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NAVIGATING GATEMANAGER
ON CHILLER PLATFORMS

OXFORD ENERGY SOLUTIONS INC

VERSION 1.3

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Quick Reference Guide

Logging In

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

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Understanding Alarms

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

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Viewing a Trend

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

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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)

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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.

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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

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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.

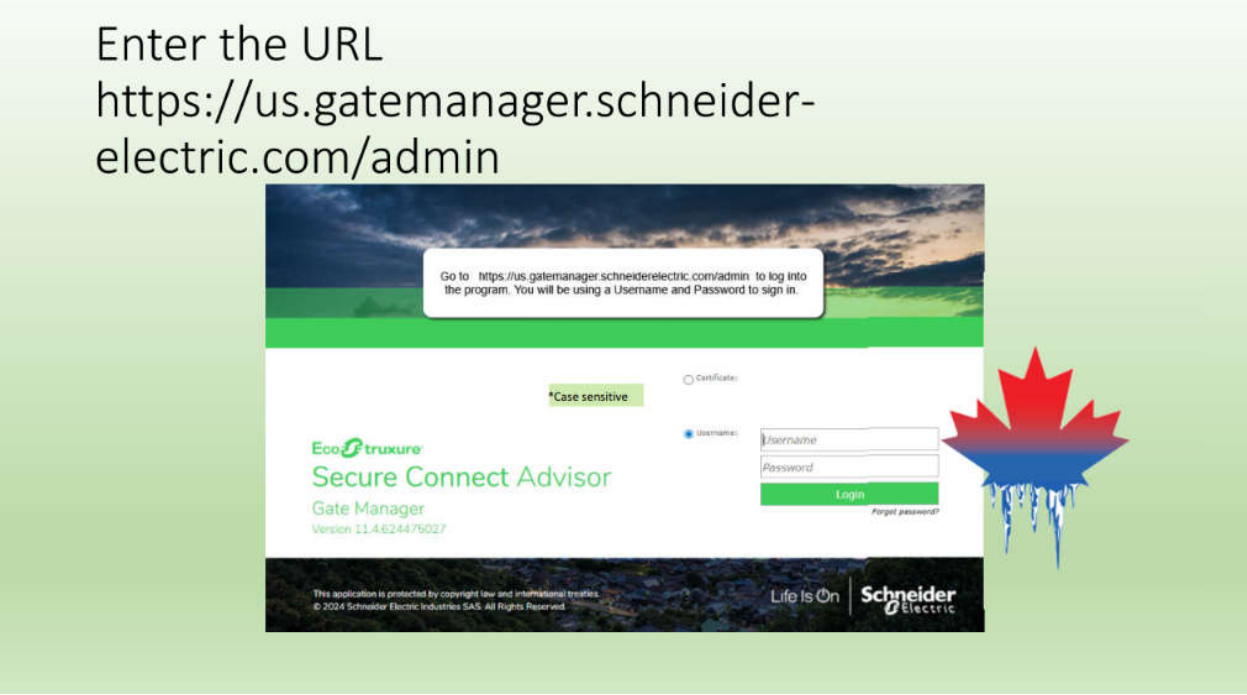
While the system interface remains the same, a few navigation differences exist:

- 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

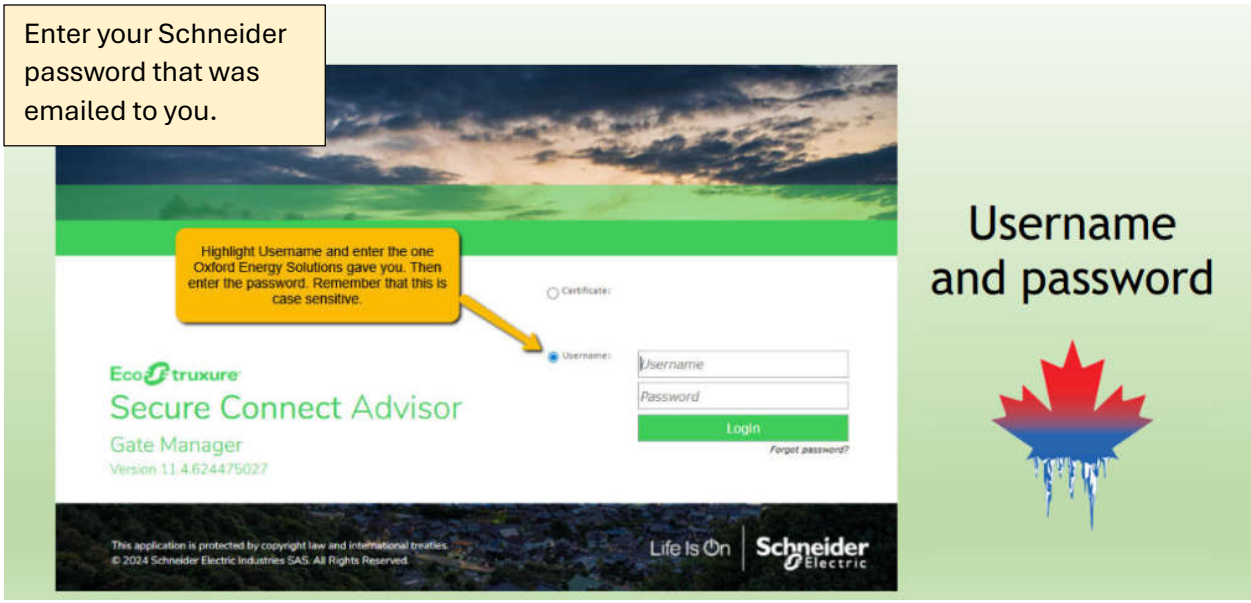
For best performance, Google Chrome is recommended.

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 your Schneider password that was emailed to you.

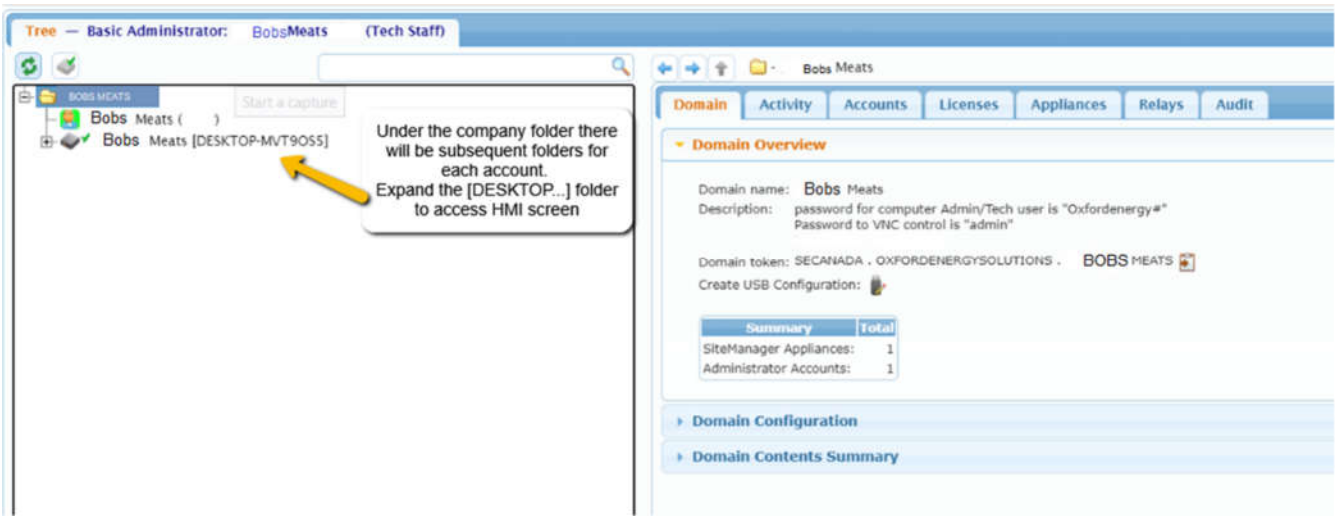


Mac Tip:

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

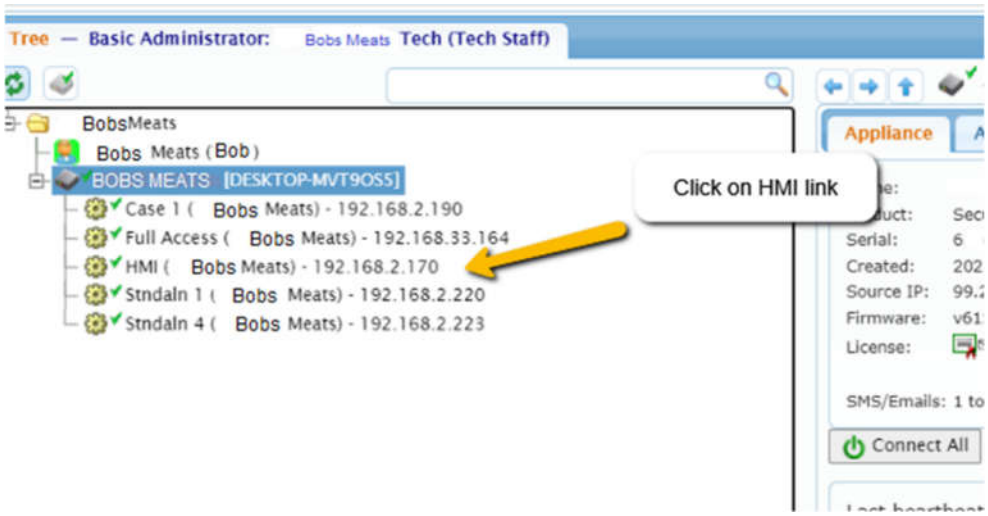
Once inside the program, you will see a screen divided in two principal areas. The left side of the screen is an expandable tree menu, and the right side gives information about your program. Navigate to the left side and you will see your facility/company/name. Click on the plus sign to expand the menu.



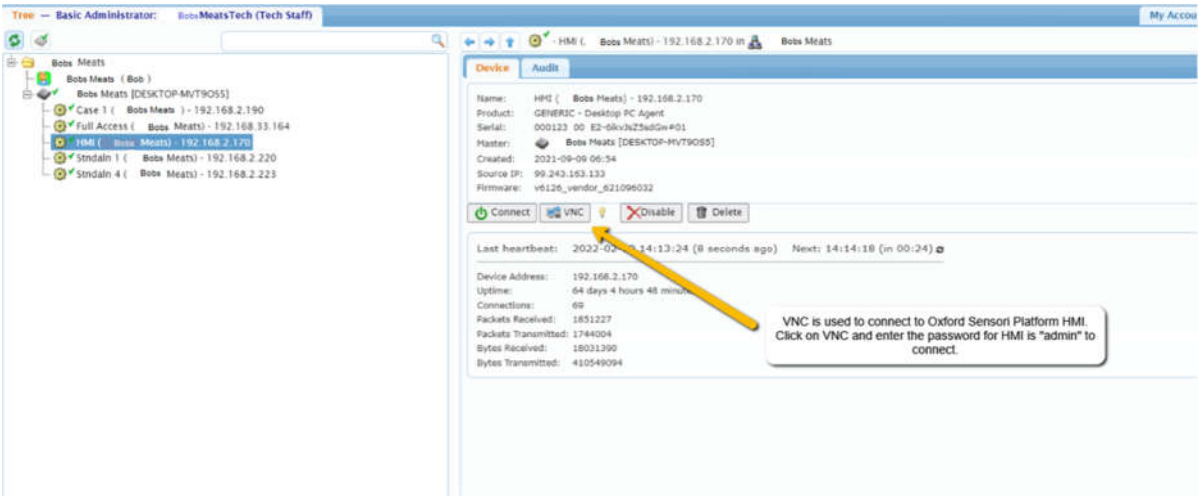
Mac Tip:

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

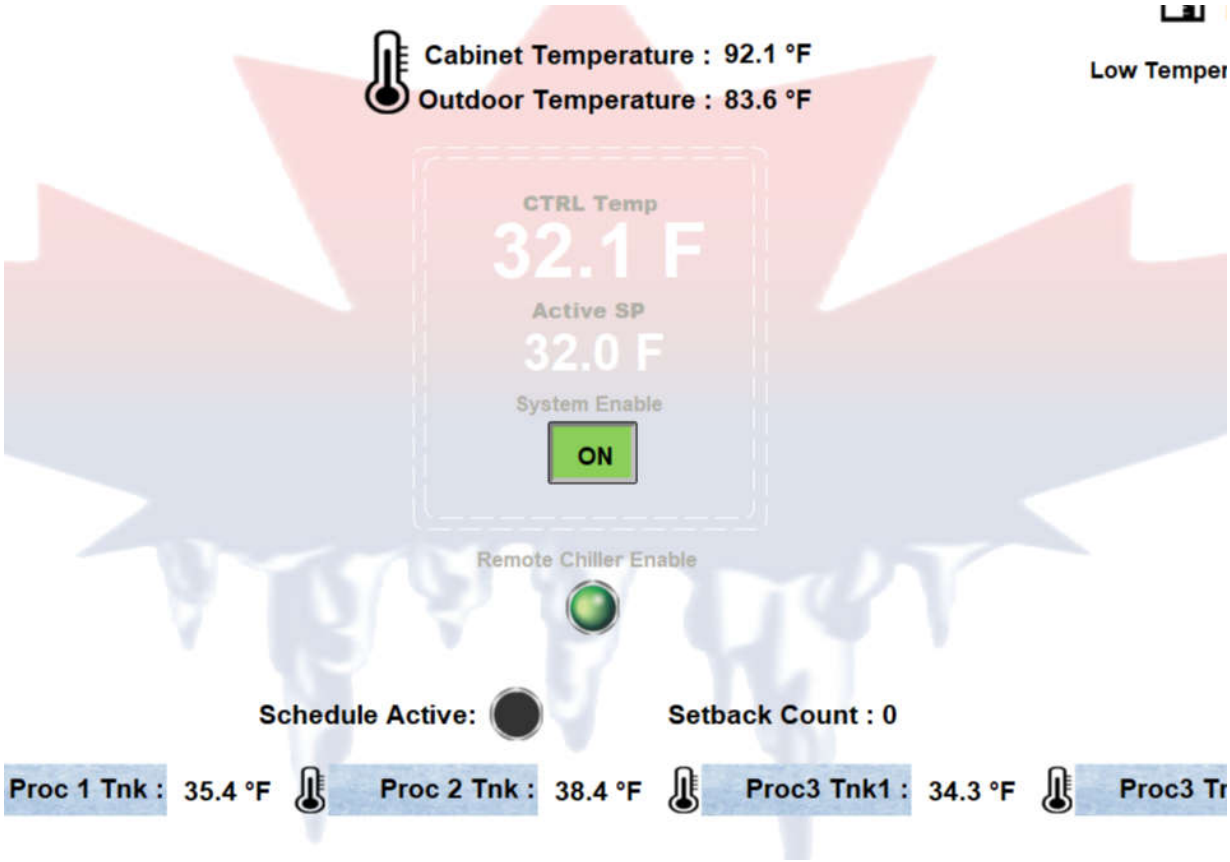
Navigating EcoStruxure – GateManager

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

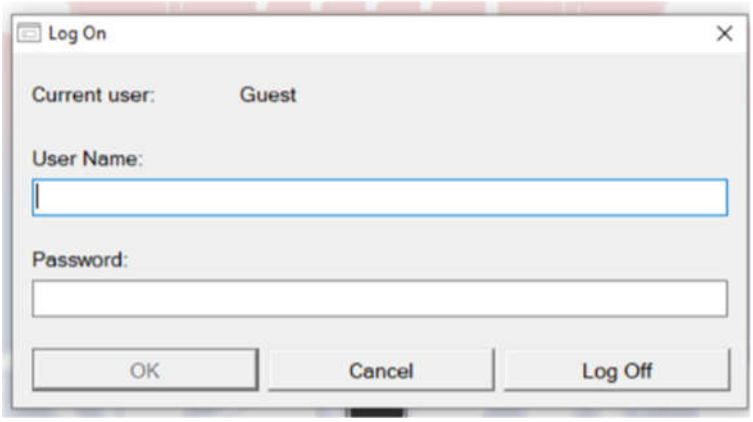
- This function allows for a **controlled shutdown**, preventing unnecessary stress on system components
- Shutdown/startup can be completed:
    - On-site
    - Remotely (computer or mobile device)
- If unsure, contact **Oxford Energy Solutions** before shutting down the system

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



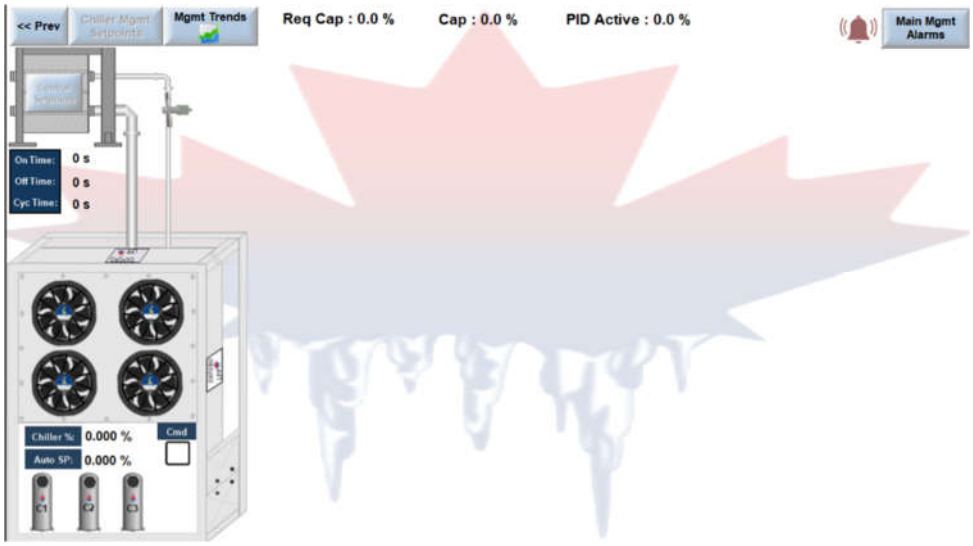
Upon entering the program, the default setting is a 'Guest' level. This level is a read-only level and does not allow you to adjust/change any value. Should you need a higher level of access, you will need to log in with a username and password.

- 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

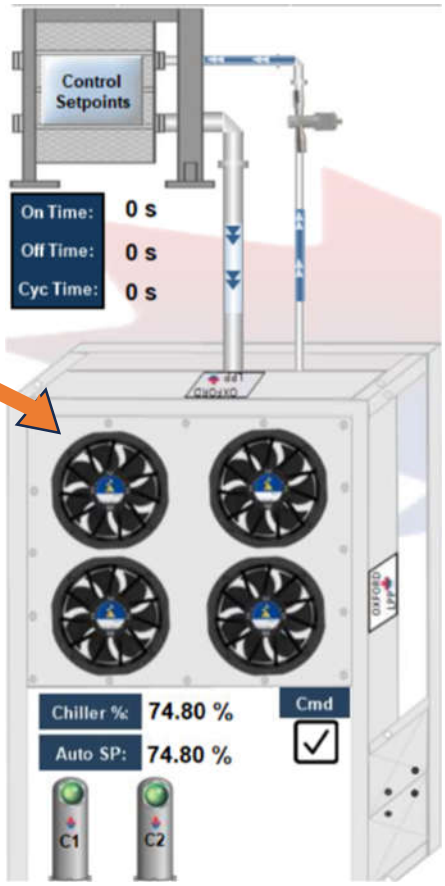
On the Chiller Management screen, you will see the overview and visual representation of your equipment.

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



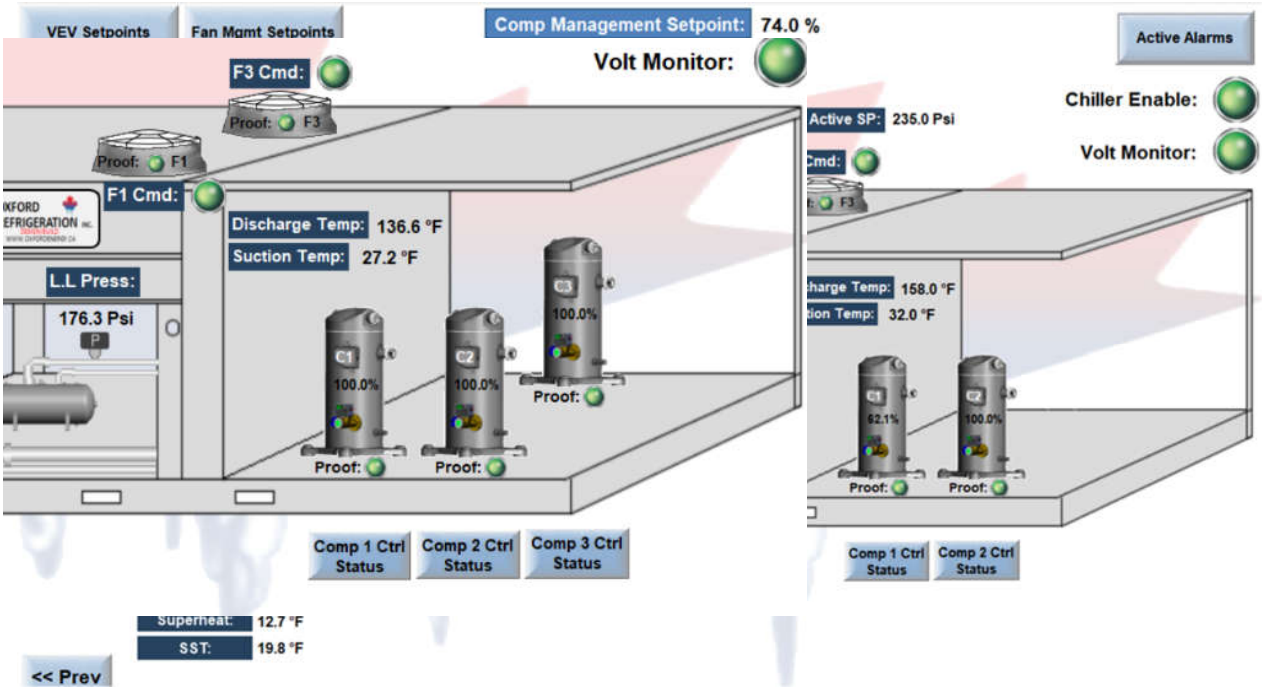
- When it is active, you will see animated fluid movement and indication of compressor state (on/off).
- There will be additional information regarding run time, capacity, etc.
- Transfer buttons to **Setpoints**, **trends** and **alarms** are available here. ***(Refer to pg. 20-22)***

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.



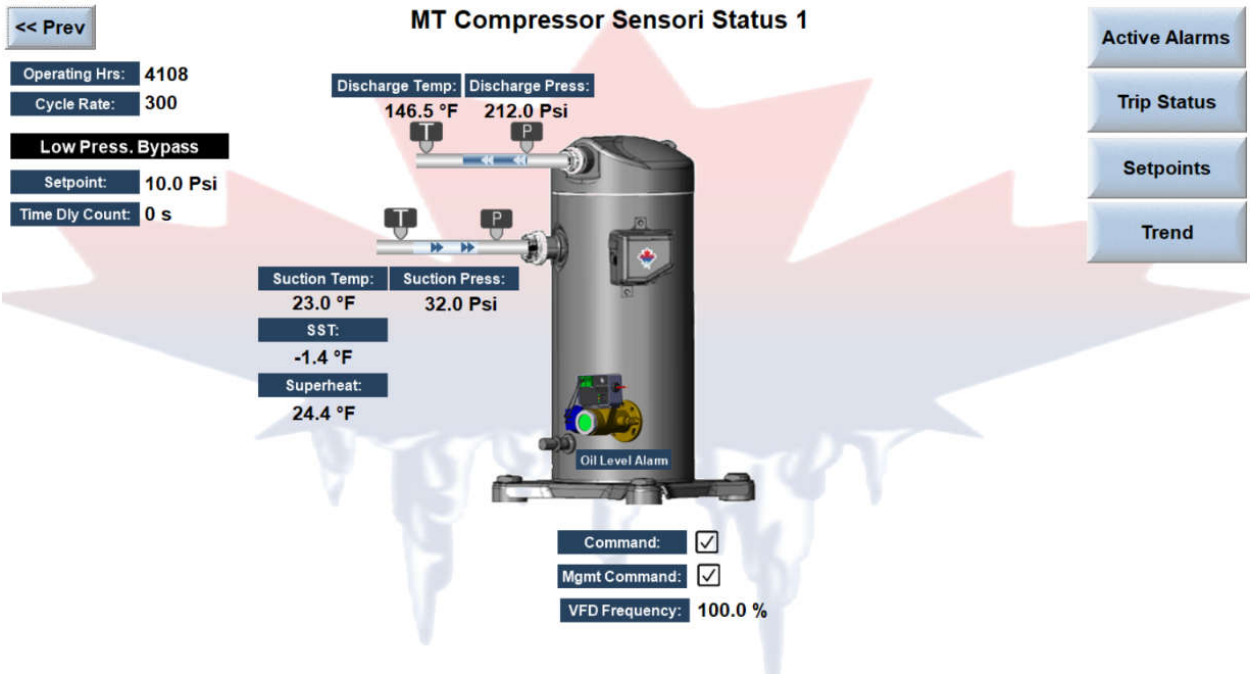
- Green dots indicate when a component is running or not.
- Read-out data will be shown next to each heading.
- Transfer buttons to **Setpoints**, **Configuration**, **Trends** and **Alarms** are available here. ***(Refer to pg. 20-22)***

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.

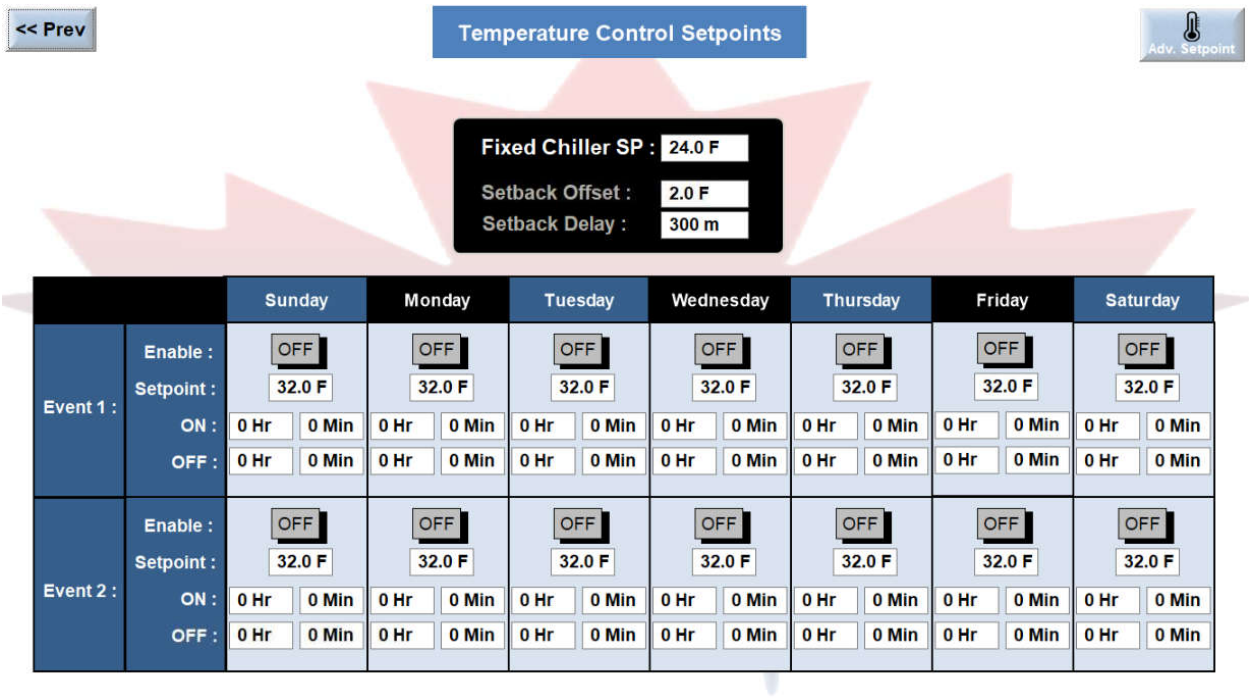
- Transfer buttons to **Setpoints**, **Status**, **Trends** and **Alarms** are available here. ***(Refer to pg. 20-22)***



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.**



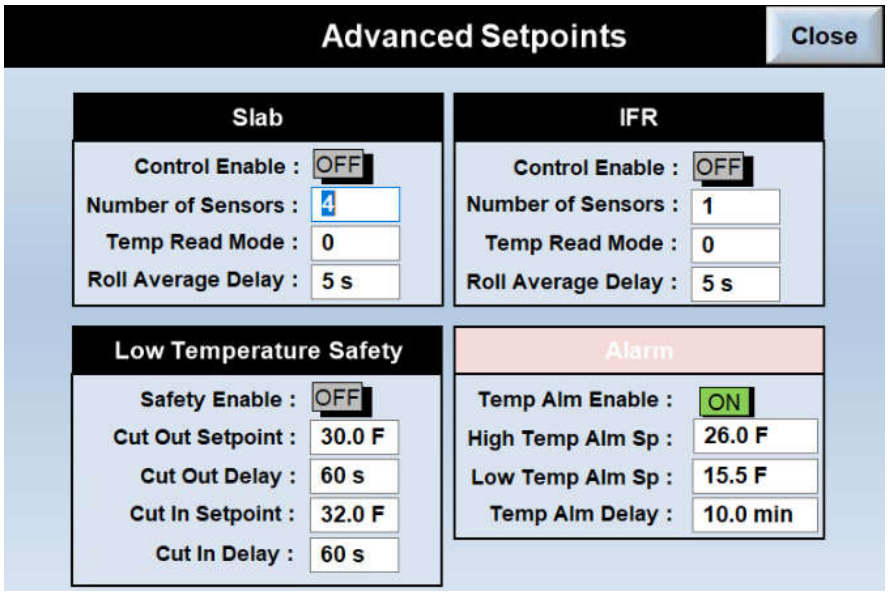
There are two events per day available to schedule. This allows you to modify the Fixed Chiller Setpoint to accommodate changing activities at the facility.

- 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.

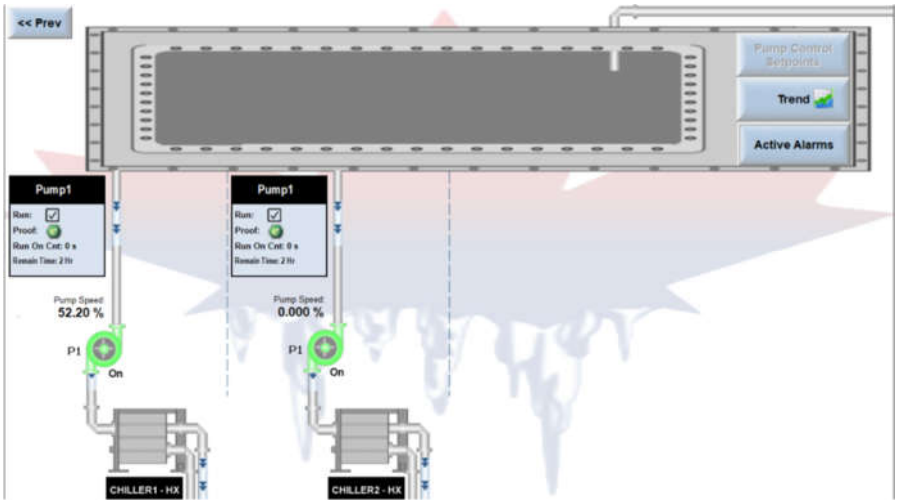
The Setback Offset and Setback Delay allows you to change the setpoint by a specified temperature (Setback Offset) for a specified amount of time (Setback Delay).

Adva re 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.



Chiller Pump Control



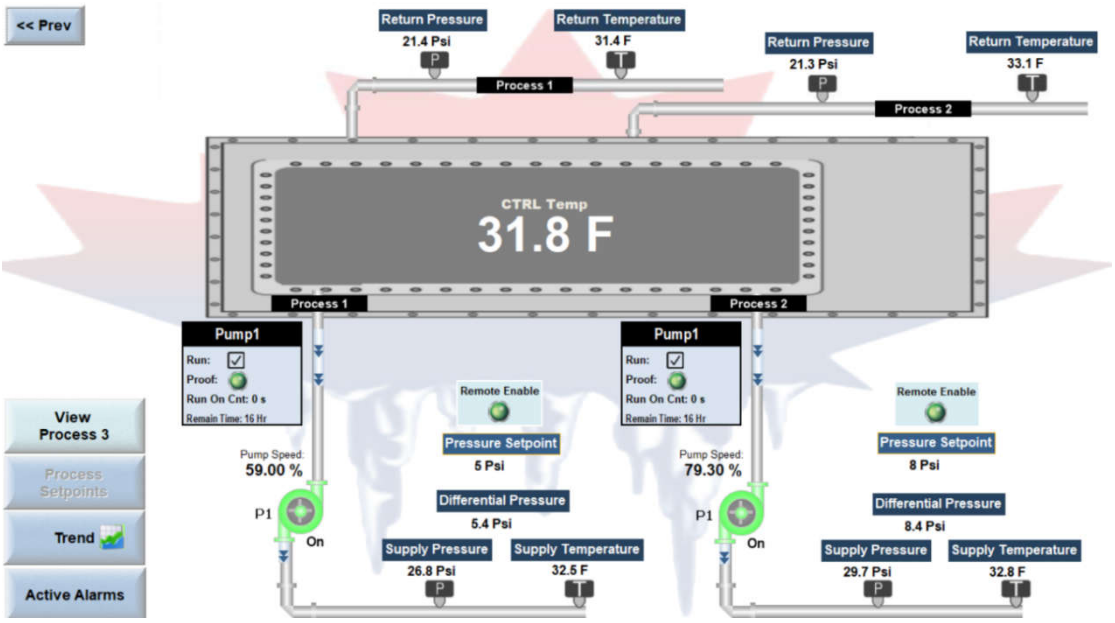
The Chiller Pump Control shows the operation of the chiller pump/heat exchanger.

- 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 **alarm**s are available here. ***(Refer to pg. 20-22)***

Process

- In the Process screen, all temperatures, pump speeds, status, pressures and setpoints are graphically shown.

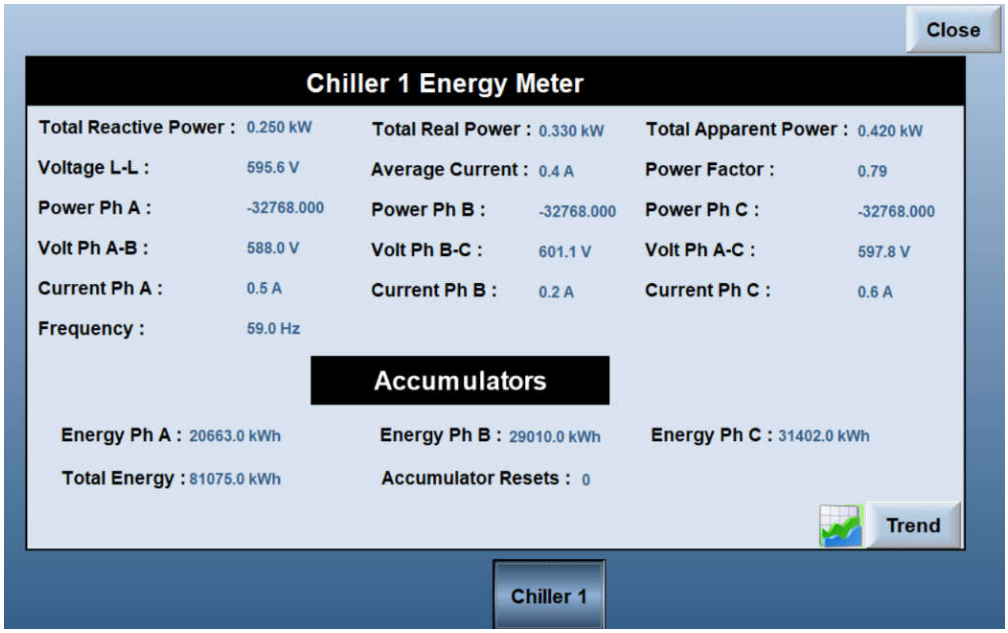
- Transfer buttons to **Setpoints**, **trends** and **alarms** are available here. ***(Refer to pg. 20-22)***



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.



Create User – Delete User

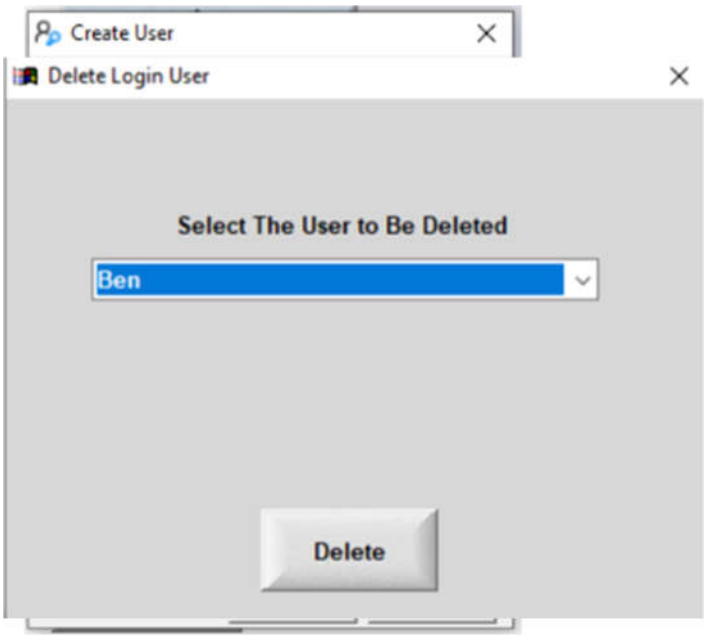
- To add a new user, select the '**Create User'** button and follow the prompts.
- You should be adding new members as '**Guest**'. (Guest = permission to view only, Maintenance = read access + limited adjustment access, Tech = read access + high degree of control, Admin = full access & complete control)

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'**.

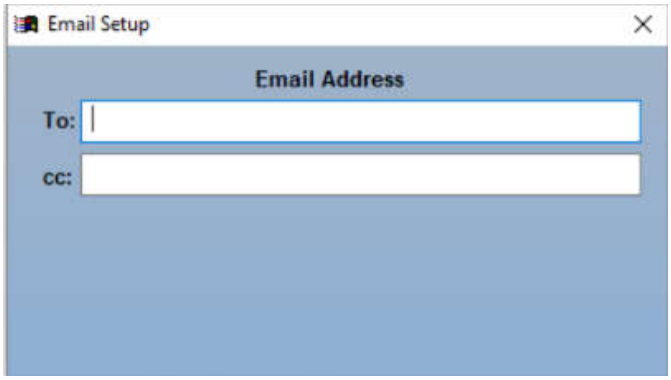
- Click Ok.



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

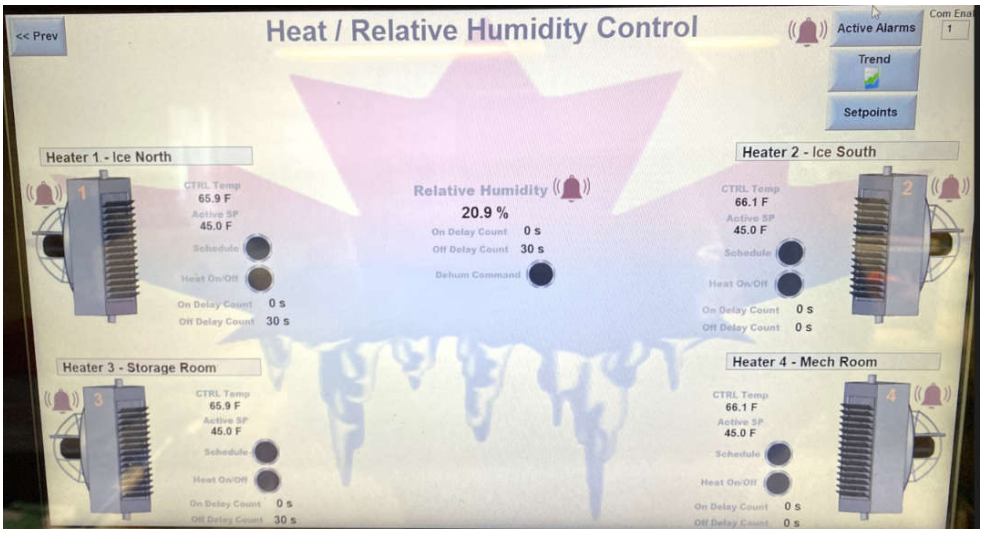
Email

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



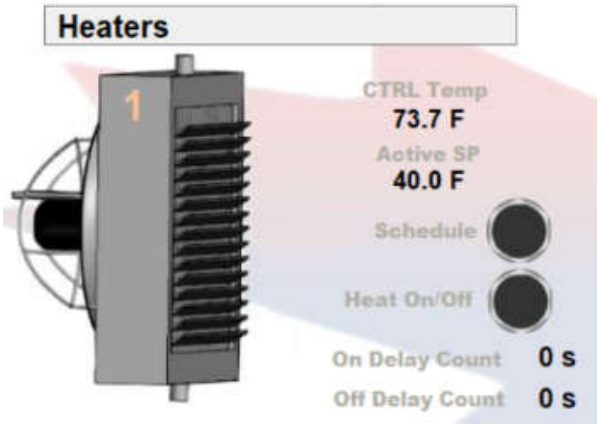
Heat/RH

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.



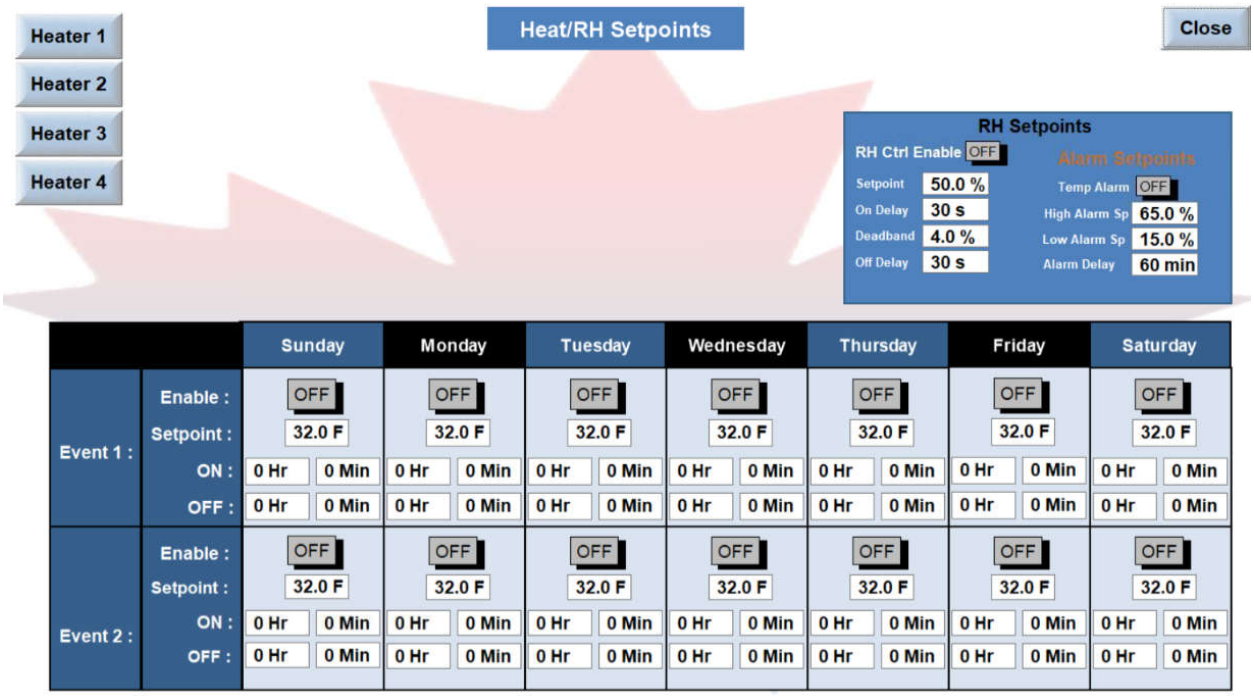
Beside each heater you will see the current **control temperature** and it's **setpoint**, the **schedule** and **heat activation**, and the on/off **delays** countdown in seconds.

- 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.



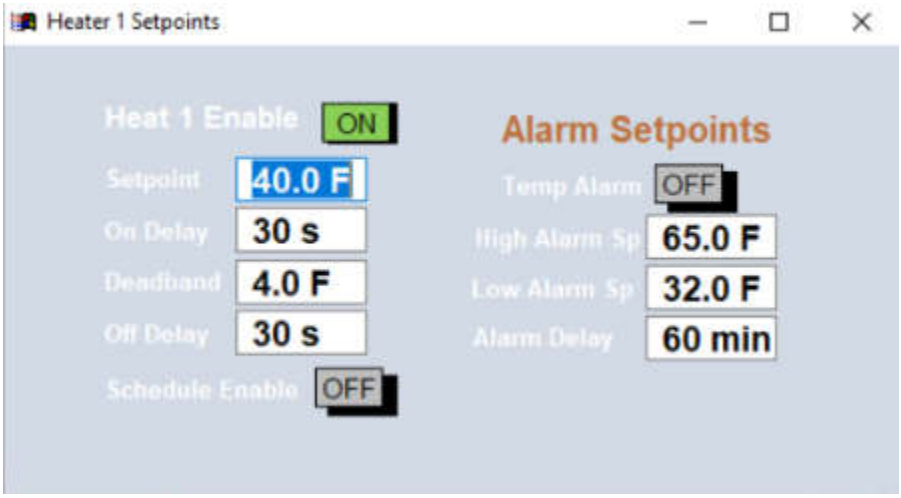
Relative Humidity Settings

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



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.



Transfer Buttons for Each Screen

Each screen will have the following transfer buttons for navigation:

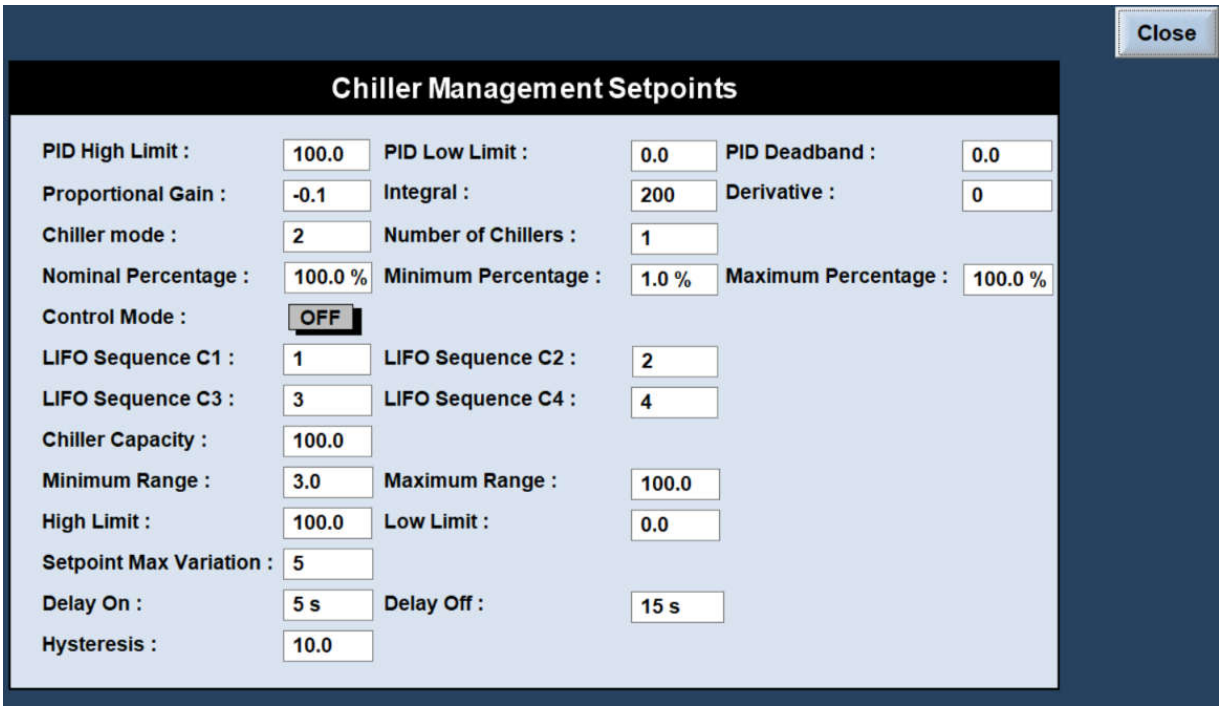
The <<Prev button allows you to return to the previous screen. If this button is not available, use the 'Close button to return.

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.

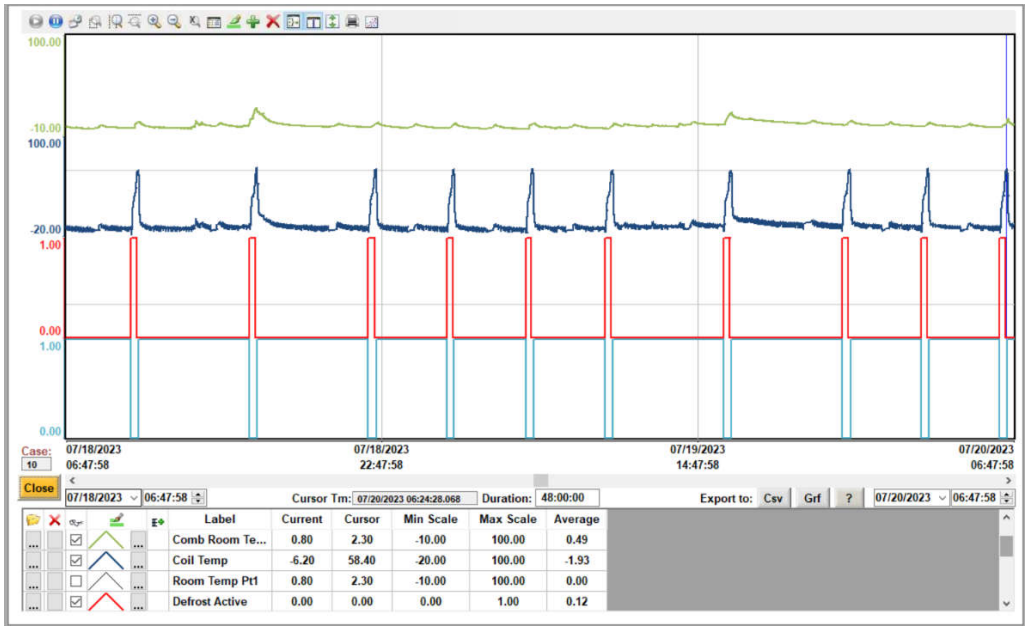
Alarm buttons will visually show that an alarm is active by turning red and depicting a bell symbol beside it. Click the button to move to the alarm screen.

Setpoint Screen Example



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.



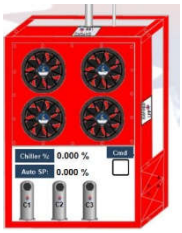
Working with Alarms

Your chiller continuously monitors operating conditions and alerts you whenever a condition requires attention. Some alarms are simply notifications that an operating limit has been exceeded, while others require investigation.

The Alarm screens 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.

This section explains how to view alarms, understand their status, and determine when action is required.

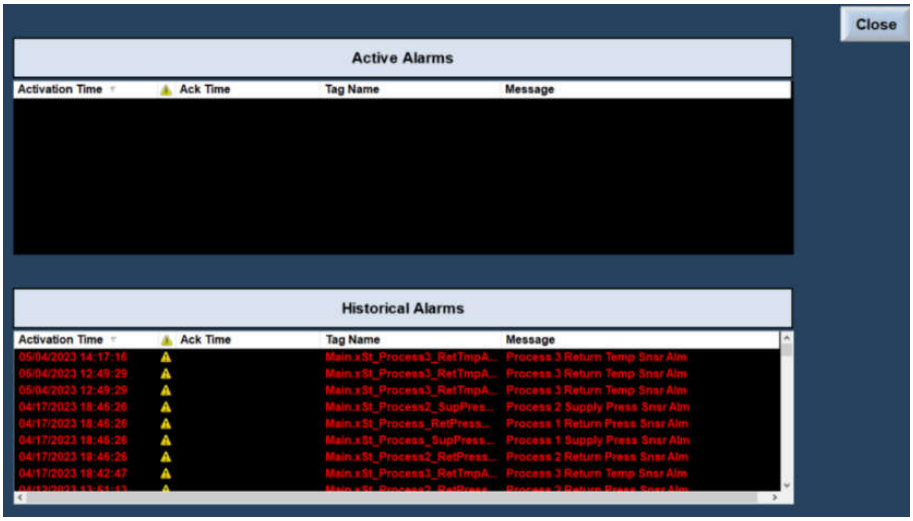
Alarm Icon Example:



Throughout the Chiller platform, alarms are indicated directly on the transfer buttons. When a monitored section requires attention, the corresponding Alarm button changes colour and displays a bell icon. This allows you to quickly identify which part of the system is reporting the condition before opening the alarm screen

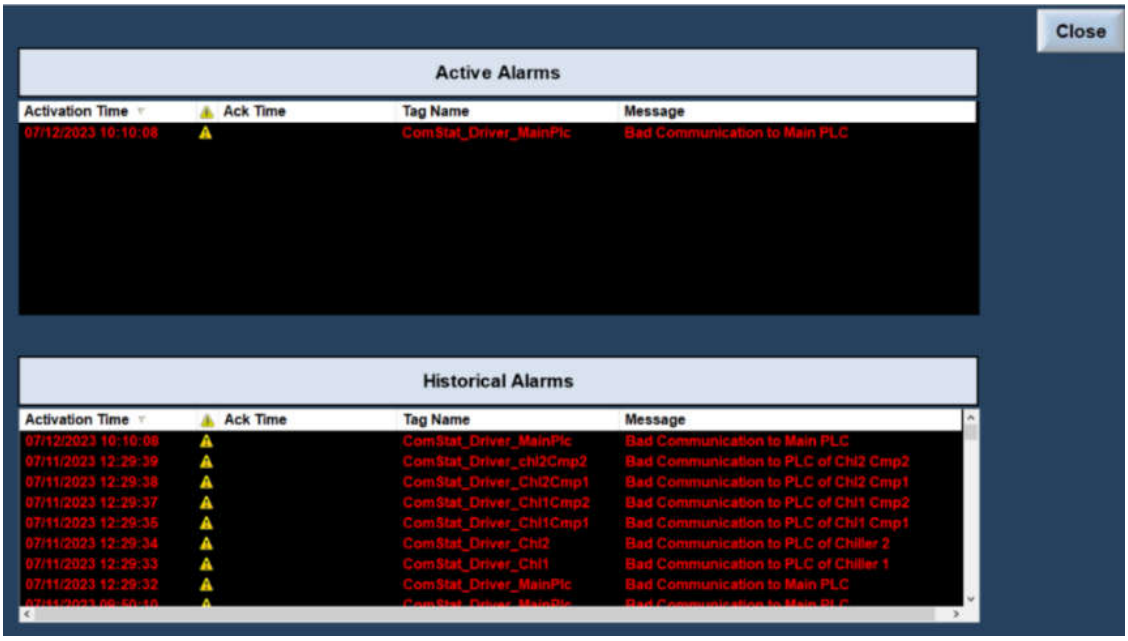
Main Sensor Alarms

These alarms monitor operating conditions such as temperatures, pressures and other monitored values. They indicate when a sensor is operating outside the setpoints that have been configured.



Communication Alarms

These alarms indicate communication loss between devices. Although remote monitoring may be unavailable, the refrigeration system generally continues operating using the PLC program.



Understanding the Alarm Screen

Each area of the chiller has its own Alarm screen. When an alarm occurs, the corresponding transfer button displays a red indicator or bell icon.

Examples include:

- Chiller Management Alarms
- Compressor Alarms
- Communication Alarms
- Heat/Humidity Alarms
- Process Alarms

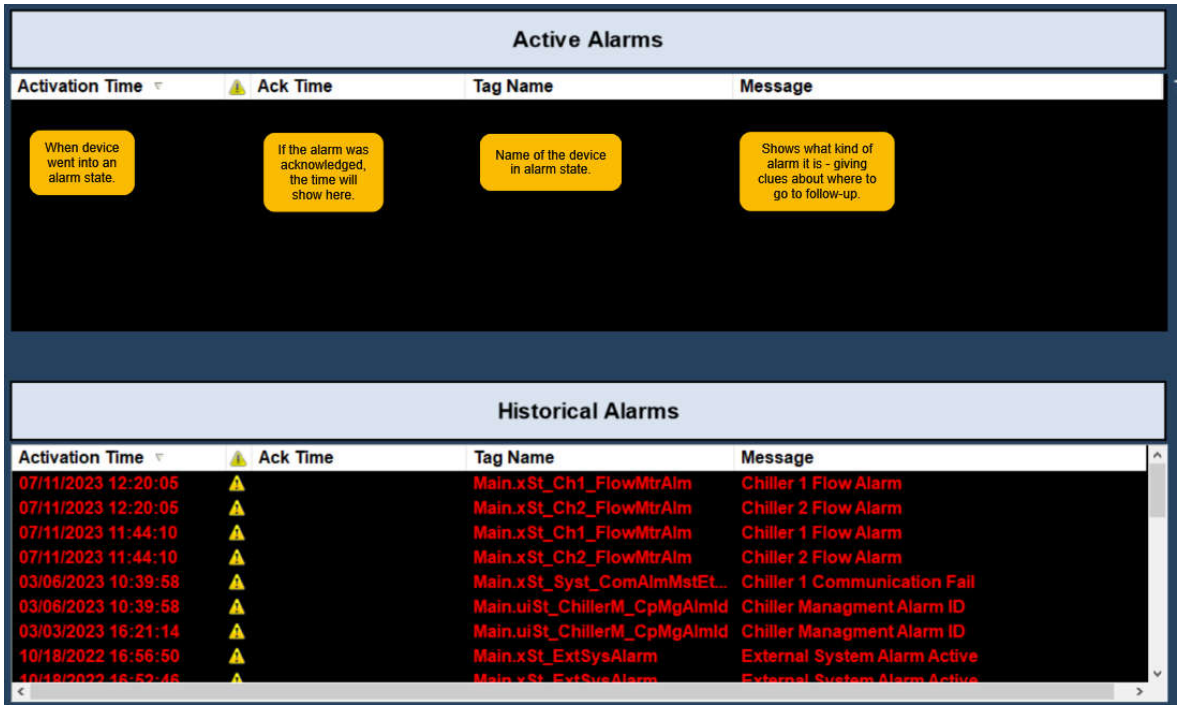
The Alarm screen is divided into two sections:

- **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 screen lists:

- Date and time
- Alarm description
- Equipment reporting the alarm

The alarm description tells you what condition requires attention. You do not need to interpret the tag names shown in the alarm list.

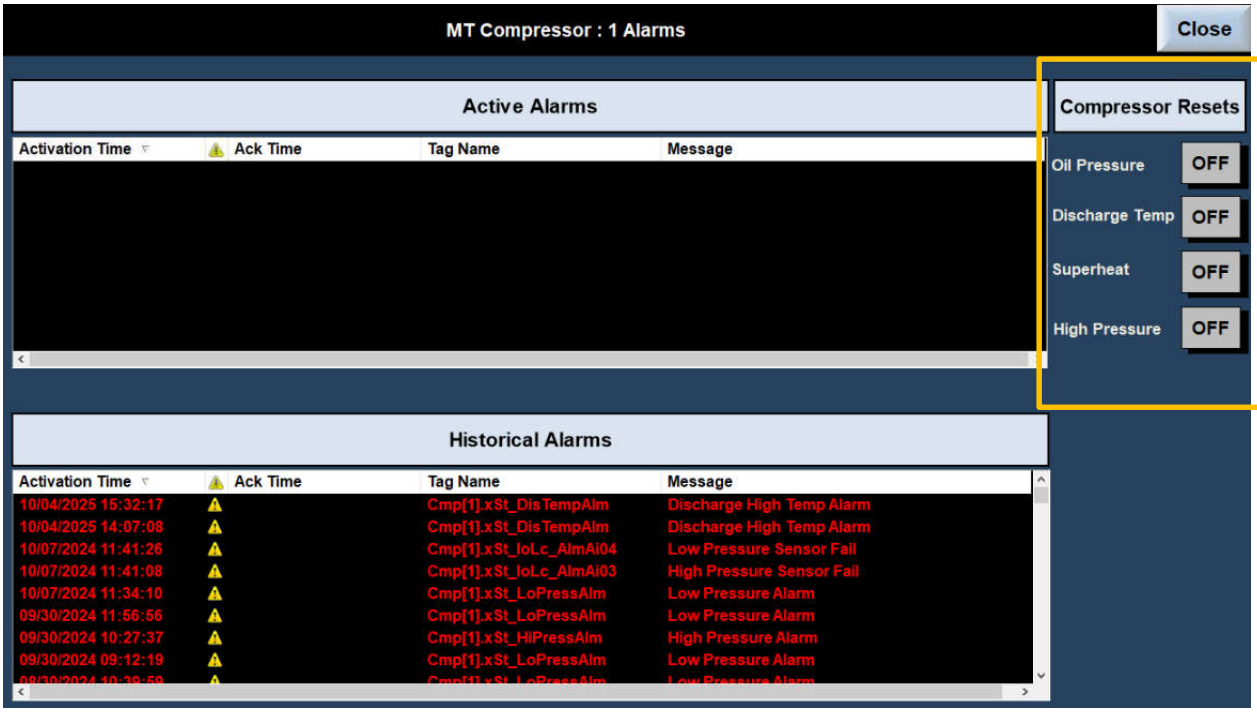


Acknowledging an Alarm

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 reset/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.

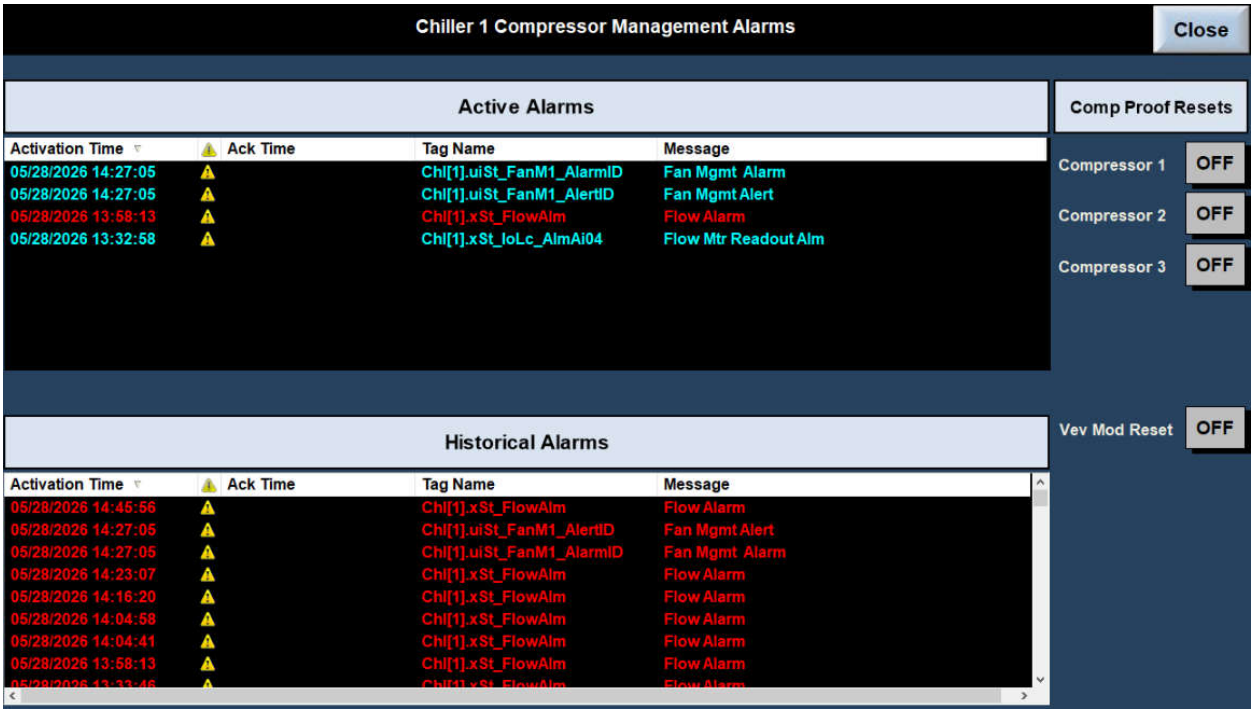
Important: *If the alarm changes to* ***green*** *after double-clicking the description, it has been selected but* ***has not been acknowledged****. Use the appropriate reset/acknowledgement button to clear the alarm correctly. See Alarm Troubleshooting Guide for more information on alarm colours.*



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.


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
Vev Mod Reset
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 – Follow the alarm

Click the transfer button displaying the red indicator or bell icon.

Step 2 – Read the Alarm Description

Focus on the **Message** column.

Examples include:

- Flow Alarm
- Voltage Monitor Alarm
- High Pressure Alarm
- Low Pressure Alarm
- Discharge High Temperature Alarm

The message tells you what condition requires attention. The Tag Name is primarily intended for technicians.

Step 2 – Refer to this Guide

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:

✓ 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.)

Providing this information helps our technicians diagnose the issue more quickly and reduce downtime. Remember you can review alarm history to see if it has happened before.

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
- Loose wiring
- Damaged sensor
- 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

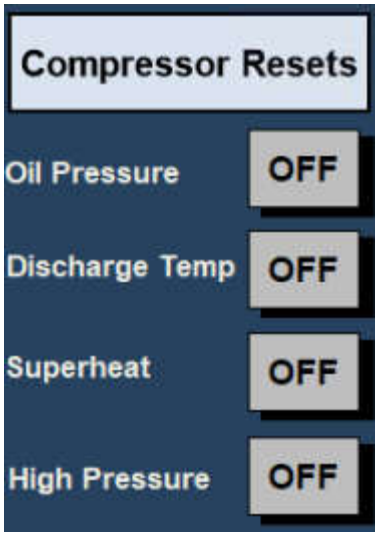
Some compressor alarms require manual reset while others reset automatically.

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.

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

1. Log into the HMI.

2. Open the affected compressor.
3. Press and hold the **Low 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 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.

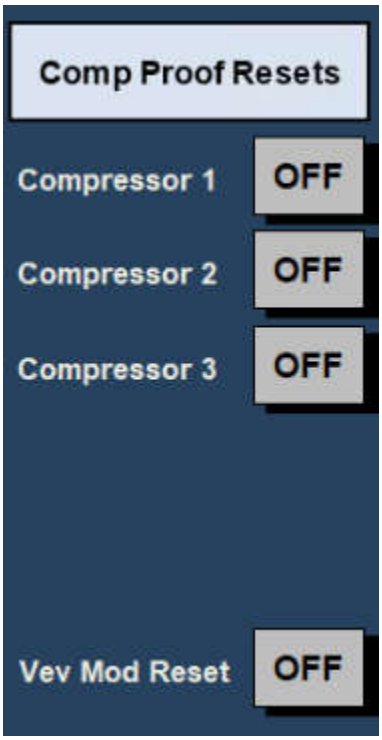
Acknowledging the Alarm

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 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.

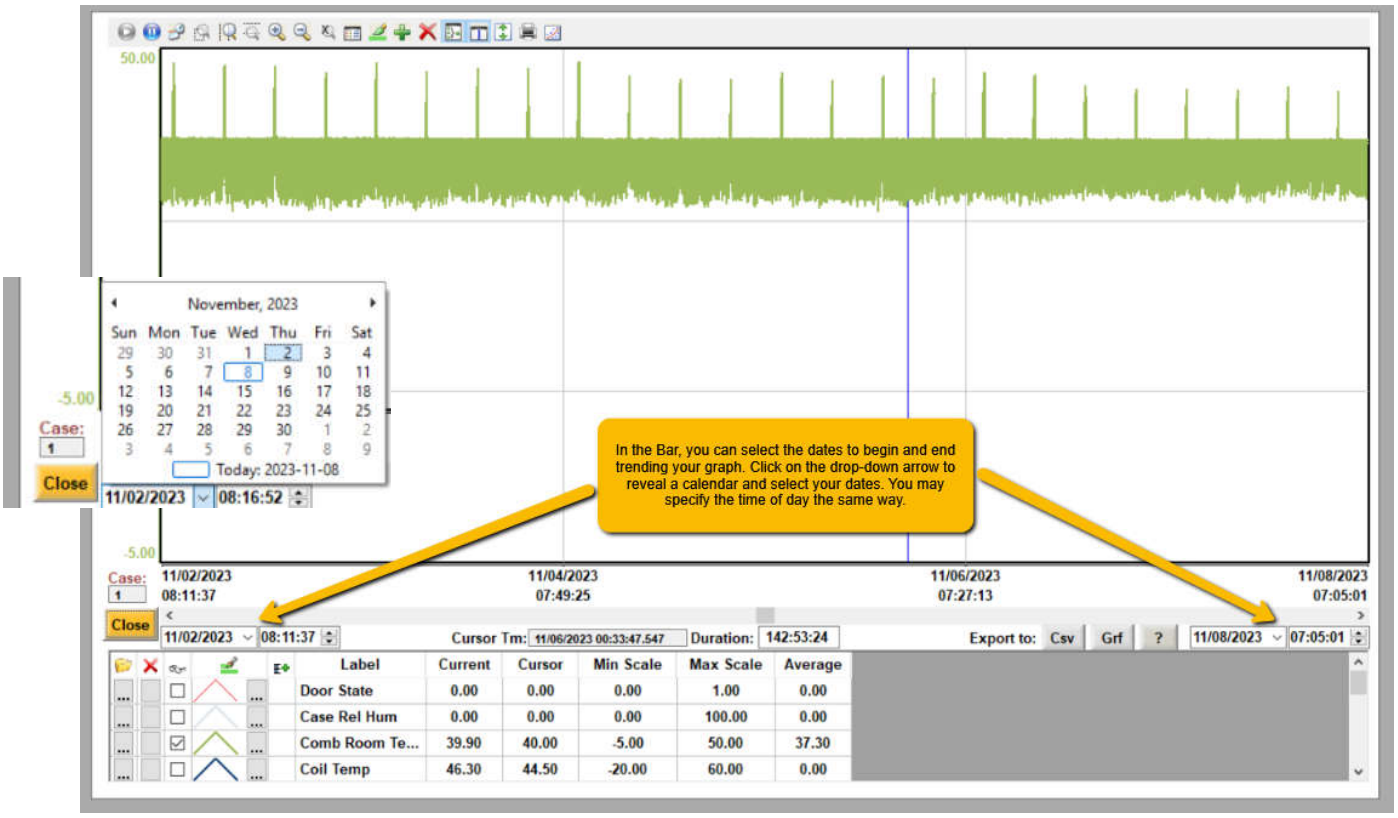
A new screen opens to reveal the graph.

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**.

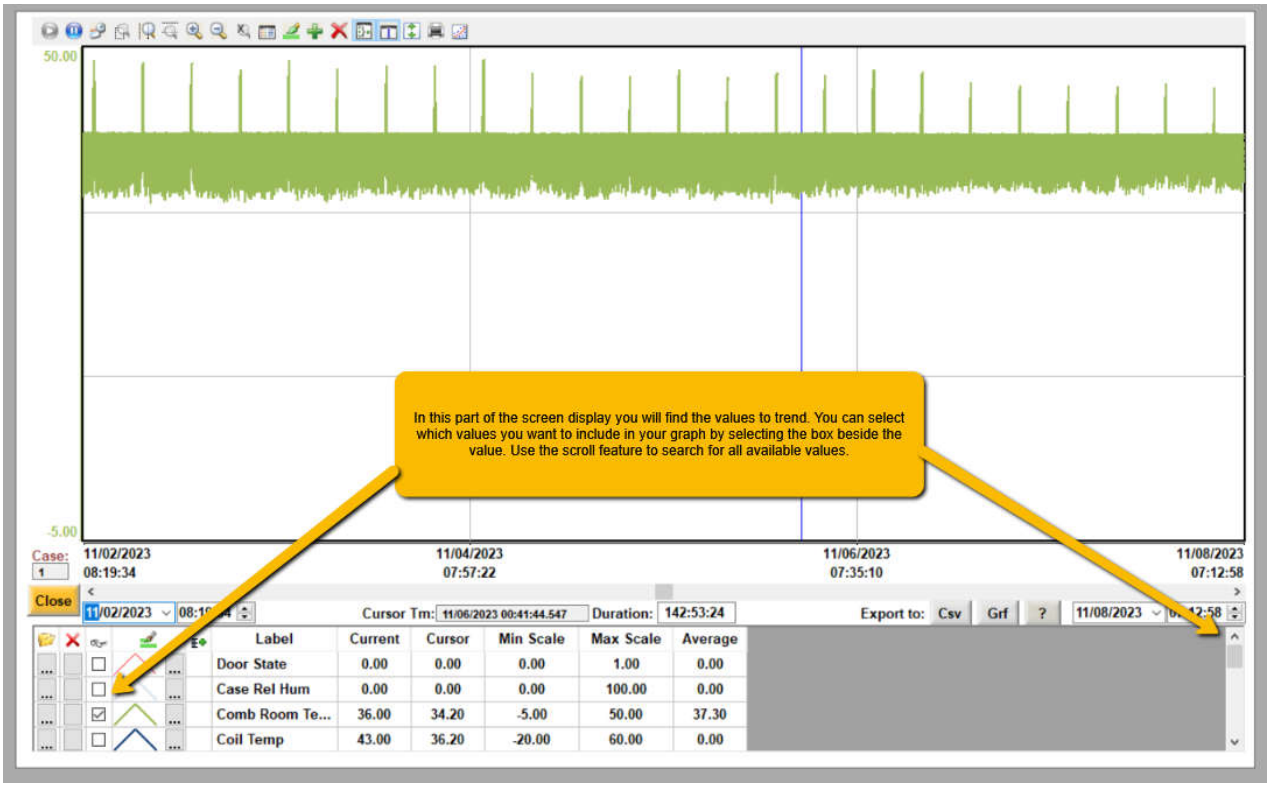

November, 2023
Sun Mon Tue Wed Thu Fri Sat
Today: 2023-11-08
11/02/2023 08:16:52
In the Bar, you can select the dates to begin and end trending your graph. Click on the drop-down arrow to reveal a calendar and select your dates. You may specify the time of day the same way.
Case:
Close
11/02/2023 08:11:37
Cursor Tm: 11/06/2023 00:33:47.547
Duration: 142:53:24
Export to: Csv Grf ?
11/08/2023 07:05:01
Label Current Cursor Min Scale Max Scale Average
Door State 0.00 0.00 0.00 1.00 0.00
Case Rel Hum 0.00 0.00 0.00 100.00 0.00
Comb Room Te... 39.90 40.00 -5.00 50.00 37.30
Coil Temp 46.30 44.50 -20.00 60.00 0.00

The Duration of the graph will be shown here and reflect the dates chosen
Case:
Close
11/02/2023 08:17:52
Cursor Tm: 11/06/2023 00:40:02.545
Duration: 142:53:24
Export to: Csv Grf ?
11/08/2023 07:11:16
Label Current Cursor Min Scale Max Scale Average
Door State 0.00 0.00 0.00 1.00 0.00
Case Rel Hum 0.00 0.00 0.00 100.00 0.00
Comb Room Te... 37.30 37.60 -5.00 50.00 37.30
Coil Temp 46.10 41.80 -20.00 60.00 0.00

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.

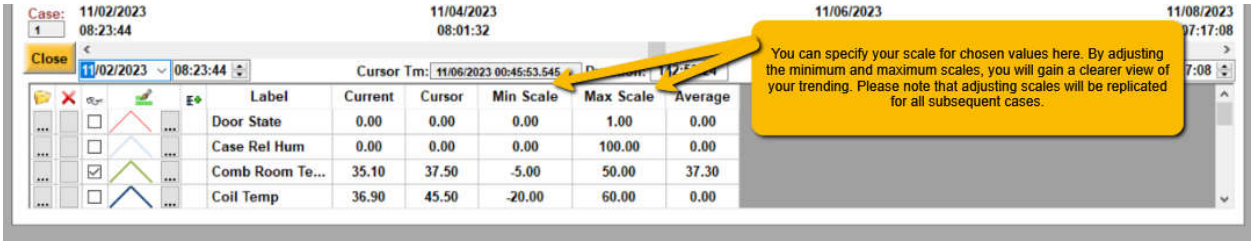
1. At the bottom, you will see a list of values.
2. Check the boxes beside the values you want to show in your graph.
3. Each value will have its own color on the graph.



Understanding the Columns

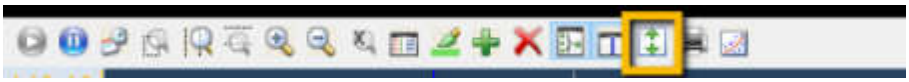
1. **Current**: Shows the live value right now.
2. **Cursor**: Shows the value where your mouse cursor is placed on the graph.
3. **Average**: Shows the average value over the time span.
4. **Min/Max Scale**: Here you can specify the scale for the values you have chosen to trend. By adjusting the minimum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

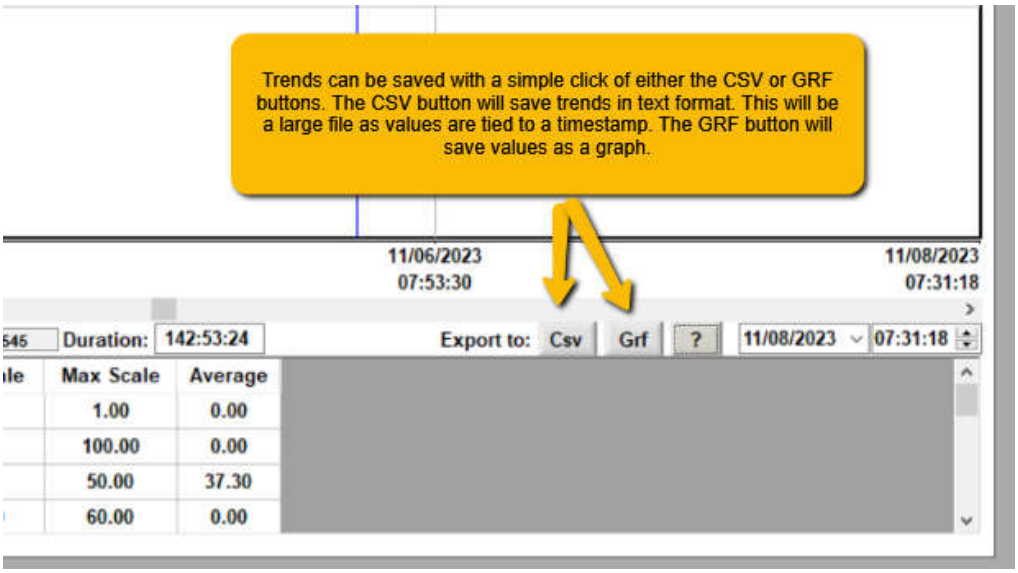
You can save your graphs two ways:

- **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.*

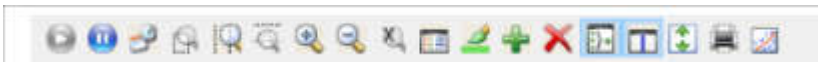


Mac Tip:

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

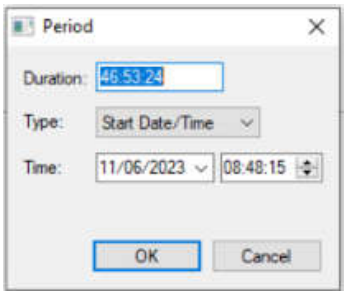
Toolbar Tips for Graphs



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.



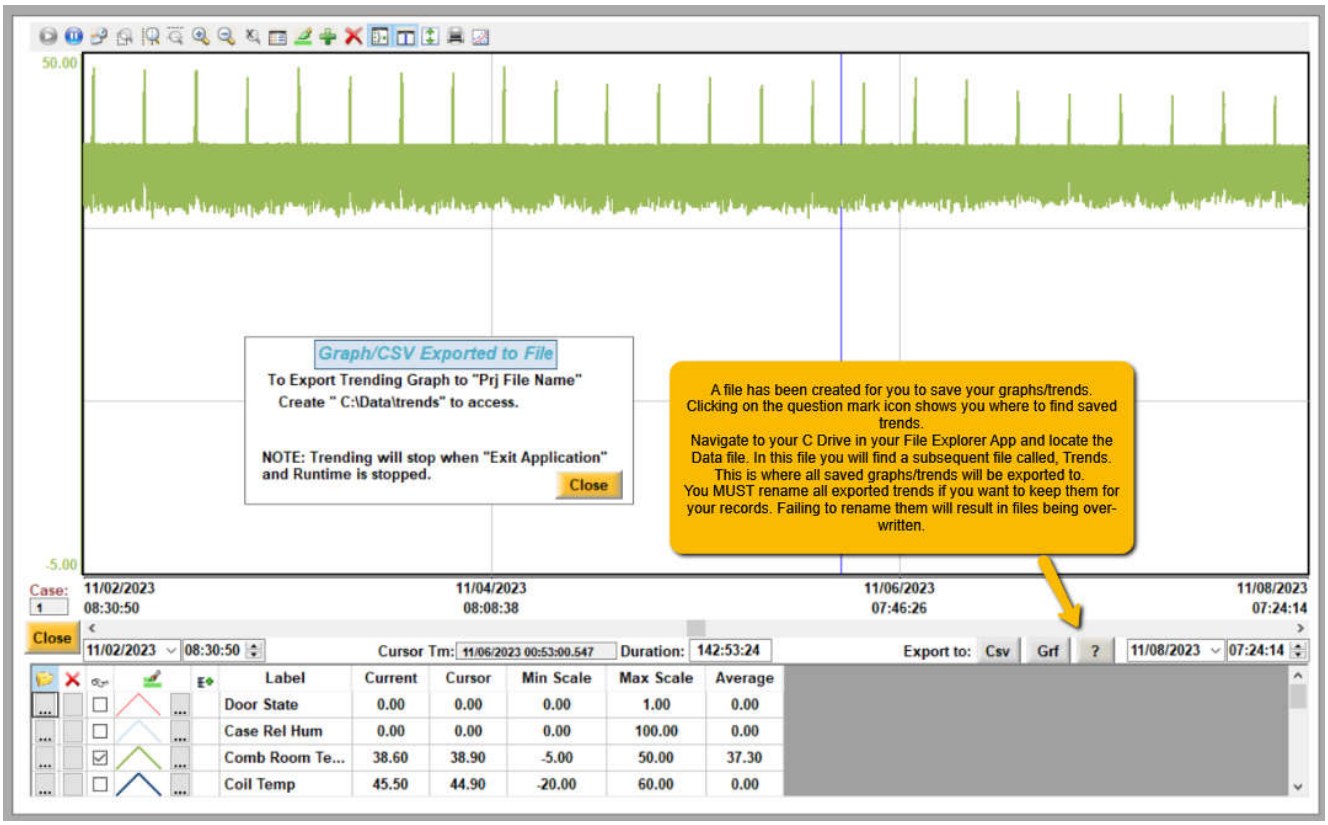
Zoom Icons: Zoom in by area, horizontally, vertically, or expand fully.

**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.

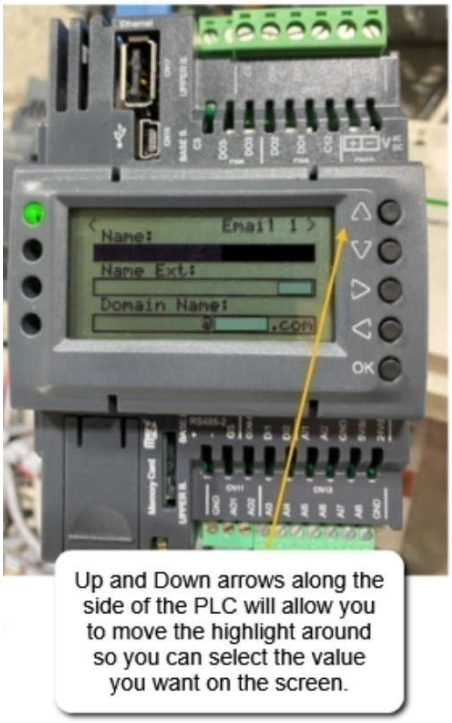


Setting the Clock on PLC

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

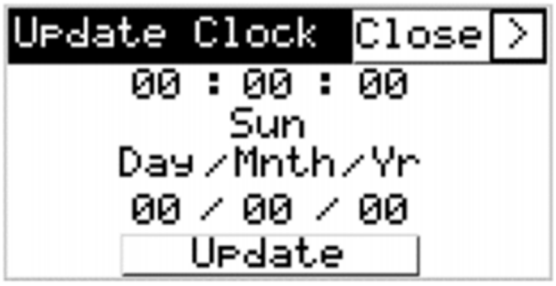
- To move around the PLC screen, use the arrows along the side keypad. ><⌄⌃
- Use the keypad arrows to select the digital arrows in the top left/right of the PLC screen. At any given point that this is not an option, press and hold the left arrow on the PLC to return to previous page.



- 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).

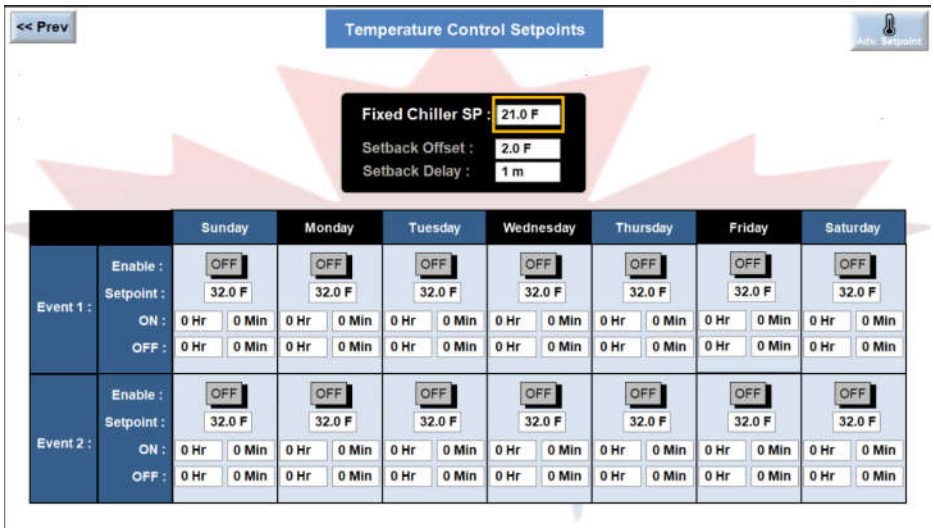
- All information entered must be saved (validated) each time. To save all changes, highlight the top right cell, '**Val**', and press '**Ok**' on the keypad. **Val** **Ok** Do this each time you enter information in a screen.

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)

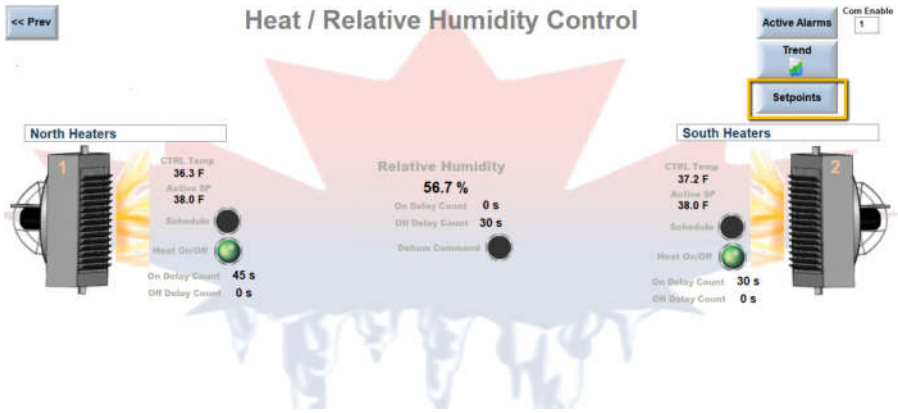


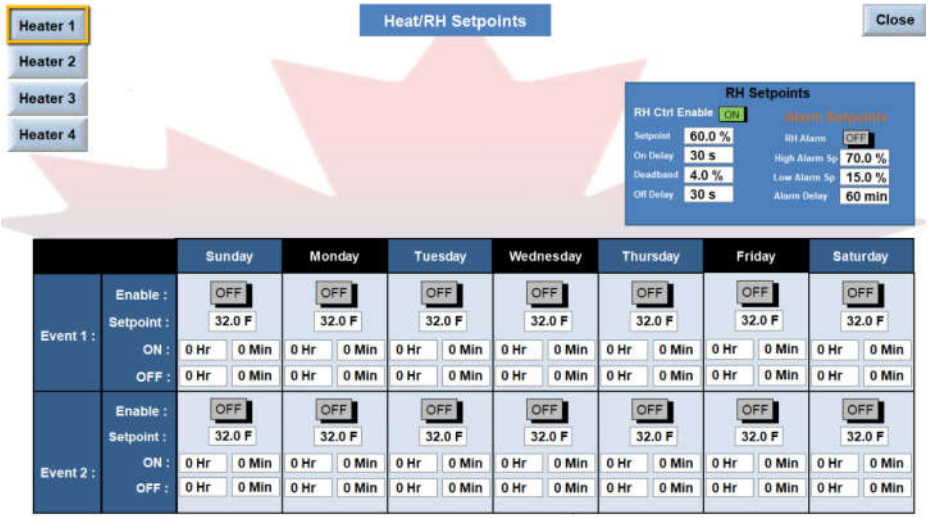
What this does:

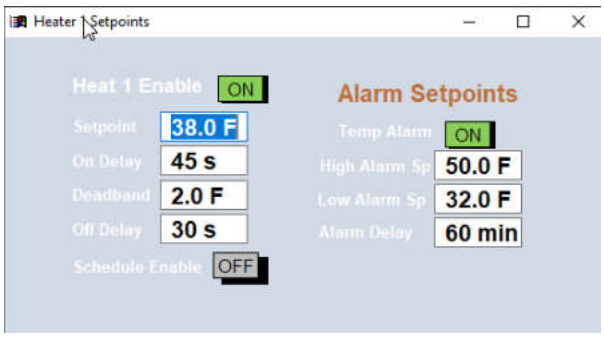
- Prevents the system from calling for cooling
- **Refrigeration stays OFF**
- **Brine pump continues to circulate**

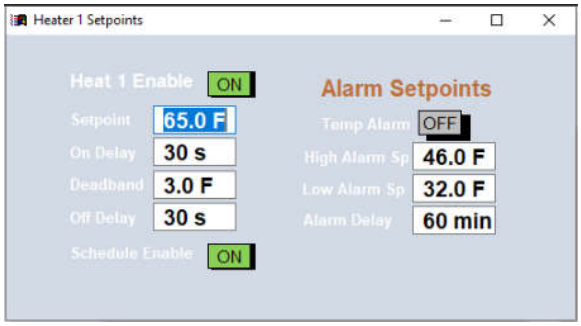
Step 2: Adjust Building Conditions (Optional)

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



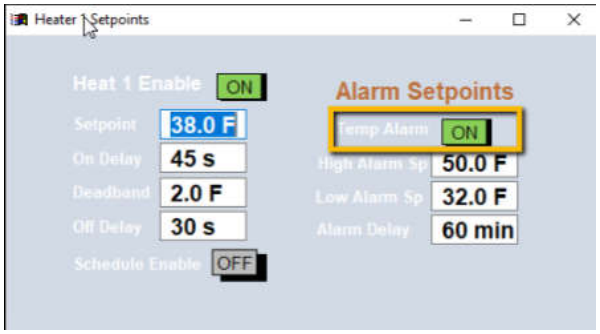






Step 3: Disable Temperature Alarms

- 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

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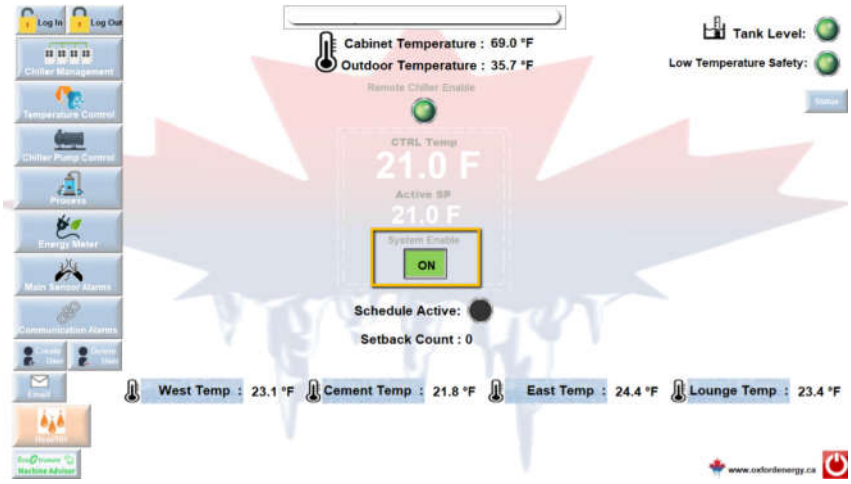
Step 4: Turn System OFF

- 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

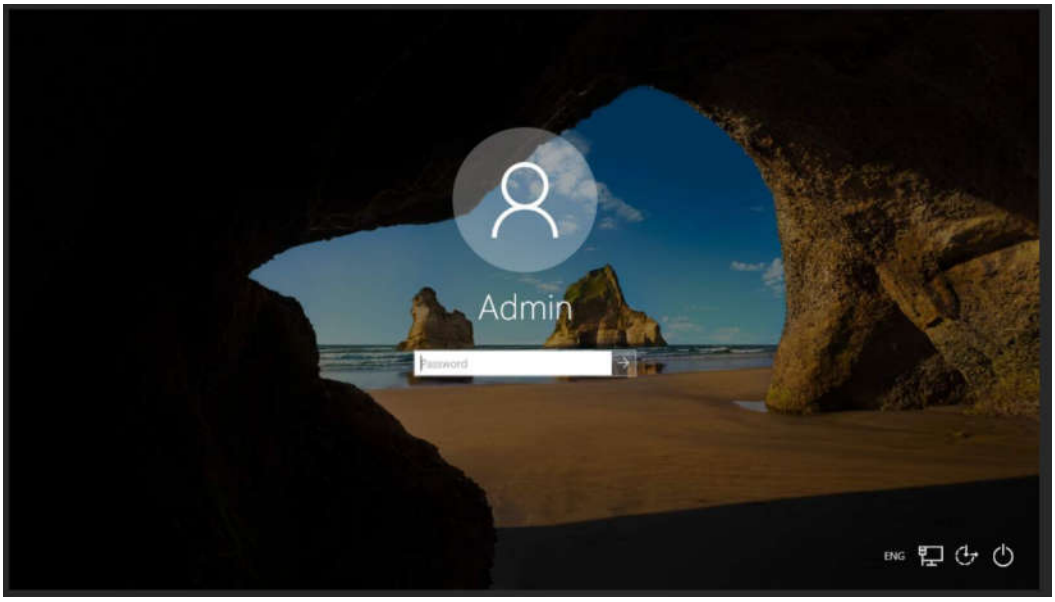
Mode	Setpoint	System Status	Result
Seasonal Shutdown	~100°F	OFF	System fully stopped
Circulation Only	~100°F	ON	Pump runs, no cooling
Normal Operation	Ice setpoint	ON	Full refrigeration

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.