alarms

Close

Active Alarms

Activation Time	Ack Time	Tag Name	Message
05/28/2026 14:27:05		Chl[1].uiSt_FanM1_AlarmID	Fan Mgmt Alarm
05/28/2026 14:27:05		Chl[1].uiSt_FanM1_AlertID	Fan Mgmt Alert
05/28/2026 13:58:13		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 13:32:58		Chl[1].xSt_IoLc_AlmAi04	Flow Mtr Readout Alm

Comp Proof Resets
Compressor 1 OFF
Compressor 2 OFF
Compressor 3 OFF

Historical Alarms

Activation Time	Ack Time	Tag Name	Message
05/28/2026 14:45:56		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 14:27:05		Chl[1].uiSt_FanM1_AlertID	Fan Mgmt Alert
05/28/2026 14:27:05		Chl[1].uiSt_FanM1_AlarmID	Fan Mgmt Alarm
05/28/2026 14:23:07		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 14:16:20		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 14:04:58		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 14:04:41		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 13:58:13		Chl[1].xSt_FlowAlm	Flow Alarm
05/28/2026 13:33:46		Chl[1].xSt_FlowAlm	Flow Alarm

Vev Mod Reset OFF

SENSORI™ ALARM INFORMATION

NOTE: ALWAYS LET OXFORD KNOW WHEN THERE IS AN ALARM SO THAT THEY CAN INVESTIGATE.

Alarm Colour Indication Meaning:

When a component goes into an alarm state, it will be displayed in **red** and you will see a bell icon  on the screen. Once the alarm has been addressed, the colour will change to indicate this. Press and hold corresponding alarm button for 3 seconds to acknowledge the alert.

AQUA COLOUR ALARMS – means that this alarm occurred before and was corrected.

GREEN COLOUR ALARMS – means that someone double clicked on the alarm message but didn't clear it and the alarm is still active.

RED COLOUR ALARMS - the alarm is still active

Addressing alarms requires you to login to the system. To remove an acknowledged alarm (**Aqua**) from the active alarms list, double-click on it. It will be moved to the historical notification section.

EXAMPLES OF ALARMS:

CTRL (Control)

- **Keep in mind:** Temperature and Defrost Termination alarms are **notice only** – they do not shut the system off.
- **Defrost Termination Alarm:** occurs when the maximum time set for defrost has been reached and the coil did not meet the pre-set temperature setpoint.
 - **Action:**
 - Log into the system, click on the CTRL button and press/hold “Def Term” to clear.
Remember that alarms will turn aqua to show it has been acknowledged.
 - Check evap coils for ice build-up
 - Ensure defrost heaters are functioning (*if not, it could be a fuse*)
- **Temperature Alarm:** occurs when the temperature threshold has been breached
 - **Action:**
 - Press/hold the “TEMP” acknowledge button (right side of the screen)
 - Clear as above and monitor
- If alarms repeat, contact Oxford

Important Note: Do not attempt to open/work on a panel if you are not trained. High Voltage!

Vev

- **These are critical alarms.** They could be a probe error, a valve issue, or communication alarm
- This alarm cannot be reset from the HMI
- **Action:**
 - You will have to go to the roof top unit and then call Oxford, **(226) 242-5674**

Ana In (Analog)

- Alarm caused by a **temperature or pressure sensor failure**
- **Action:**
 - Check sensors to see if they are positioned correctly/look for damage or a loose wire connection
 - Contact Oxford for service if necessary

Cmp (Compressor)

- These are considered ‘critical alarms’ that affect the compressor directly (such as, Low Pressure, High Pressure, Suction Temp Pressure Fail, High/Low Superheat, etc.)
- ***They are not always critical, but you should call/email us to let us know.*** There may be a setting to change
- **Action:**
 - Contact Oxford

Details:

Discharge Temperature Alarm

- **Symptoms:** could be that one of the condenser fans stopped working, has been tripped, or indicate that the evaporator coil may be frozen.
- **Action:**
 - Check to see if fans are running.
 - ***If the evaporator coil is frozen***
 - Log into HMI.
 - Go to the case that is alarming. Under ‘Manual Command’ you can put the case into either Manual or Emergency Defrost. (In manual defrost, once the coil hits temp or runs out of time, it will turn off. In emergency defrost, it will end after a set period of time.)
 - *Alternatively, you can turn up the setpoint:* Go to the standalone system/case, set Door Mode from “0” to “1” to turn off unit.
 - Only turn the unit off so you can go up to the coil and see through the fan shrouds at front of Evaporator coil to see if it is frozen.
 - ***Reset Door Mode back to “0.”***
 - Turn up the setpoint to thaw the coil out and fans stay running. Monitor coils
 - Contact Oxford if needed.

Low Pressure Alarm

- Low Pressure alarms are **auto reset alarms**, meaning that it will automatically reset when pressure builds again in suction pipe.
- Common in cold weather or at start-up.
- **Symptoms:** May be due to low refrigerant charge, a bad sensor or ice on the evaporator coil.
- **Action:**
 - If the alarm repeats, Contact Oxford or
 - Follow the same steps outlined in 'Discharge Temperature Alarm' for a frozen coil.

High Pressure Alarm

- May be caused by defective condenser fans, dirty condenser coils, blown fuses, or tripped VFD.
- **Action:**
 - Check that all condenser fans are running.
 - Check the electrical panel for blown fuses or a tripped VFD. All alarms reset from a button on the PLC. It will be flashing a red light.

Voltage Monitor Alarm

- 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.
- **Action:**
 - To reset this alarm, go to rooftop unit.
 - Turn disconnect OFF for 20 seconds, then back ON (or press/hold Fault to clear).
 - There is a green light of volt monitor saying "**load energized**" that must be on.
 - If still alarming, fully shut power off. Make sure all VFDs power down before restarting.

Super Heat Alarm

- Indicates superheat values not responding properly.
- Causes could be a faulty compressor sensor, or a case superheat may not be set correctly based on the ambient.
- **Action:**
 - Go to rooftop unit, manually reset the PLC, and contact Oxford.
 - Compare all compressor superheat values to see if sensor is reading incorrectly.

Low/High Super Heat

- Caused by temperature failing or not responding properly.
- **Action:**
 - Contact Oxford.

Compressor Proof Alarm

- May be caused by a compressor VFD alarming, a compressor overload tripping or a faulty auxiliary on a contactor.
- **Action:**
 - Go to rooftop unit.
 - Reset compressor overload and PLC alarm button.
 - Always monitor the sound of the compressor when resetting to ensure it starts up okay.

If the alarm occurs again, contact Oxford.

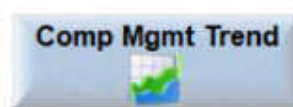
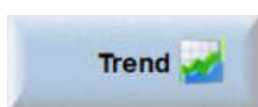
Navigating Graphs/Trends for the Chiller

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

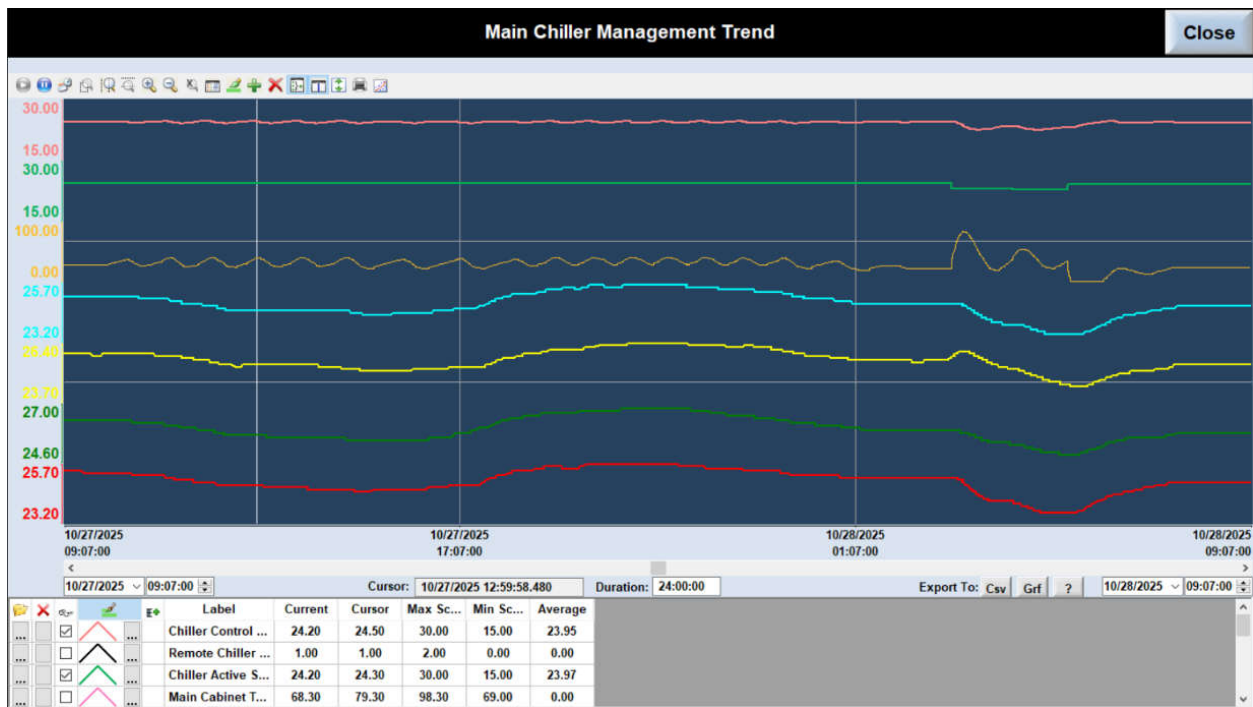
- **Chiller Management Trends:** shows values related to the chiller and ice slabs, such as
 - Chiller Control Temps
 - Setpoints
 - Chiller Output
 - Slab Temps
- **VEV Trends:** show values related to the VEV, such as
 - Suction Pressure
 - Suction Temps
 - SuperHeat
 - SST
- **Compressor Management Trends/Compressor Trends:** show values related to the compressor, such as
 - Subcooling
 - Liquid Line Pressures/Temps
 - Discharge/Suction Temps
 - Commands/Proofs
- **Chiller Pump Trends:** shows values related to the Pump, such as
 - Pump speeds
 - 'Run' trend
 - Levels/fill
- **Process Pump Trends:** show values from the Process Pump, such as
 - Speeds
 - Pressures/Temps
 - Run trends
- **Energy Meter Trends:** show the trends for energy to track usage, such as
 - Total Power
 - Voltage Line to Line
 - Average Current

Viewing Graphs in GateManager

1. Open GateManager, login and go to the screen you want to view, using the transfer buttons along the side of the home screen.
2. Click the trend button to open the graph screen.



A new screen opens to reveal the graph.



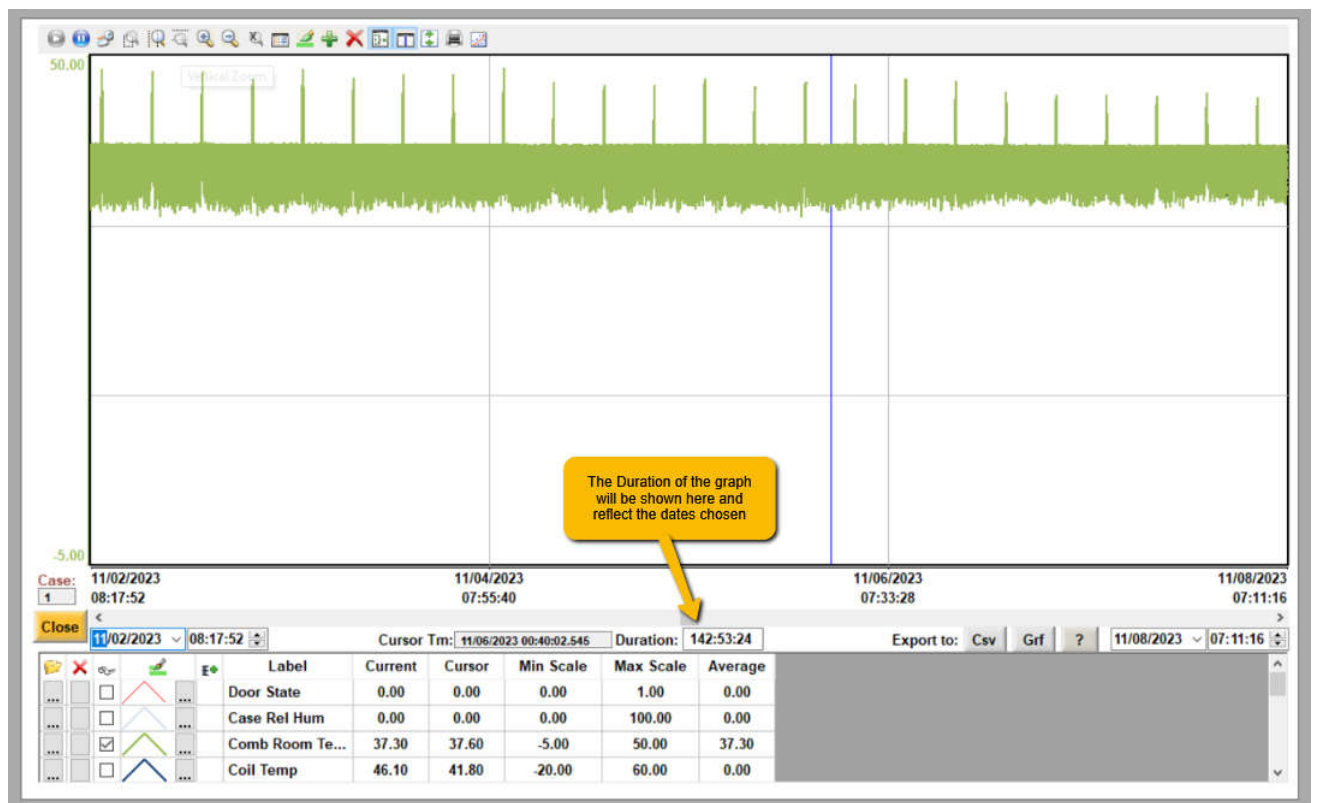
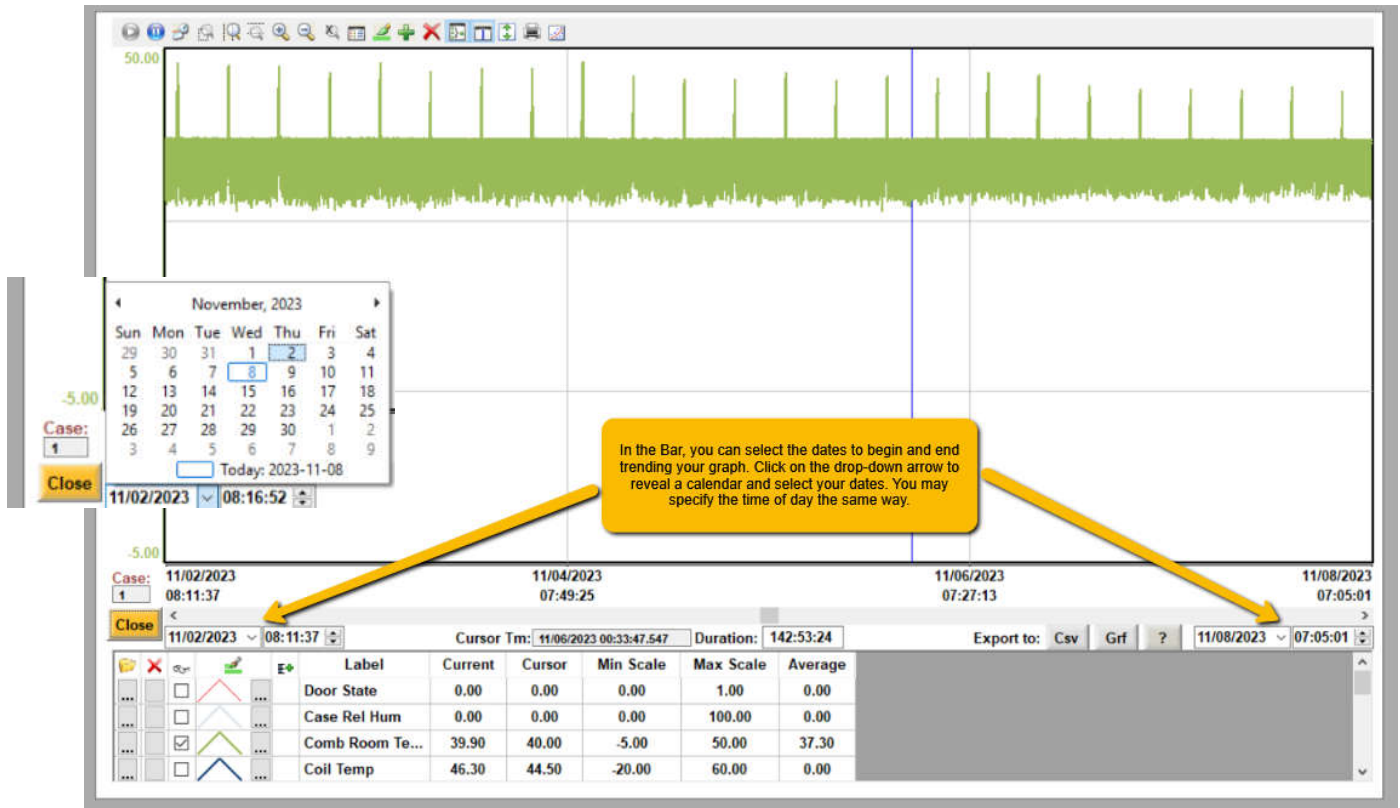
Understanding the Trending Screen

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**.

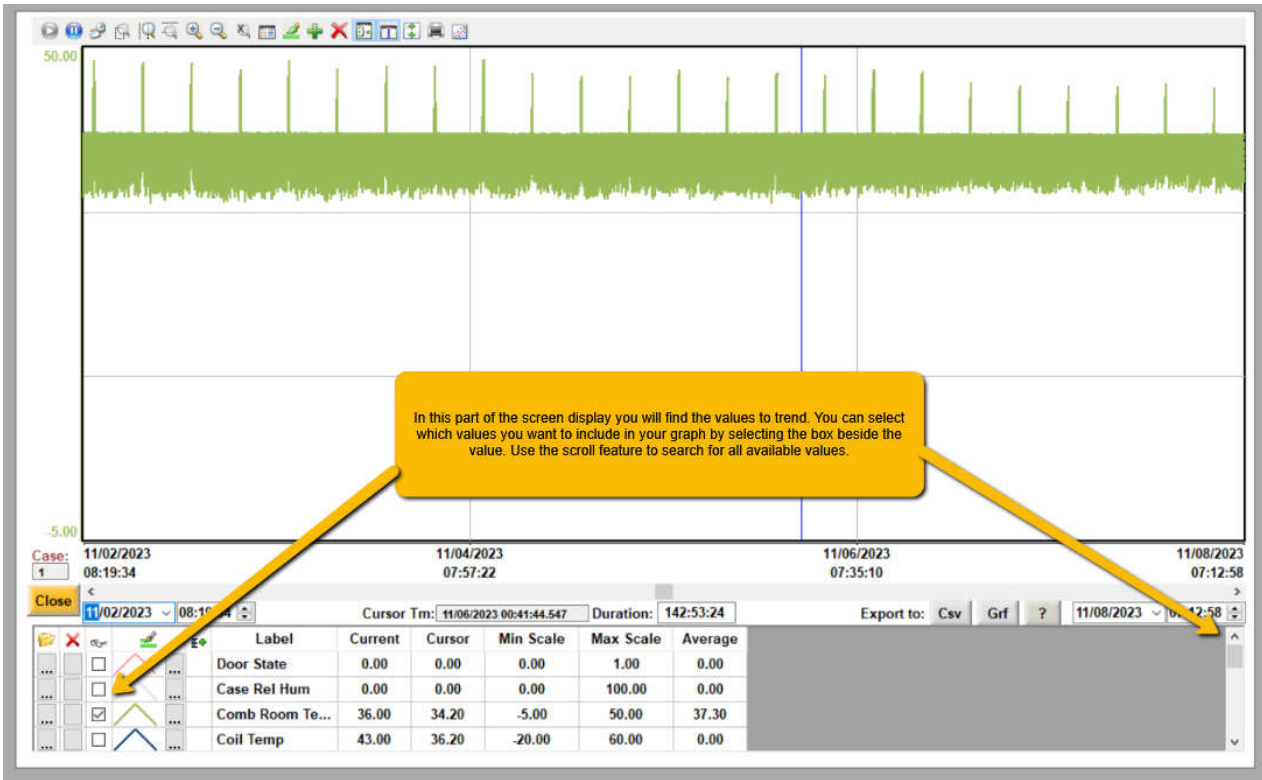




Choosing Values

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.

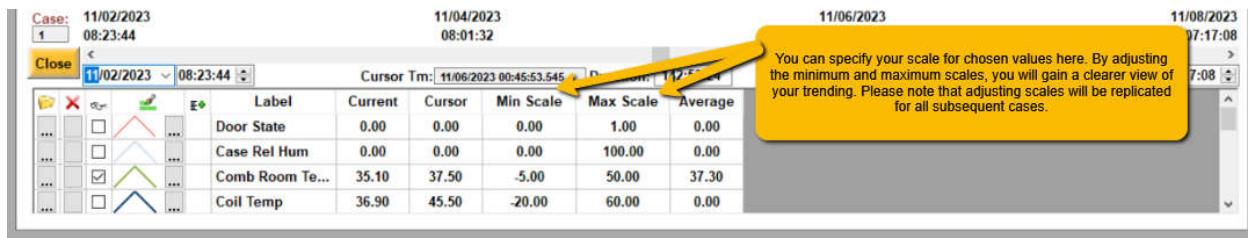
1. At the bottom, you will see a list of values.
2. Check the boxes beside the values you want to show in your graph.
3. Each value will have its own color on the graph.



Understanding the Columns

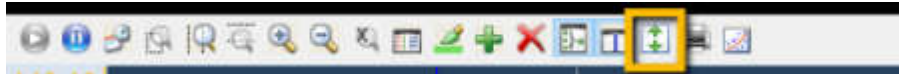
1. **Current:** Shows the live value right now.
2. **Cursor:** Shows the value where your mouse cursor is placed on the graph.
3. **Average:** Shows the average value over the time span.
4. **Min/Max Scale:** Here you can specify the scale for the values you have chosen to trend. By adjusting the minimum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

** 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.

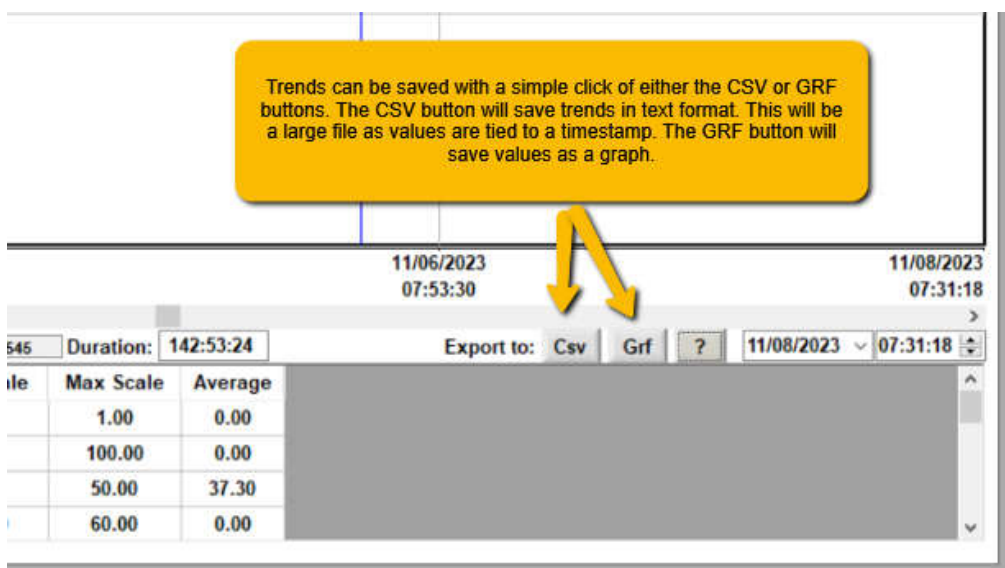
You can save your graphs two ways:

- **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



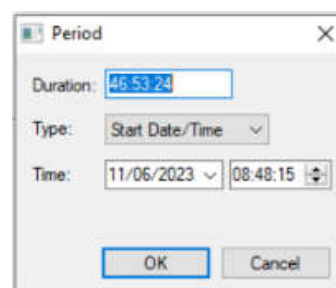
The toolbar at the top of the screen offers different functions that help you view your graph more clearly.



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.



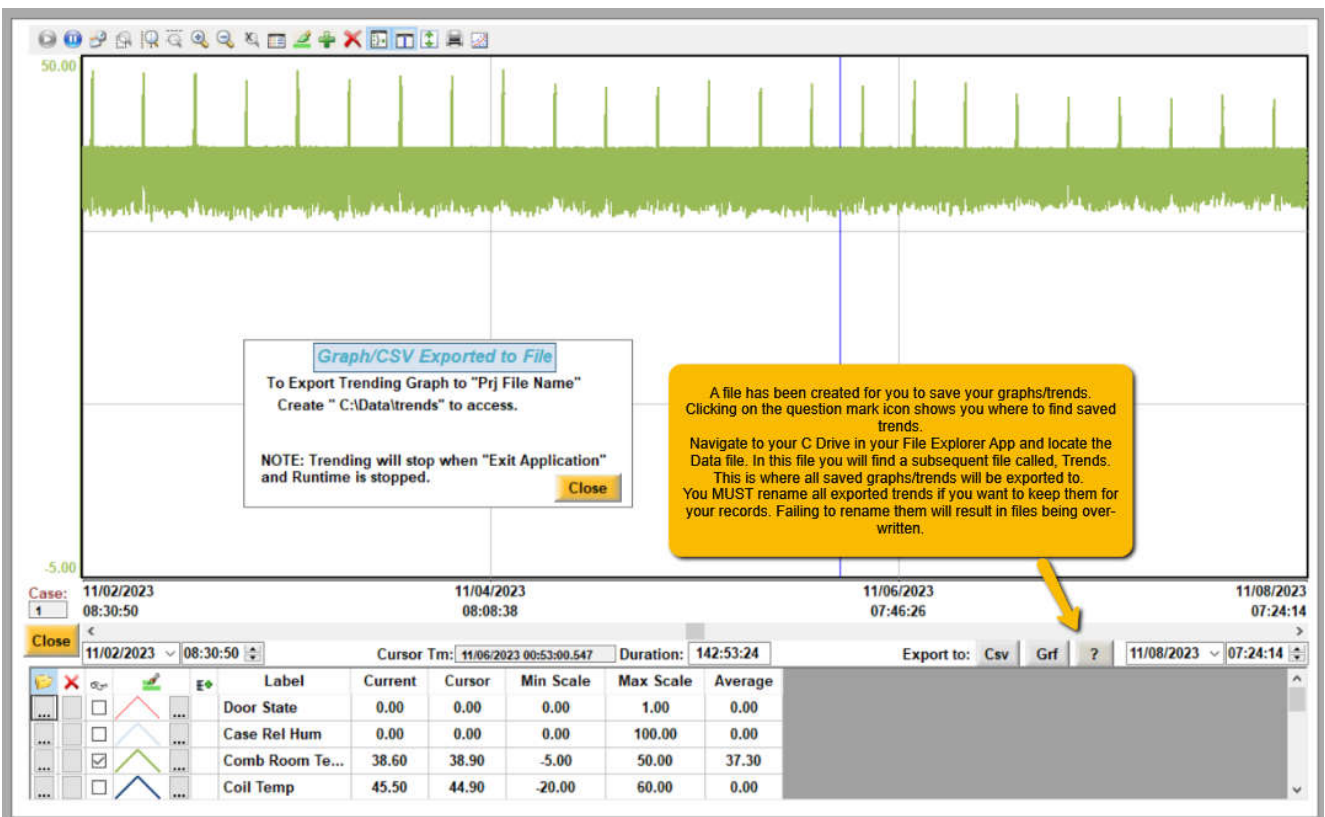
**IMPORTANT GRAPHING INFORMATION



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.

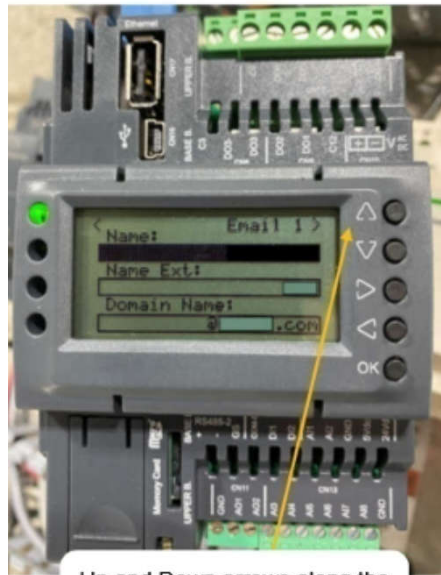


Setting the Clock on PLC

On the PLC, you can check to see the RTC (clock/ set time) to ensure it is set up correctly. That way when you set a schedule, the equipment is sure to respond at the correct time. Usually, this is done during programming, but it is good to check.

Navigating the PLC

- To move around the PLC screen, use the arrows along the side keypad. 
- Use the keypad arrows to select the digital arrows in the top left/right of the PLC screen. At any given point that this is not an option, press and hold the left arrow on the PLC to return to previous page.



Up and Down arrows along the side of the PLC will allow you to move the highlight around so you can select the value you want on the screen.

- For the Temperature Control Setpoints, go to the panel and find the **Main Management PLC**. The screen will look like the one below.



- You want to use the side arrows to scroll down to highlight 'Extended Information'.

- On the next screen use the arrows again to highlight **RTC clock**. It will show the set time.
- If you need to adjust, again use the arrows.

- You can also set Daylight Savings time automatically here.

0 No Time Zone specified	Daylight saving functionality is disabled.
1 Europe	Daylight saving functionality will start on last Sunday of March at 1:00 a.m. DST and end on last Sunday of October at 2:00 a.m.
2 US/Canada	Daylight saving functionality will start on second Sunday of March at 2:00 a.m. local time and end on first Sunday of November at 3:00 a.m.

- Once you have made changes, select the 'Val' (validate button) or '**Update**', and 'OK' button and return to the main screen.
(to return to the main screen, use the arrows to highlight the arrow in the top corners of the screen).

- All information entered must be saved (validated) each time. To save all changes, highlight the top right cell, 'Val', and press 'Ok' on the keypad. **Val** **Ok** Do this each time you enter information in a screen.

Seasonal Shutdown Procedure – Curling Ice Plant

This procedure allows you to safely shut down refrigeration for the off-season while maintaining controlled circulation and system stability. Reminder: to make changes to the system, you must log in.

Step 1: Disable Refrigeration (Raise Setpoint)

- Navigate to the **Temperature Control** screen to change the setpoint
- Increase the setpoint to **~100°F** (This will reflect on the home screen)



		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Event 1 :	Enable :	OFF	OFF	OFF	OFF	OFF	OFF	OFF
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
Event 2 :	Enable :	OFF	OFF	OFF	OFF	OFF	OFF	OFF
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min

What this does:

- Prevents the system from calling for cooling
- **Refrigeration stays OFF**
- **Brine pump continues to circulate**

Step 2: Adjust Building Conditions (Optional)

- Adjust **heater setpoints** as needed for ice removal or off-season conditions



Heat / Relative Humidity Control

Active Alarms: 1
Trend
Setpoints

North Heaters

CTRL Temp: 36.3 F
Active SP: 38.0 F
Schedule: ☐
Heat On/Off: ☐
On Delay Count: 45 s
Off Delay Count: 0 s

Relative Humidity

56.7 %
On Delay Count: 0 s
Off Delay Count: 30 s
Dehum Command: ☐

South Heaters

CTRL Temp: 37.2 F
Active SP: 38.0 F
Schedule: ☐
Heat On/Off: ☐
On Delay Count: 30 s
Off Delay Count: 0 s

Heat/RH Setpoints

Close

Heater 1
Heater 2
Heater 3
Heater 4

RH Setpoints

RH Ctrl Enable: ☒ ON
Setpoint: 60.0 %
On Delay: 30 s
Deadband: 4.0 %
Off Delay: 30 s

Alarm Setpoints

RH Alarm: ☐ OFF
High Alarm Sp: 70.0 %
Low Alarm Sp: 15.0 %
Alarm Delay: 60 min

		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Event 1 :	Enable :	☐ OFF	☐ OFF	☐ OFF	☐ OFF	☐ OFF	☐ OFF	☐ OFF
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
Event 2 :	Enable :	☐ OFF	☐ OFF	☐ OFF	☐ OFF	☐ OFF	☐ OFF	☐ OFF
	Setpoint :	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F	32.0 F
	ON :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min
	OFF :	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min	0 Hr 0 Min

Heater 1 Setpoints

Heat 1 Enable: ☒ ON
Setpoint: 38.0 F
On Delay: 45 s
Deadband: 2.0 F
Off Delay: 30 s
Schedule Enable: ☐ OFF

Alarm Setpoints

Temp Alarm: ☒ ON
High Alarm Sp: 50.0 F
Low Alarm Sp: 32.0 F
Alarm Delay: 60 min

Heater 1 Setpoints

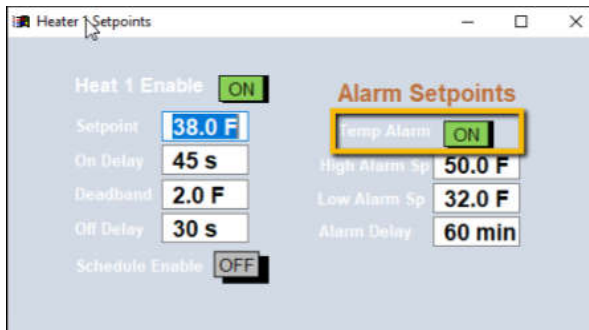
Heat 1 Enable: ☒ ON
Setpoint: 65.0 F
On Delay: 30 s
Deadband: 3.0 F
Off Delay: 30 s
Schedule Enable: ☒ ON

Alarm Setpoints

Temp Alarm: ☐ OFF
High Alarm Sp: 46.0 F
Low Alarm Sp: 32.0 F
Alarm Delay: 60 min

Step 3: Disable Temperature Alarms

- Navigate to **alarm settings**
- Set **temperature alarms to OFF** by clicking on the Temp Alarm On button

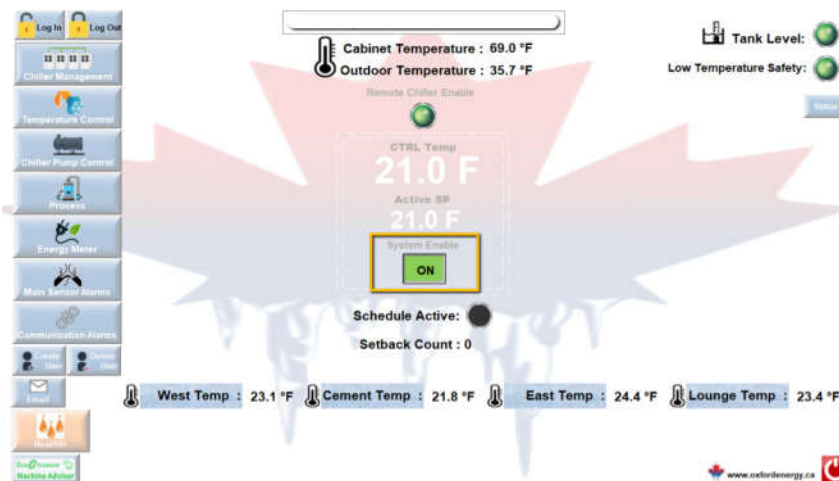


Why this is important:

- Prevents nuisance alarms while the system is intentionally above normal operating temperatures

Step 4: Turn System OFF

- From the **Home Screen**:
 - Log into the system
 - Press the **ON (green)** button
 - Switch it to **OFF (grey)**



What to expect:

- A **“No Flow”** alarm may appear
- This is **normal** when the system is turned off

👉 No action required unless other alarms are present

Optional: Running Pump During Off-Season

If circulation is required during the off-season:

- Leave temperature setpoint at **~100°F**
- Turn system back **ON**

Result:

- **Pump will run at minimum speed**
- **No refrigeration will operate**

👉 *Useful for periodic circulation, fluid maintenance, or system checks*

Summary of Operation Modes

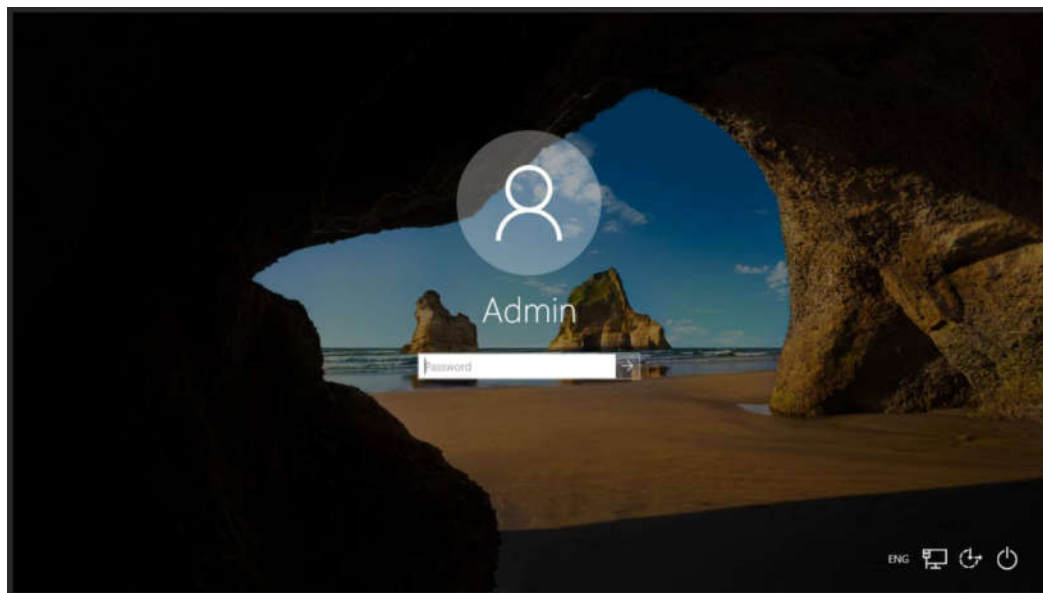
Mode	Setpoint	System Status	Result
Seasonal Shutdown	~100°F	OFF	System fully stopped
Circulation Only	~100°F	ON	Pump runs, no cooling
Normal Operation	Ice setpoint	ON	Full refrigeration

Important Notes

- Always ensure **alarms are reviewed before shutdown**
- Do not leave system in OFF state if circulation is required for extended periods
- If unsure, contact Oxford before adjusting

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.