



Navigating GateManager On the LPP



Contents

Quick Reference Guide	3
Common Questions	4
 Using GateManager on Mac (Quick Notes)	5
Accessing the Program	5
LPP Home Screen	9
Cases/Rooms	9
Entering the Case	10
Manual Command	11
Trending	11
Alarms	12
Case Settings – Setpoints, Evap Fan, Defrost, Alarms, Offsets	13
VEV Settings	14
Compressor Safety	14
Compressor Management Setpoints	15
Compressor Management Status	16
Medium Temp Compressors (MT)	17
Energy Meter	19
Active Alerts	20
Mgmt Alarms	21
TCP/IP Alarms	21
Login/Logoff	22
Condenser Fan Management	22
Additional	23
Working on a Case/Walk-in	24
SENSORI™ ALARM INFORMATION	26
Alarm Colour Indication Meaning:	26
EXAMPLES OF ALARMS:	26
CTRL (Control)	26
Vev	27
Ana In (Analog)	27

Cmp (Compressor)	27
Discharge Temperature Alarm	27
Low Pressure Alarm	28
High Pressure Alarm	28
Voltage Monitor Alarm	28
Super Heat Alarm	28
Low/High Super Heat	28
Compressor Proof Alarm	29
Navigating Graphs/Trends for the OLPP	29
Viewing Graphs in GateManager	29
Understanding the Trending Screen	30
Setting Dates and Times	30
Choosing Values	32
Understanding the Columns	32
Auto-Scale	33
Saving Your Graphs	33
Toolbar Tips for Graphs	34
**Important Graphing Information	34
Regaining Program Access After Power Loss	36

Quick Reference Guide

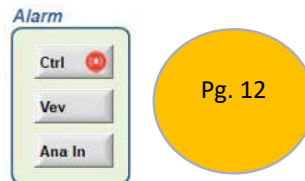
LOGGING IN

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



CHECKING ALARMS

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



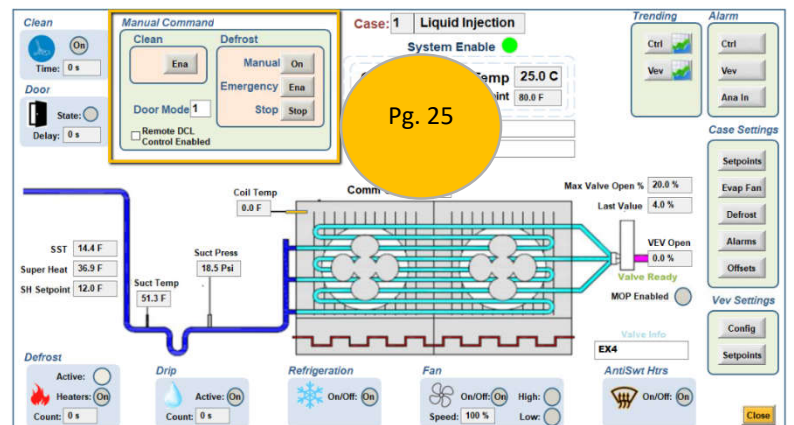
VIEWING A TREND

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



TURNING A CASE OFF

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



TURNING A CASE BACK ON

1. Open Case
2. Door Mode = 0

Common Questions

WHAT DO THE CASE COLOURS MEAN?

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

This information is already in your manual.

Pg. 8

WHAT DOES ????? MEAN?

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

Pg.
10

ALARM COLOURS

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

This comes from your alarm section.

Pg.
26



BEFORE YOU CALL OXFORD

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

Getting Started with GateManager



Using GateManager on Mac (Quick Notes)

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

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

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

For best performance, Google Chrome is recommended.

Accessing the Program

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

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

Enter the URL

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

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

Username:

Password:

Login

[Forgot password?](#)

EcoStruxure
Secure Connect Advisor
Gate Manager
Version 11.4.624476027

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

Enter your Schneider password that was emailed to you.

Username and password

EcoStruxure
Secure Connect Advisor
Gate Manager
Version 11.4.624475027

Username
Password
Login
Forgot password?

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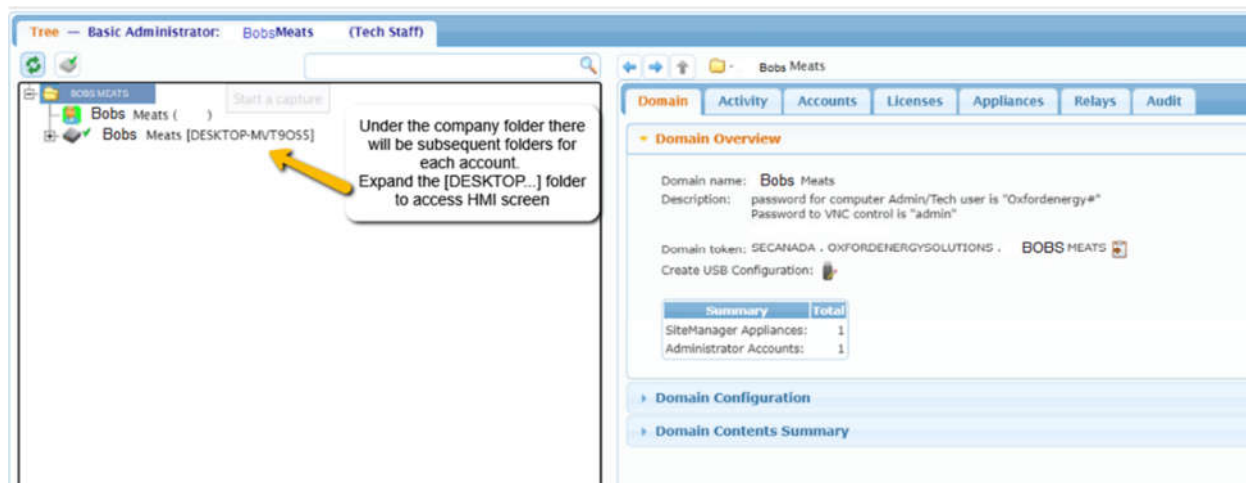
Mac Tip:

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.

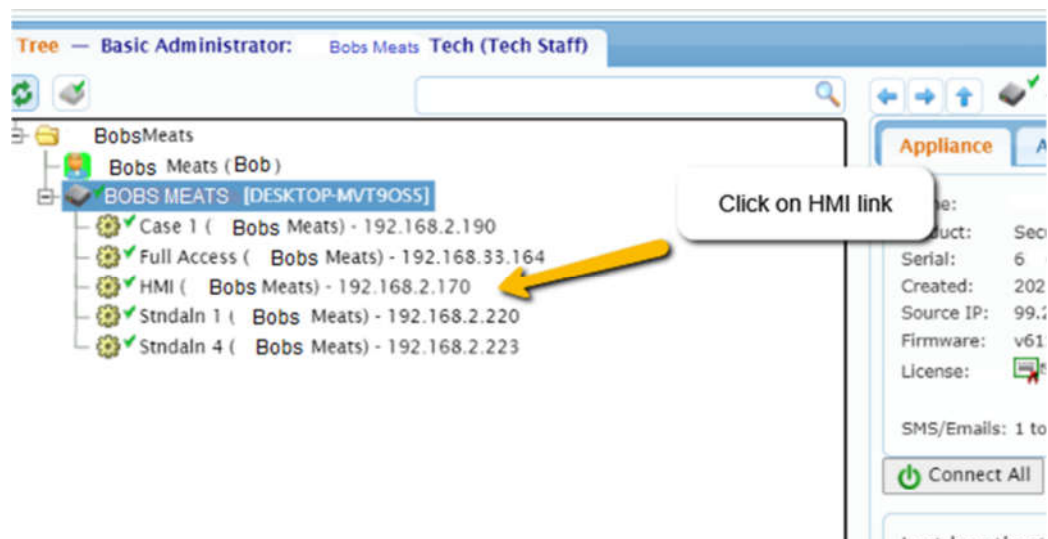


Mac Tip:

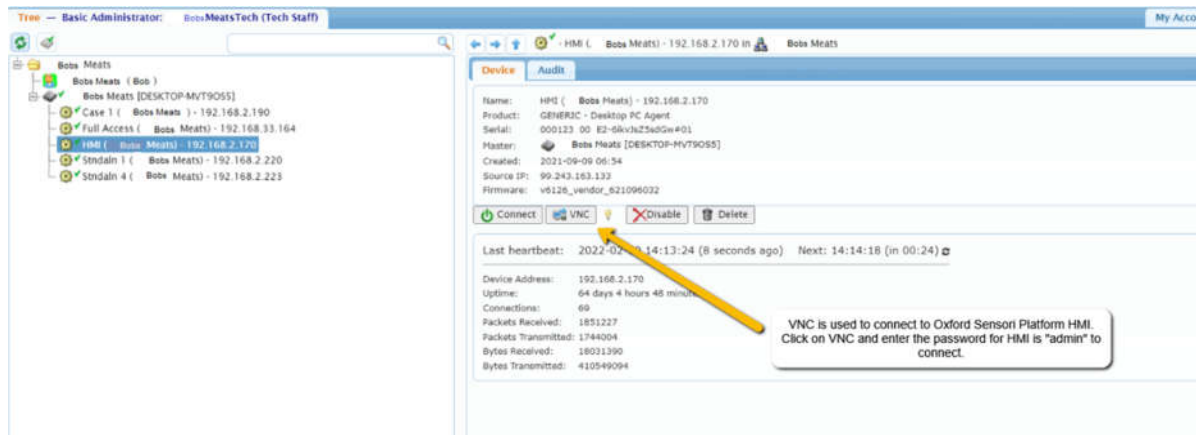
If clicking the expand (+) icon does not respond:

- 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 (a black screen will appear) and enter the password, **admin** to connect.



IMPORTANT:

This is the VNC password, NOT your Schneider password.

Enter: admin

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



Mac Tip:

Connecting to VNC (Mac)

After clicking on HMI or FULL ACCESS:

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

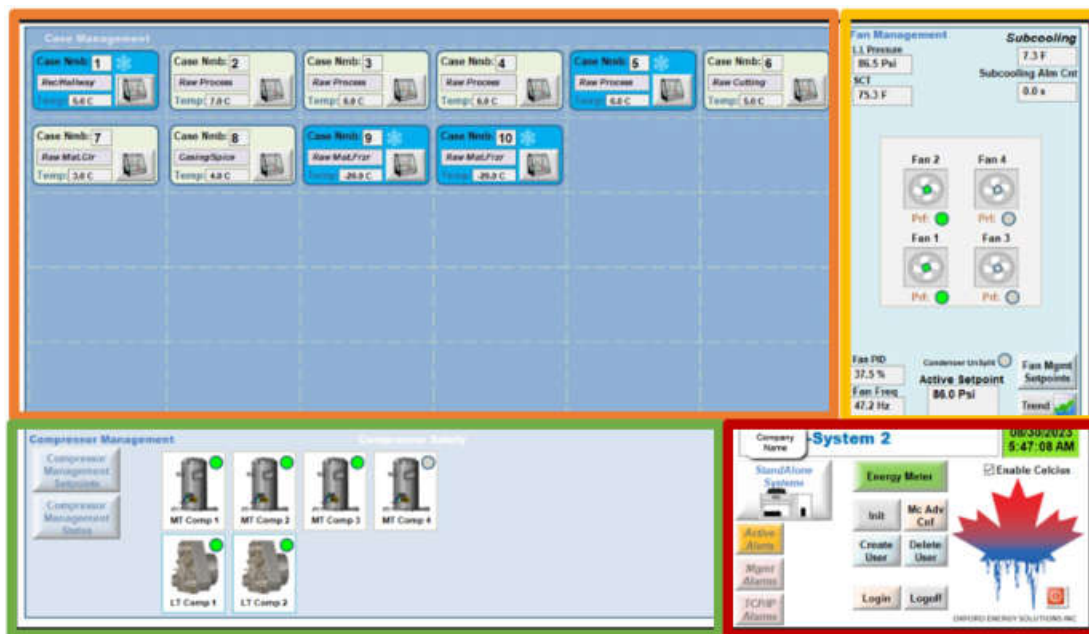
If the screen appears blank:

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

Navigating EcoStruxure – GateManager

LPP Home Screen

The LPP home screen is separated into sections to organize information about your equipment. You will see a list of your cases in the main part of the screen, low and medium temperature compressors on the bottom left of the screen, fan information at the top right of the screen and additional transfer buttons on the bottom right of the screen.



Cases/Rooms

Cases at your facility are laid out in tile format on the main screen. The background colours of the tiles give a quick visual cue of the state the case is in. *GateManager reads temperatures in Fahrenheit. Celsius is display Case temps only.*





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

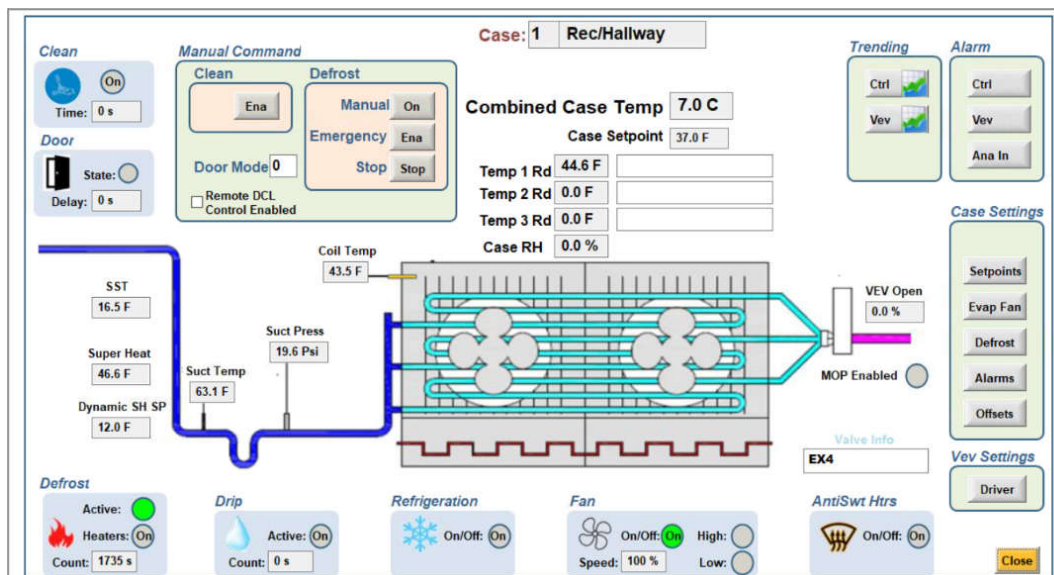
Entering the Case

To see more information about a case



- select the corresponding tile
- click on the case icon button to open a new detail screen.

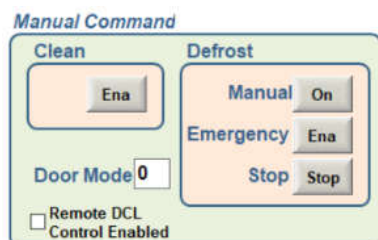
The new screen shows a page of the entire case and its status. Throughout the screen, there are transfer buttons that will open additional screens to show information about **Trending**, **Alarms**, **Case Settings**, **VEV settings** and allow **Manual Commands** to be executed.



Note: If **?????** is shown on device reads, a problem with communication or possibly a bad cable connection is present. If communication is lost or the HMI malfunctions, the system operation is **NOT** affected and will continue to run as normal.

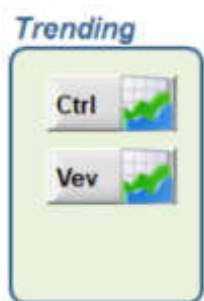
IMPORTANT: You will notice that some buttons do not allow access until you have logged into the system (i.e., settings). See login information on page 19.

Manual Command



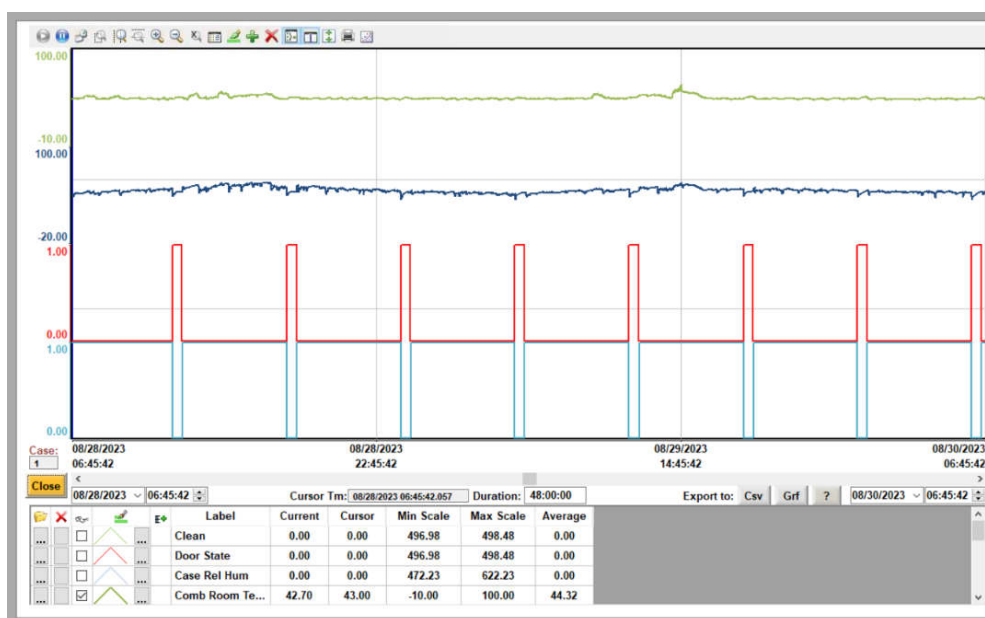
Quick manual commands like turning a component on/off and enabling a function can be done by clicking the corresponding button.

Trending

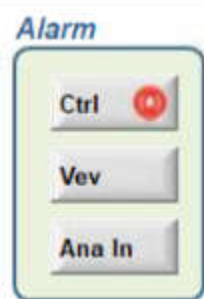


With the Trending buttons, you can pull up graphs to view the historical data over a specified period. There are two options to choose from, Control (**Ctrl**) and **VEV**.

- 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.
- Learn more about Trending on **pg. 27**.



Alarms



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.

- You can check for alarms in **Control**, **VEV** and **Analog Input** by clicking on the corresponding button.
- If a component is in alarm state, the corresponding button will be highlighted in red or have a red bell icon beside it.

Unit Case Alarm: Control

Online Case: 1 Close

Activation TL... Ack Time Tag Name Message

Alarm Acknowledge

Temp

Def Term

Historical

Activation TL...	Tag Name	Message
05/10/2021 20:56:16	V_CaseUnit...	Case High Temp Alarm
05/21/2021 05:23:58	V_CaseUnit...	Case Low Temp Alarm
05/21/2021 05:23:58	V_CaseUnit...	Case Low Temp Alarm
05/21/2021 05:23:58	V_CaseUnit...	Case High Temp Alarm
05/21/2021 05:23:58	V_CaseUnit...	Case High Temp Alarm
05/21/2021 05:23:58	V_CaseUnit...	Case Door Open Cooling Fa...
05/21/2021 05:23:58	V_CaseUnit...	Case Door Open Cooling Fa...
05/20/2021 12:00:24	V_CaseUnit...	Case Low Temp Alarm
05/20/2021 12:00:24	V_CaseUnit...	Case High Temp Alarm
05/20/2021 12:00:24	V_CaseUnit...	Case Door Open Cooling Fa...
05/20/2021 11:20:43	V_CaseUnit...	Case Low Temp Alarm
05/20/2021 11:20:43	V_CaseUnit...	Case Low Temp Alarm
05/20/2021 11:20:43	V_CaseUnit...	Case Low Temp Alarm
05/20/2021 11:20:43	V_CaseUnit...	Case Low Temp Alarm
05/20/2021 11:20:43	V_CaseUnit...	Case High Temp Alarm
05/20/2021 11:20:43	V_CaseUnit...	Case High Temp Alarm

Unit Case Alarm: Vev

Online Case: 1 Close

Activation TL... Ack Time Tag Name Message

Historical

Activation TL...	Tag Name	Message
12/12/2022 08:20:41	V_CaseUnit...	Vev A13 P1b Error
12/12/2022 08:20:33	V_CaseUnit...	Vev A13 P1b Error
12/12/2022 08:20:56	V_CaseUnit...	Vev A13 P1b Error
12/12/2022 08:29:18	V_CaseUnit...	Max Valve Open
03/09/2022 12:14:16	V_CaseUnit...	Motor Prot Excess Current ...
03/09/2022 12:10:48	V_CaseUnit...	Motor Prot Excess Current ...
03/09/2022 12:10:06	V_CaseUnit...	Motor Prot Excess Current ...
03/09/2022 12:06:17	V_CaseUnit...	Motor Prot Excess Current ...
03/09/2022 12:04:33	V_CaseUnit...	Motor Prot Excess Current ...
03/09/2022 12:03:49	V_CaseUnit...	Saturation Out P1b Error
03/09/2022 12:03:49	V_CaseUnit...	Motor Prot Wind1 Disconnect
03/09/2022 12:03:49	V_CaseUnit...	Evap Out P1b Error
03/09/2022 12:03:49	V_CaseUnit...	Vev A13 P1b Error
03/09/2022 12:03:49	V_CaseUnit...	Vev A11 P1b Error
03/09/2022 11:49:56	V_CaseUnit...	Motor Prot Excess Current ...

Unit Case Alarm: Analog Input

Online Case: 1 Close

Activation TL... Ack Time Tag Name Message

Historical

Activation TL...	Tag Name	Message
03/09/2022 12:03:49	V_CaseUnit...	Coil Temp Sensor Fail A14
03/09/2022 12:03:49	V_CaseUnit...	Case/Room Temp Sensor F...
03/09/2022 11:47:10	V_CaseUnit...	Coil Temp Sensor Fail A14
03/09/2022 11:47:10	V_CaseUnit...	Case/Room Temp Sensor F...
03/09/2022 11:47:10	V_CaseUnit...	Case/Room Temp Sensor F...
03/09/2022 11:47:10	V_CaseUnit...	Case/Room Temp Sensor F...
03/09/2022 11:37:11	V_CaseUnit...	Coil Temp Sensor Fail A14
03/09/2022 11:37:11	V_CaseUnit...	Case/Room Temp Sensor F...
05/21/2021 14:40:52	V_CaseUnit...	Case/Room Temp Sensor F...
05/21/2021 14:22:52	V_CaseUnit...	Case/Room Temp Sensor F...
05/21/2021 08:54:07	V_CaseUnit...	Case/Room Temp Sensor F...
05/21/2021 08:54:07	V_CaseUnit...	Case/Room Temp Sensor F...
05/21/2021 08:54:07	V_CaseUnit...	Case/Room Temp Sensor F...
05/21/2021 05:23:58	V_CaseUnit...	Temp Sensor Fail A12
05/21/2021 05:23:58	V_CaseUnit...	Temp Sensor Fail A12
05/20/2021 12:00:24	V_CaseUnit...	Temp Sensor Fail A12

Case Settings – Setpoints, Evap Fan, Defrost, Alarms, Offsets

Case Settings



Case Settings transfer buttons open information tiles where you can edit input for **Setpoints**, **Evaporator Fans**, **Defrost** parameters, **Alarms** and **Offsets**.

- Click on the button to open the data tile
- In these sections, it is best to have the input from an Oxford Energy Solutions Technician before editing.

Case Settings - Setpoints

Temperature Setpoint: 37.0 F

Temperature Deadband: 3.0 F

Mix Temperature Setpoint: 25.0 F

Temperature Setpoint Mode: 2

Clean Time: 30.0 m

Door Close Delay: 10 s

Door Open Delay: 10 s

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

Close

Case Evaporator Fan Setpoints

Evap Fan mode: 1

Evap Thermal Present: 0

Evap Fan Spd Mode: 0

Evap Fan On Delay: 0 s

Evap Fan Modulation SP: 40.0 F

Proportional Gain: 500

Integral: 200

Derivative: 0

Fan Modulation Min: 50

Fan Modulation Max: 100

Fan Refrigeration Enable: 0

Fan Refrigeration Override SP: 100

Fan Speed Coil Temp Enable: 0

Case Defrost Setpoints

Defrost Mode: 0

Mix Defrost Setpoint: 45.0 F

Minimum Defrost Time: 20 min

Maximum Defrost Time: 30 min

Defrost Drip Time: 1 min

Defrost Coil Termination Setpoint: 50.0 F

Number Of Defrosts Per Day: 4

Time 1: 0 Hrs 0 min

Time 2: 6 Hrs 0 min

Time 3: 12 Hrs 0 min

Time 4: 18 Hrs 0 min

Time 5: 0 Hrs 0 min

Time 6: 0 Hrs 0 min

Time 7: 0 Hrs 0 min

Time 8: 0 Hrs 0 min

Time 9: 0 Hrs 0 min

Time 10: 0 Hrs 0 min

Time 11: 0 Hrs 0 min

Time 12: 0 Hrs 0 min

AntiSweat Heater Enable: 0

Antisweat Heater Case Setpoint: 15.0 F

Antisweat Heater Delay: 30

Case Alarm Setpoints

Case Temperature Alarm Enable: 0

Case Temp Alarm Delay: 60 min

Case Temp Alarm Delay after Defrost: 30 min

High Temperature Alarm Setpoint: 55.0 F

Low Temperature Alarm Setpoint: 32.0 F

Defrost Termination Alarm Enable: 0

Door Alarm Enable: 0

Door Open Alarm Delay: 60 min

Case Offsets

Case Temperature 1: 0.0 F

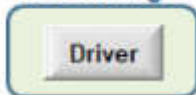
Temperature 2: 0.0 F

Temperature 3: 0.0 F

Coil Temperature: 0.0 F

VEV Settings

Vev Settings



- Clicking on the **Driver** button will open the data tile for the VEV settings.
- In this section, it is best to have the input from an Oxford Energy Solutions Technician before editing.

VEV Parameters

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

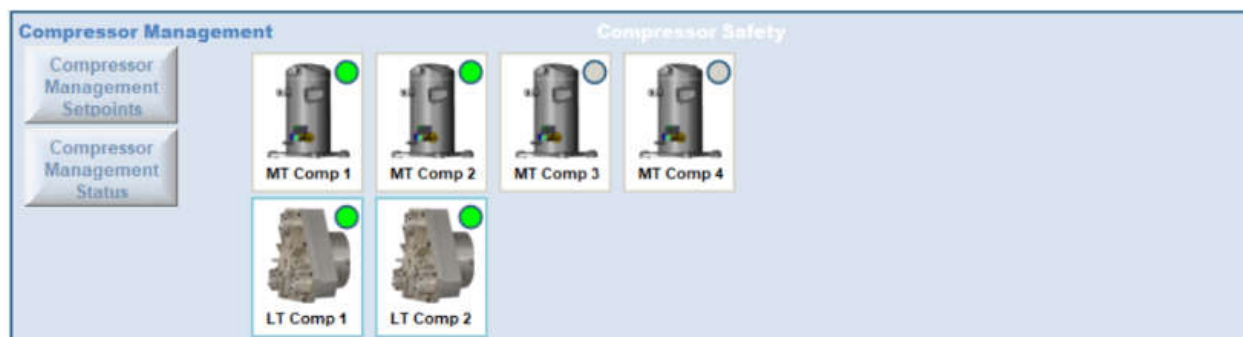
Manual Command dE47 Percent dE48

dE Parameters		dL Parameters	
dE00 3	dE24 10	dL00 3	dL30 2
dE10 75	dE30 0	dL01 0	dL31 0
dE11 0	dE31 12.0	dL02 1	dL32 1
dE12 0	dE32 12.0	dL03 0	dL33 0
dE13 60	dE36 -700	dL08 1	dL40 0
dE14 0	dE37 20	dL09 1	dL41 0
dE15 100	dE38 0	dL10 300.0	dL90 0
dE20 7	MOP Alm Ena 0	dL11 -14.5	dL91 0
dE21 10	MOP Alm Dly 5	dL12 300.0	
dE22 10	dE50 0	dL13 -14.5	
dE23 10	dE51 0		
	dE52 0.0		
	dE54 100.0		
	dE55 10.0		

Close

Compressor Safety

In the Compressor Safety/Compressor Management section of the screen, you have transfer buttons for **Compressor Management Setpoints** and **Compressor Management Status**, and also **Medium Temperature/Low Temperature Compressor** Icons that will open screens with additional information.



- Green dots on the compressor icons indicate if the compressor is running or off.

Compressor Management Setpoints



- Click on the **Compressor Management Setpoint** transfer button to open setpoint information for both Medium and Low Temperature Compressors.
- In this section, it is best to have the input from an Oxford Energy Solutions Technician before editing.

MT Compressor Management Setpoints

Suction Setpoint:

PID High Limit	100.0	PID Low Limit	0.0	Compressor 1 Control
PID Deadband	0.0			
Proportional Gain	-3.0	Integral	500	
		Derivative	0	
Compressor Mode	2			Compressor 2 Control
Number VFD Compressors	2	Number On/Off Compressors	2	Compressor 3 Control
Nominal Frequency	60.0 Hz			Compressor 4 Control
Minimum Frequency	20.0 Hz	Maximum Frequency	60.0	
Control Mode	0			
LIFO Sequence C1	1	LIFO Sequence C2	2	
LIFO Sequence C4	4	LIFO Sequence C5	5	
LIFO Sequence C7	7	LIFO Sequence C8	8	
Capacity On/Off Compressors	32			
Capacity VFD Compressors	18			
Minimum Range	3.0	Maximum Range	100.0	
High Limit	100.0	Low Limit	0.0	
Setpoint Max Variation	10			
Delay On	45			
Delay Off	15			
Hysteresis	10.0			
Hold Last Compressor	0			
Cold Weather System Check Enable 1				
Refrigerant Type 16 Wait Delay 20 min				
SST Setpoint 18.0 PSI Active Delay 4 min				
Shift Setpoint 10.0 PSI				
Req Cap Term Setpoint 30.0				

LT Compressor Management Setpoints

Suction Setpoint:

PID High Limit	100.0	PID Low Limit	0.0	Compressor 1 Control
PID Deadband	0.0			
Proportional Gain	-5.0	Integral	100	
		Derivative	0	
Compressor Mode	2			Compressor 2 Control
Number VFD Compressors	2	Number On/Off Compressors	0	
Nominal Frequency	60.0 Hz			
Minimum Frequency	30.0 Hz	Maximum Frequency	70.0	
Control Mode	0			
LIFO Sequence C1	1	LIFO Sequence C2	2	
LIFO Sequence C4	4	LIFO Sequence C5	5	
LIFO Sequence C7	7	LIFO Sequence C8	8	
Capacity On/Off Compressors	0			
Capacity VFD Compressors	50			
Minimum Range	30.0	Maximum Range	100.0	
High Limit	100.0	Low Limit	0.0	
Setpoint Max Variation	5			
Delay On	10			
Delay Off	5			
Hysteresis	10.0			
Hold Last Compressor	0			

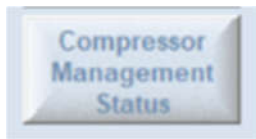
Close

- There are additional buttons for both MT and LT compressors that reveal setpoints to edit.
- In these sections, it is best to have the input from an Oxford Energy Solutions Technician before editing.

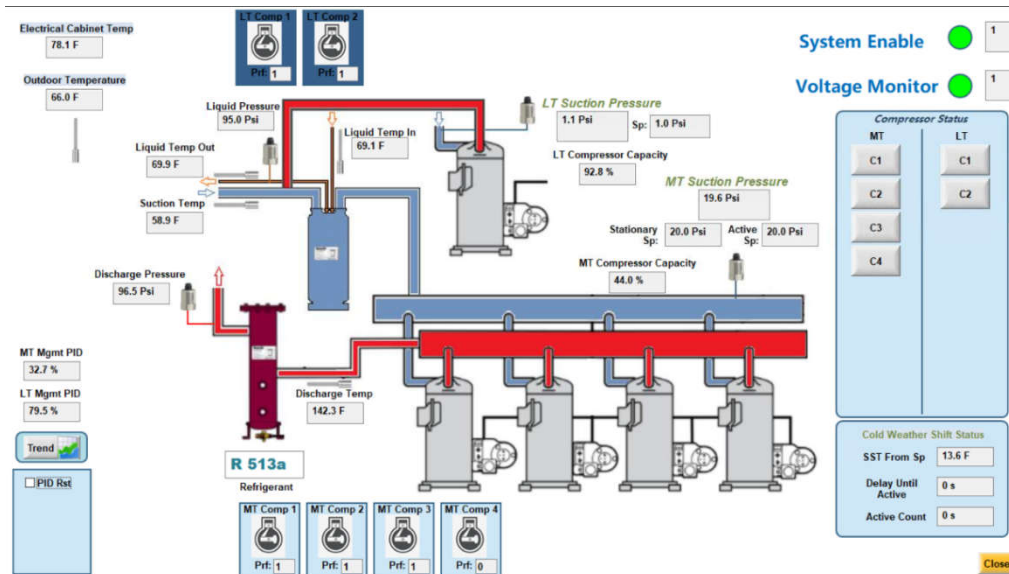
Compressor 1 Management Control Setpoints

Compressor Proof Enable	1
Compressor Proof Alarm Delay	120 s
Compressor Mode	1
Compressor Minimum Setpoint	0.0 %
Compressor Start Time	0 s
Compressor Stop Time	0 s
Minimum On Time	45 s
Minimum Off Time	30 s
Minimum Cycle Time	30 s
Minimum Frequency	20.0 Hz
Maximum Frequency	60.0 Hz

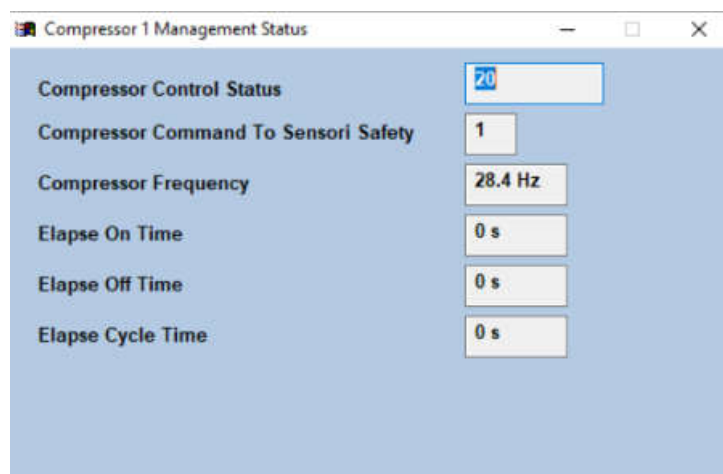
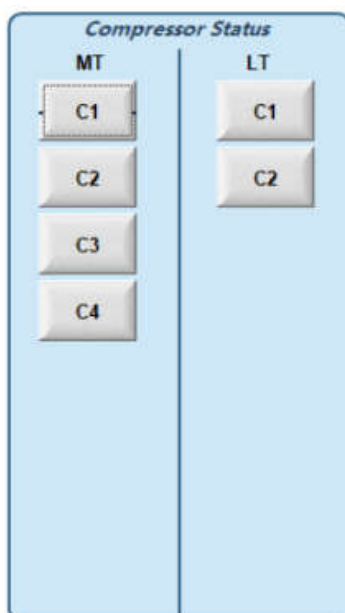
Compressor Management Status



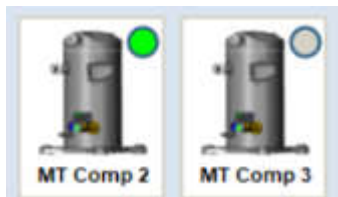
- The **Compressor Management Status** button will open a screen that gives a detailed visual of your medium and low temp compressors and how they are connected to your system.
- Within the screen there are additional transfer buttons that contain additional information.



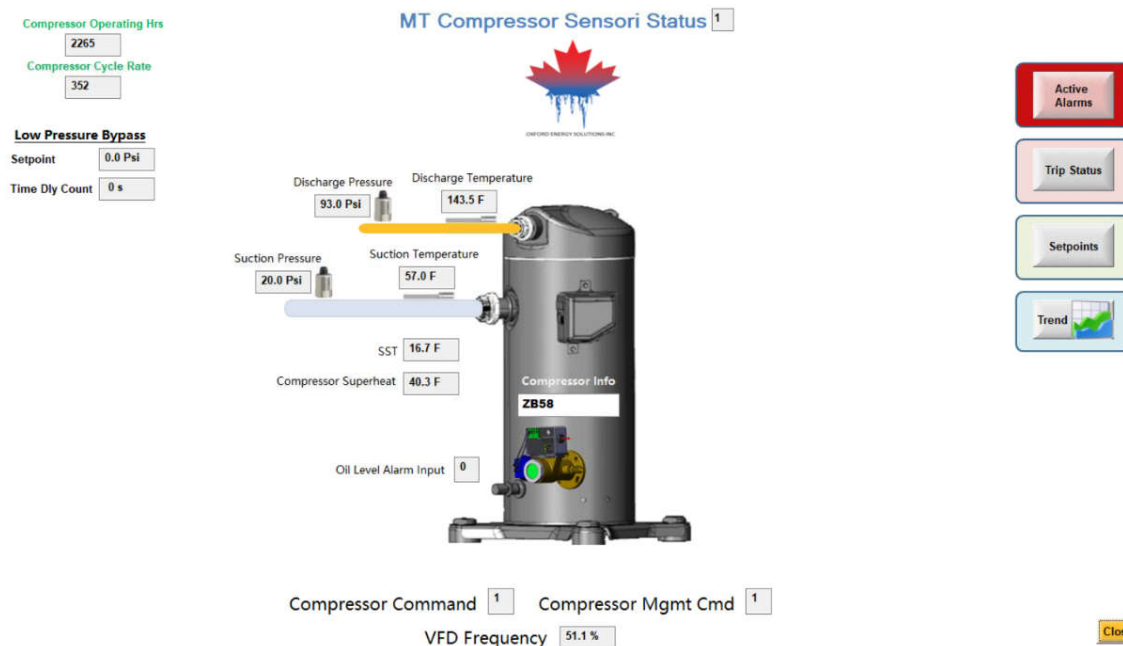
- **System Enable** – the dot is an indication of whether the system is on/off.
- **Voltage monitor** input – Green = ok
- Click on the (**C1, C2, C3...**) buttons to reveal data for the corresponding compressor.



Medium Temp Compressors (MT)



- Click on the **MT** icon to open a detailed screen of your compressor.
- Temperatures, pressures, oil levels, status and setpoint information, in real time, are found on this screen.
- Additional transfer buttons include **Alarms**, **Trip Status**, **Setpoints** and **Trend**.

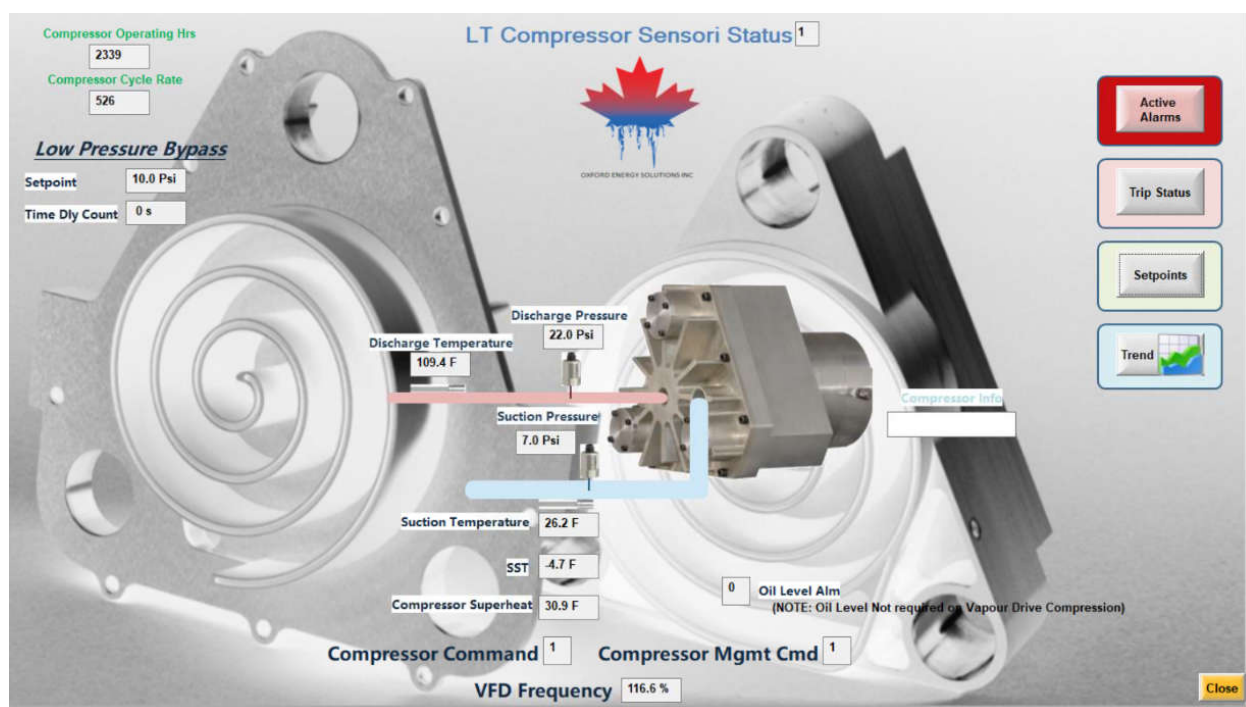


- If there is an **active alarm** requiring attention, the button will be indicated by a bell icon or highlighted.
- **Trip Status** gives information about
- You can adjust the **setpoints** with the corresponding button.
- **Trending** is available for each compressor. In the Trend button, you can define the data and the time frame you want displayed in your graph.

Low Temp Compressors (LT)



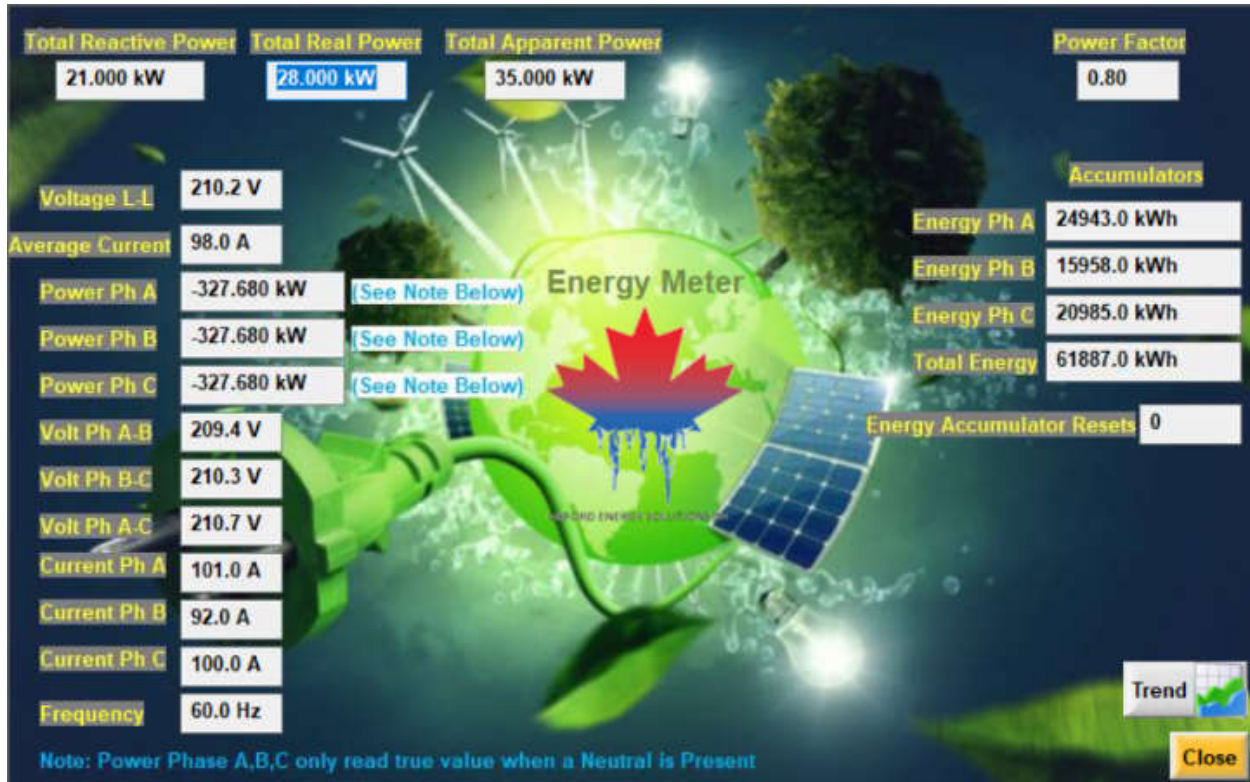
- Click on the **LT** icon to open a detailed screen of your compressor.
- Temperatures, pressures, oil levels, status and setpoint information, in real time, are found on this screen.
- Additional transfer buttons include **Alarms**, **Trip Status**, **Setpoints** and **Trend**.



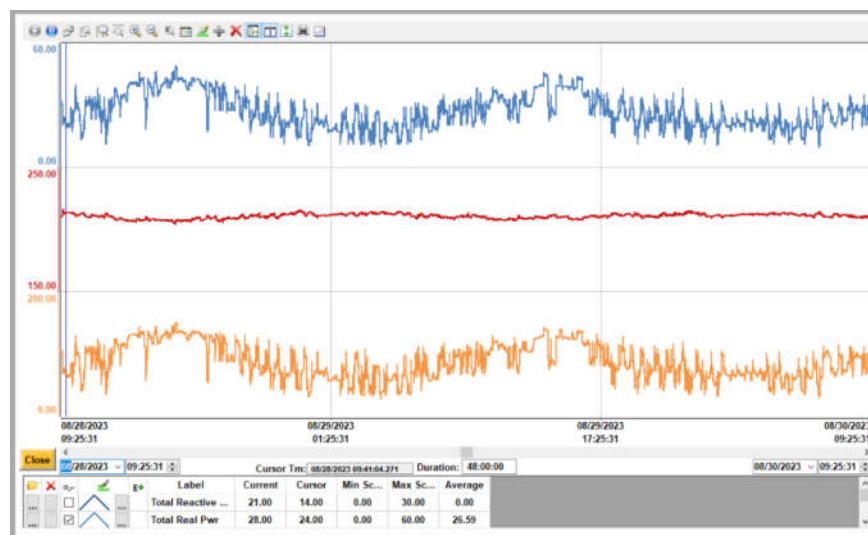
Energy Meter



- The **Energy Meter** transfer button contains a complete screen layout of your energy consumption.
- Click to open the data screen.



- Energy use is shown in real time.
- To gain a historical view over time, **trends** are available on this screen.



Active Alerts

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



Alert: Management

Online

Close

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

Historical

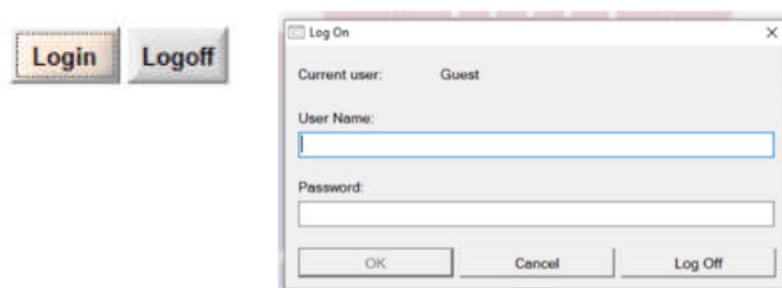
Activation Ti...	Ack Time	Tag Name	Message
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Mgmt Alarms

Login/Logoff

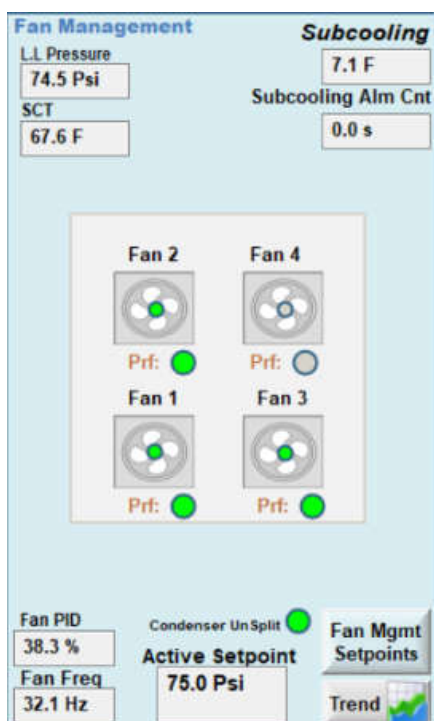
Upon entering the program, the default setting is a 'Guest' level. This level is a read-only level and does not allow you to adjust/change any value. Should you need a higher level of access, you will need to log in with a username and password.

- Click on **Log In** to enter your username and password. 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.

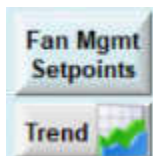


Condenser Fan Management

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



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



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

Condenser Fan Management Setpoints

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

Close

Additional



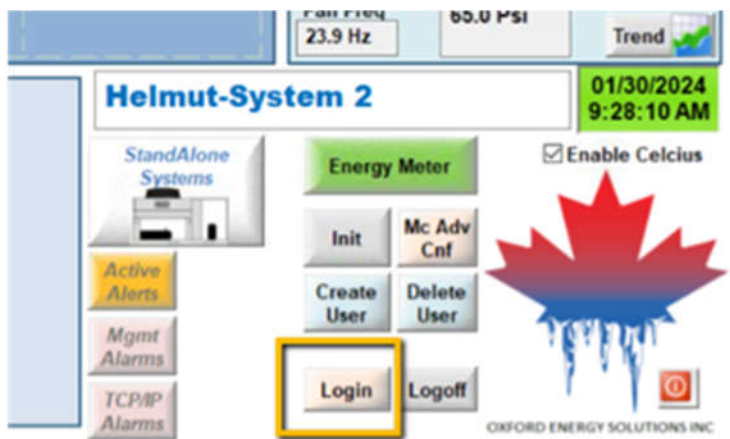
- These transfer buttons are used for initiating a subsequent program/user. These are to be used by an OES technician only.

Working on a Case/Walk-in

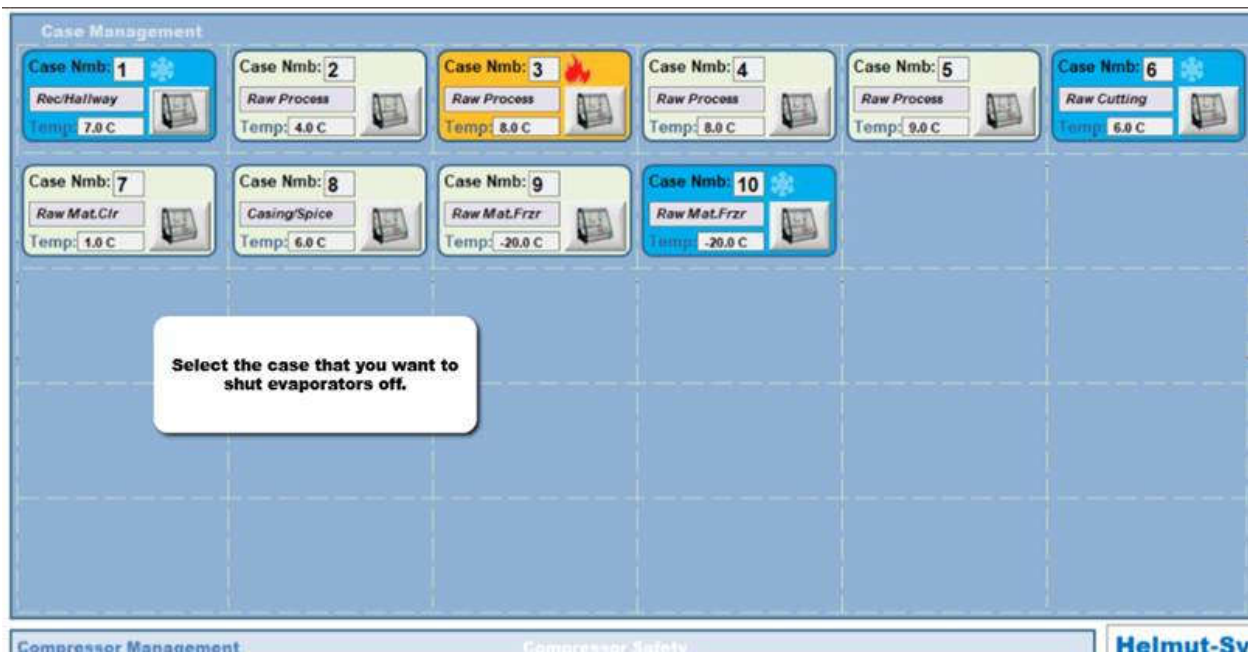
There may be times when you will need to shut down some of your equipment for maintenance etc. It is important to use the program to turn off your equipment when you need to turn off a case or a walk-in cooler/freezer to work in it. If you use physical disconnects to turn off the system, the program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

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

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



2. Select the case/walk-in that you want to shut the evaporator off by clicking on the case icon.

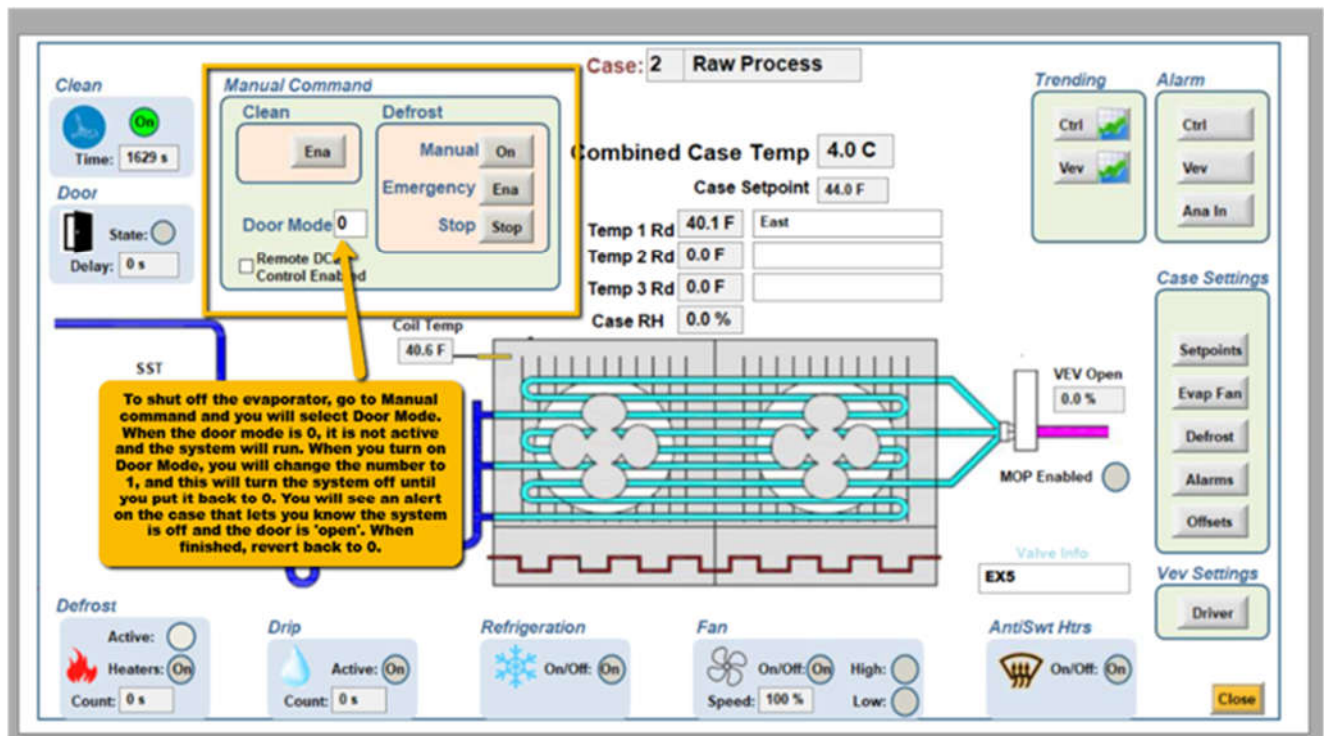


- Once you have entered your selected case's screen, go to the section called 'Manual Command'. When the Door Mode is reading **0**, the door mode is off, and the system is running. To stop the evaporator, change the Door Mode to **1**. This will turn on the Door Mode and your system will shut off.

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

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

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



Door Mode = 0 means system is on.

Door Mode = 1 means system is off.

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.

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.

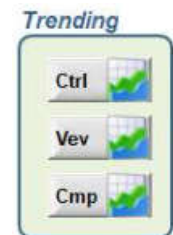
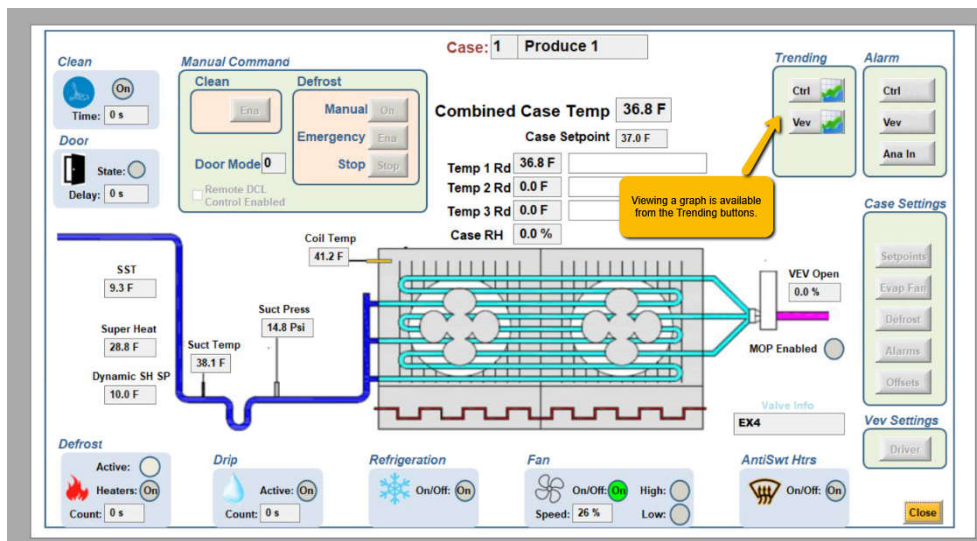
Navigating Graphs/Trends for the OLPP

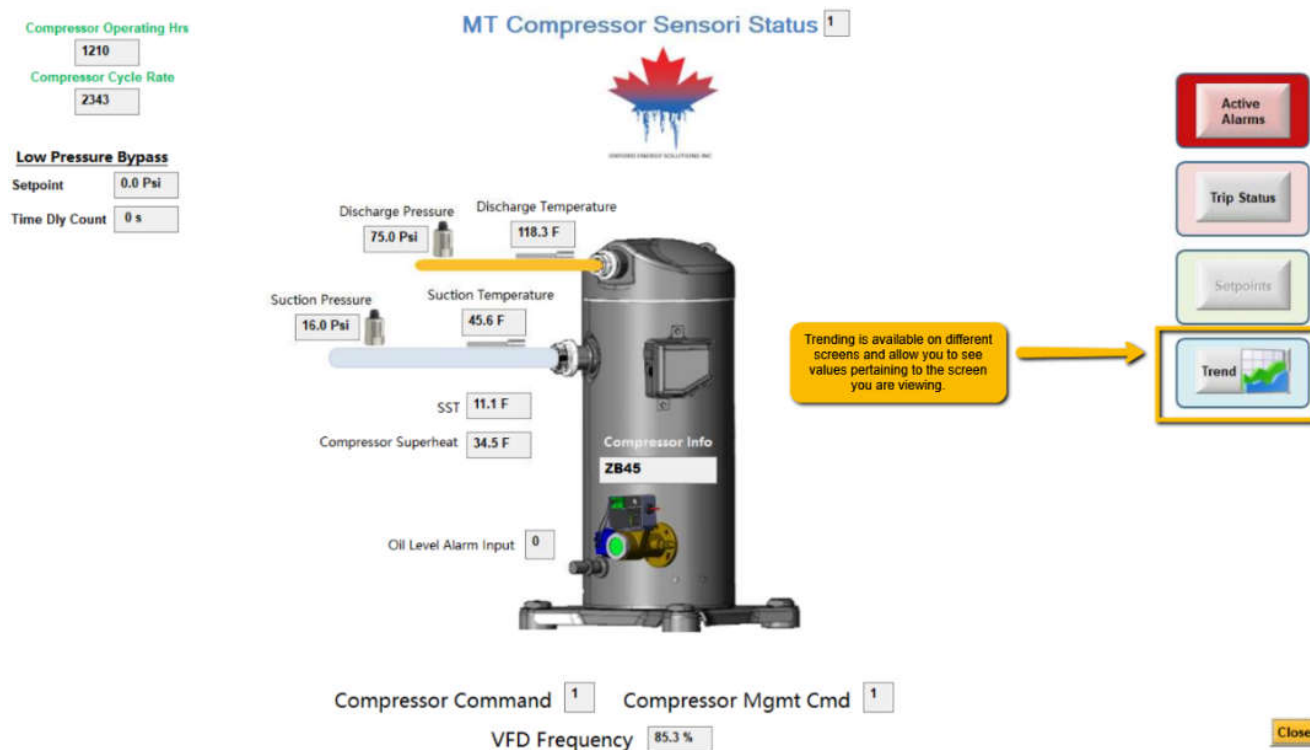
You can view values in GateManager as graphs by using the **trending buttons** while moving through different screens. Each screen shows different types of information.

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

Viewing Graphs in GateManager

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





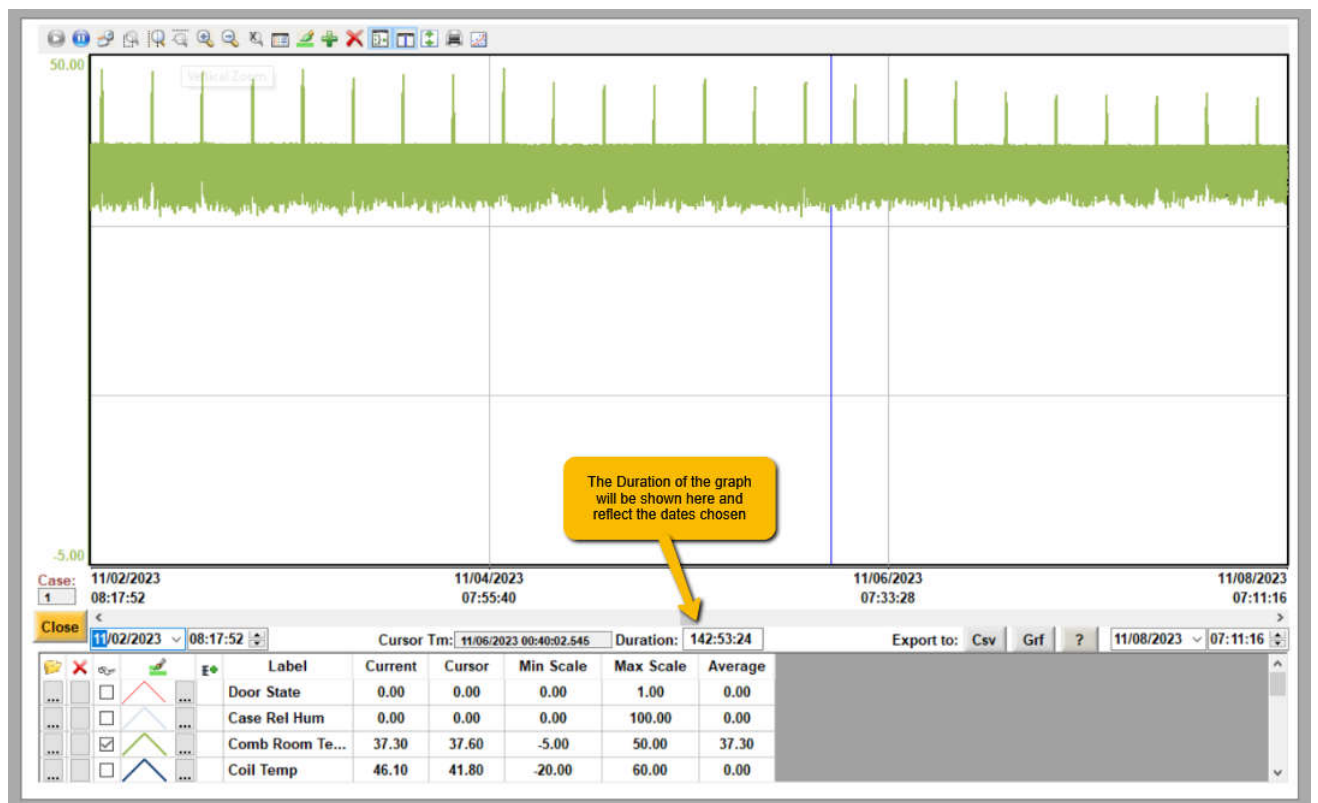
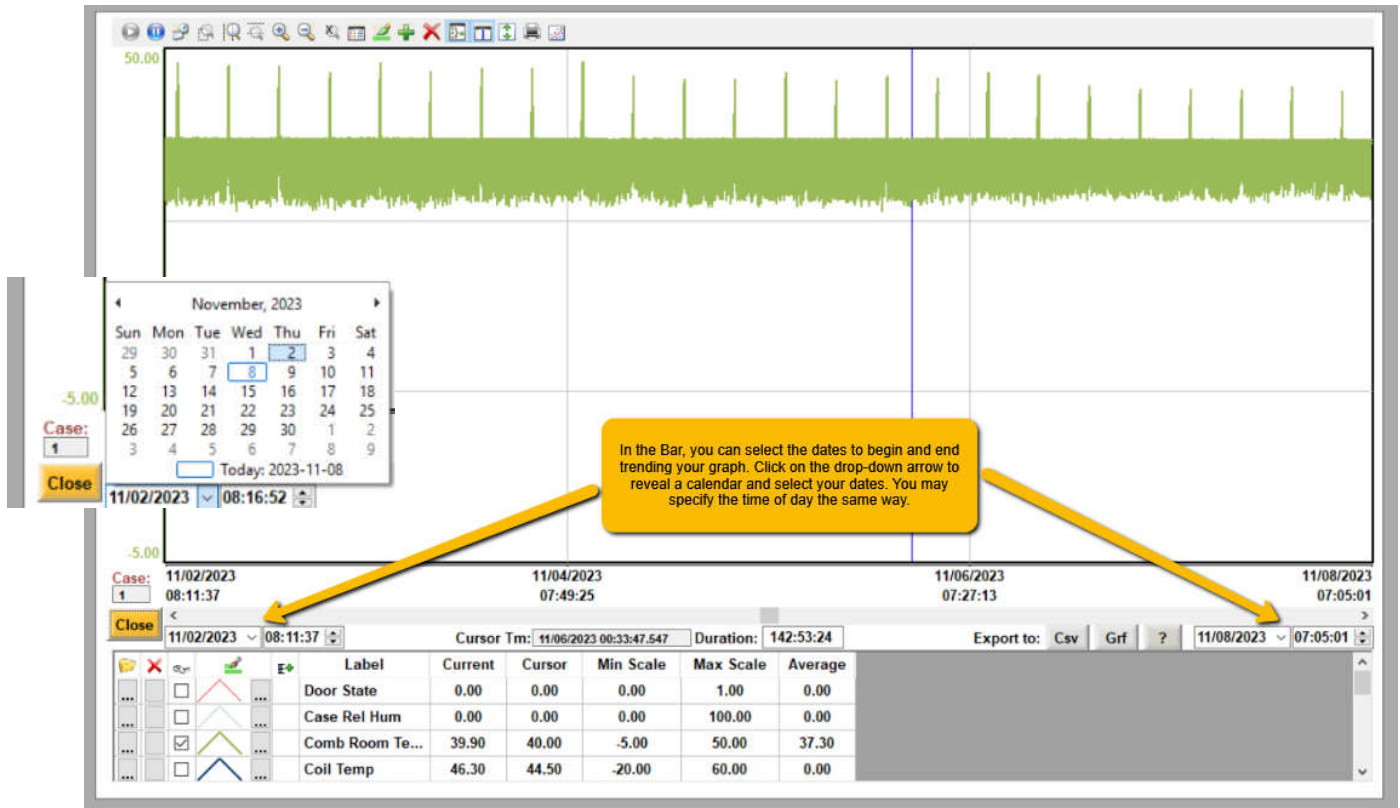
Understanding the Trending Screen

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

Setting Dates and Times

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

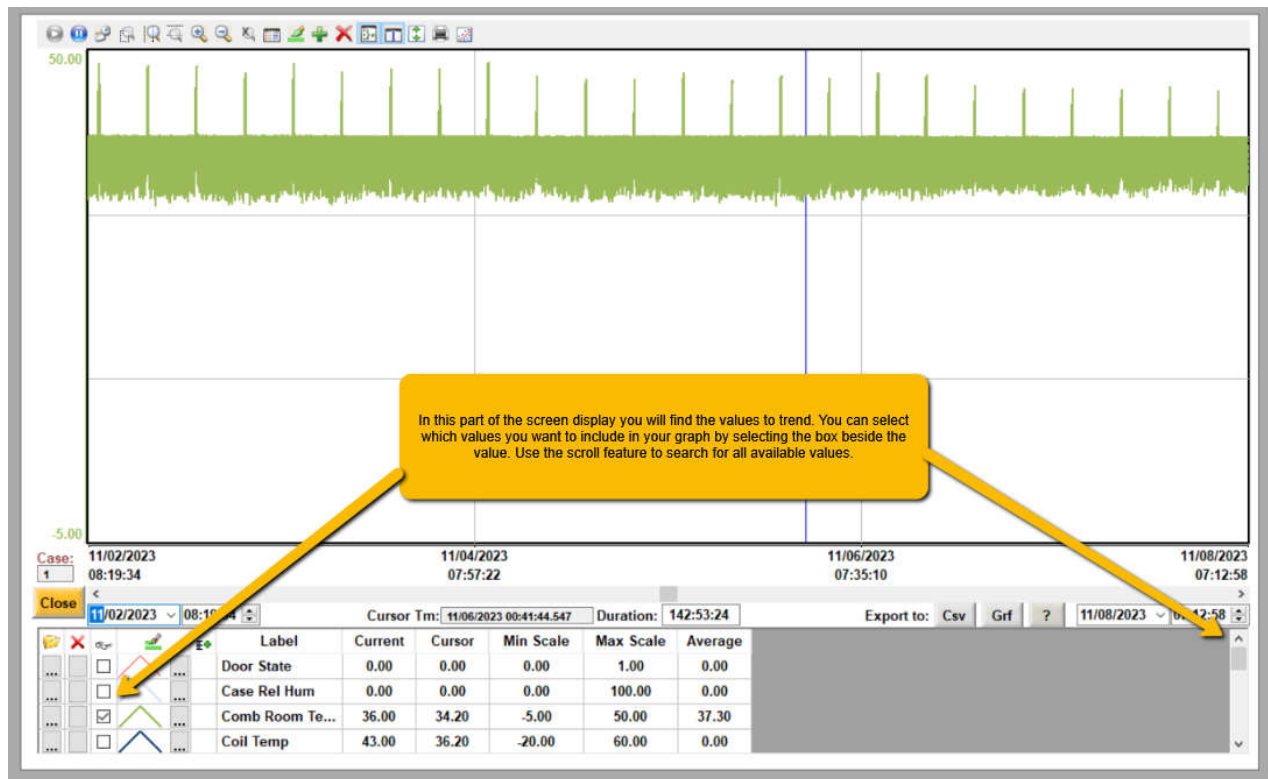




Choosing Values

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

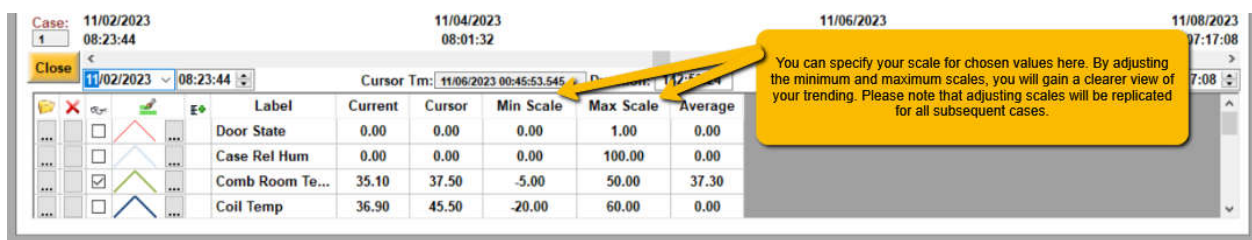
1. At the bottom, you will see a list of values.
2. Check the boxes beside the values you want to show in your graph.
3. Each value will have its own color on the graph.



Understanding the Columns

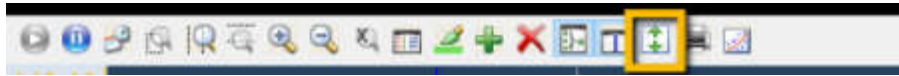
1. **Current:** Shows the live value right now.
2. **Cursor:** Shows the value where your mouse cursor is placed on the graph.
3. **Average:** Shows the average value over the time span.
4. **Min/Max Scale:** Here you can specify the scale for the values you have chosen to trend. By adjusting the minimum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

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



Auto-Scale

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



Saving Your Graphs

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

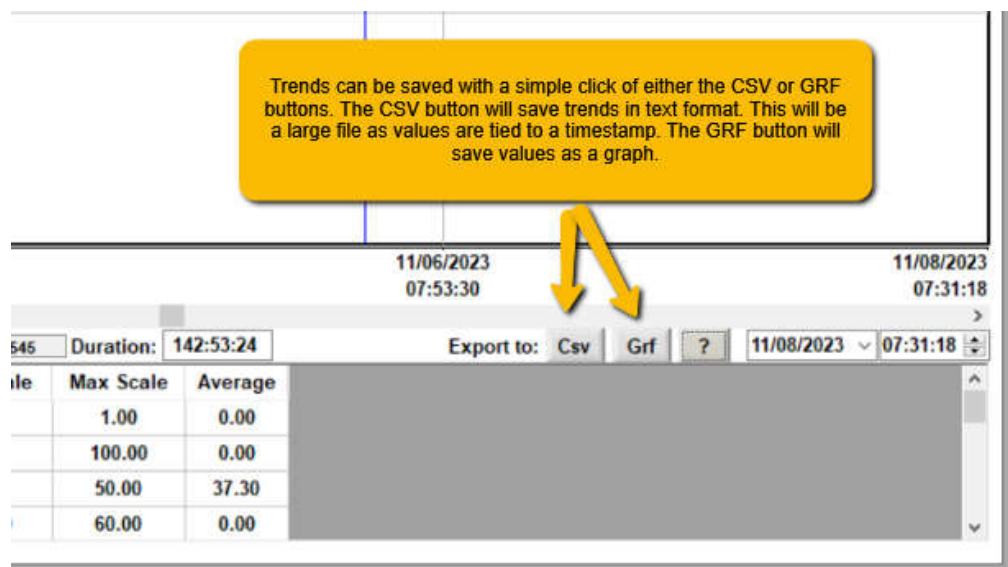
You can save your graphs two ways:

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

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

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

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





Mac Tip:

When exporting graphs:

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

Toolbar Tips for Graphs



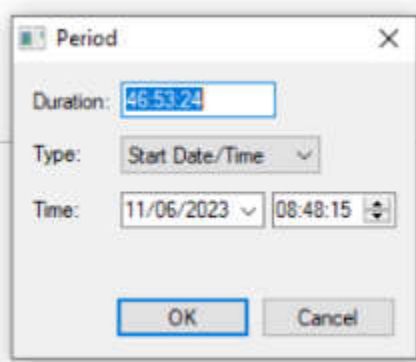
The toolbar at the top of the screen offers different functions that help you view your graph more clearly.



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



Period: Shows details of the time span you picked.



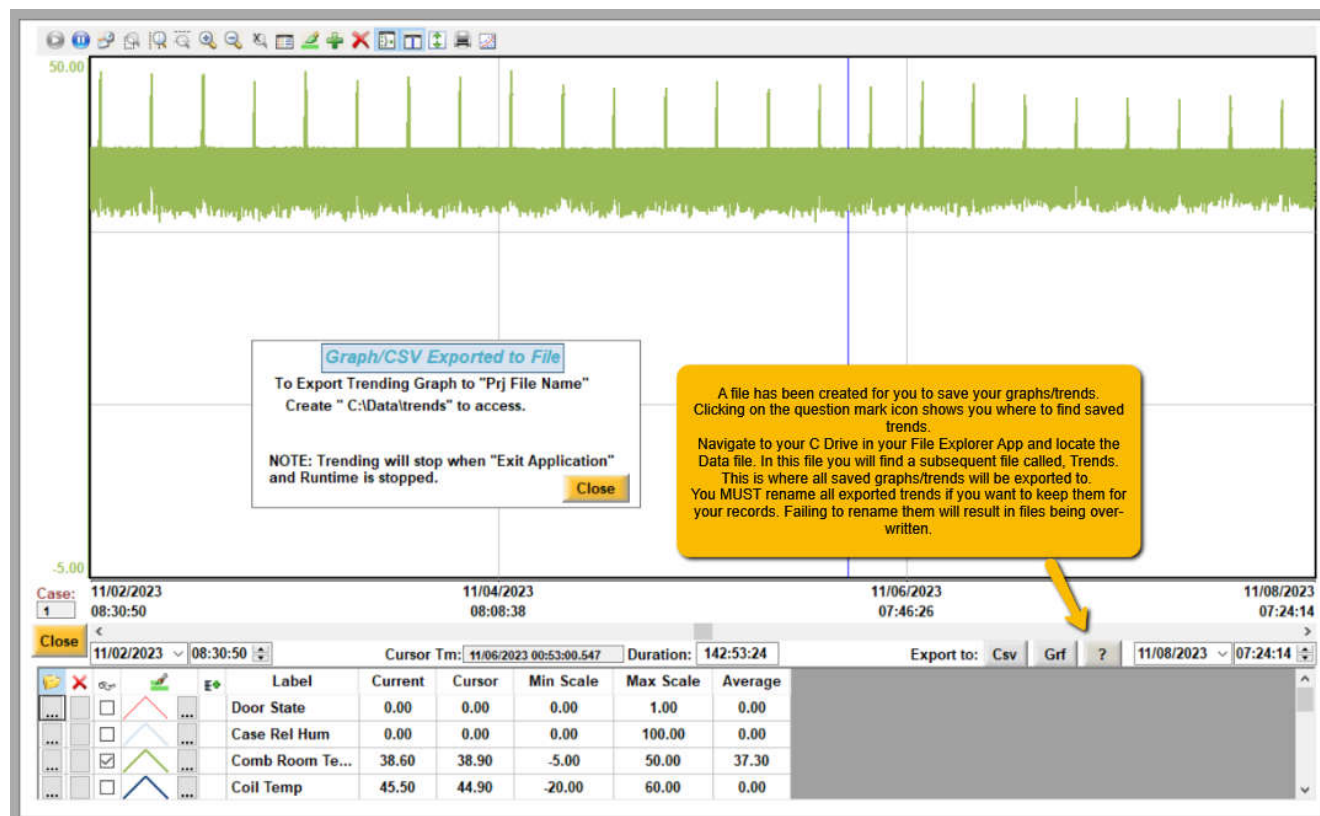
Zoom Icons: Zoom in by area, horizontally, vertically, or expand fully.

**Important Graphing Information



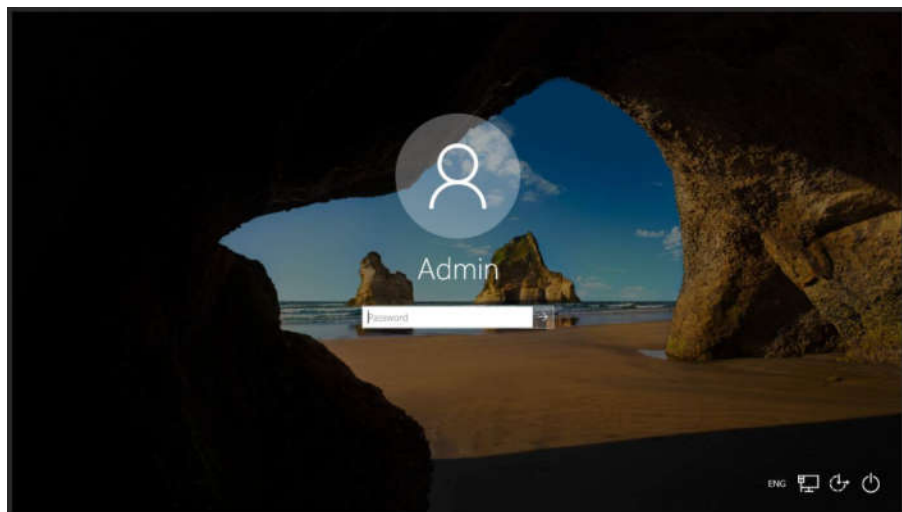
Exit Zoom: Always click this when finished zooming, or your graph scales will reset.

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

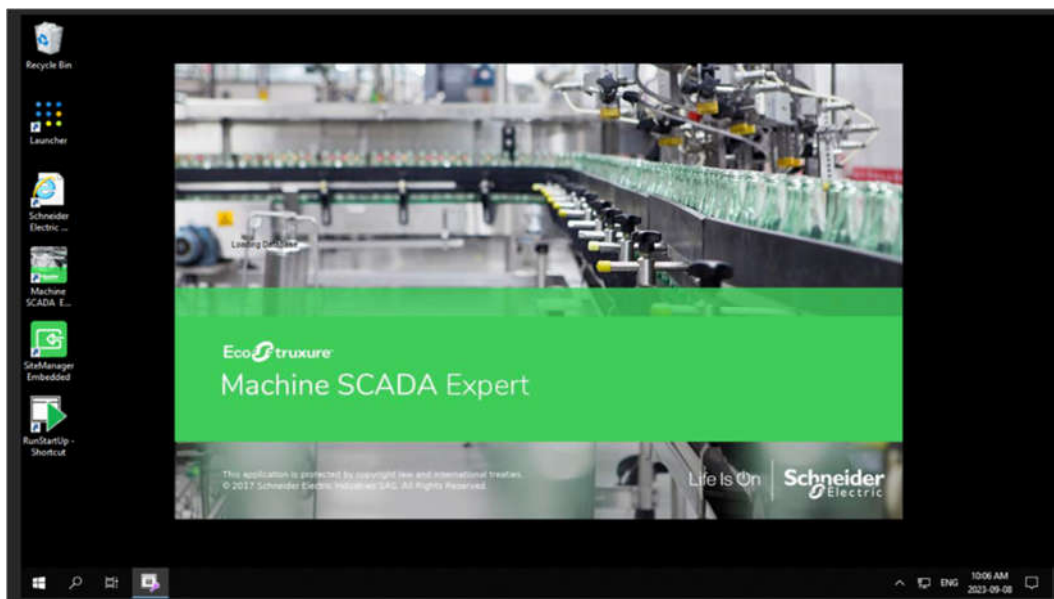


Regaining Program Access After Power Loss

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



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



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