

# SCS Connect



SCS Connect Electronic Controller  
Technicians' Manual

MAN80199  
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# 1 Controller

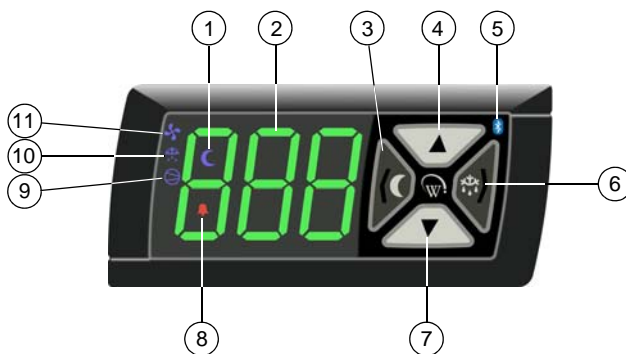
## Overview

The cabinet is fitted with an SCS Connect electronic controller. The controller is pre-programmed. SKOPE does not recommend changing the settings unless it is absolutely necessary. To ensure efficient operation, the controller automatically forces a defrost cycle when required.

**IMPORTANT**  
The controller must only be adjusted by an authorised service agent.

## Controller Faceplate

**Buttons and Display** The faceplate includes the front display panel and interface buttons.



**Table 1: Controller faceplate**

No.	Description		Use
1	<b>Night mode</b>	Indicator	On during Night mode.
2	<b>Display</b>	Indicator	Digital display of: <ul style="list-style-type: none"> <li>the cabinet's air (not product) temperature.</li> <li>alarm messages.</li> </ul>
3	<b>Light switch - Night mode (back/abort)</b>	Button	Used during programming. <ul style="list-style-type: none"> <li>Press to switch the lights on or off.</li> <li>Press and hold to switch the cabinet between Day and Night modes.</li> </ul>
4	<b>Up</b>	Button	Used during programming.
5	<b>Bluetooth</b>	Indicator	<ul style="list-style-type: none"> <li>On when ready to connect to a device.</li> <li>Flashing when connected to a device.</li> </ul>
6	<b>Defrost cycle (next/enter)</b>	Button	Used during programming. Press and hold to start a manual defrost.
7	<b>Down</b>	Button	Used during programming.
8	<b>Fault - Alarm</b>	Indicator	On during a fault or alarm.
9	<b>Compressor</b>	Indicator	On when the compressor is running.
10	<b>Defrost mode</b>	Indicator	On during the defrost cycle.
11	<b>Fan</b>	Indicator	On when the fans are running.

**Service Mode** The service mode can be run using the controller faceplate, but SKOPE strongly recommends using the SCS Connect Field app. You will need a 9-digit PIN to enter the service mode via the controller. If you don't have one, contact your User Manager (Corporate) or SKOPE Customer Services (General Market) to request a PIN.

Service mode includes:

**Parameters**

Allows you to access and edit individual controller parameters.

**Reset**

Returns the controller back to factory or default settings.

**Manual test**

Allows you to see the input values from the sensors, check the effects of output adjustments to peripherals, and run pre-set test routines.

**Statistics**

Displays logged values and event counts for diagnostics and fine tuning.

**About**

Lists the properties of the refrigeration system and the controller, including fridge model codes, and firmware, hardware and software versions.

Refer to [AoFrio documentation](#) for further information.

## 2 Application Procedures

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### App Access

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**Install an App** When you first install and run the SCS Connect Field and Track apps, you will need to enter an activation code – a 9-digit PIN. If you don't already have one, contact SKOPE Customer Services to request an activation code. You will need to be connected to the internet at the time of activation.

Your activation code is unique to you, and determines your personal level of access for the app. Never share it with anyone else. The same code will give you access to all SCS apps you are authorised to use.

#### Procedure 1: To install the SCS Connect Field app

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1. Download and install the Connect Field app:

- Apple App Store: <https://apps.apple.com/nz/app/scs-connect-field/id1172570106>.
- Google Play Store: <https://play.google.com/store/apps/details?id=air.com.wdtl.scs.diagnostic.mobile>



2. Make sure you are connected to the internet, and enter your 9-digit activation code.

3. Once activation is complete, you must define a 4-digit PIN. This can be any code unique to you. Each time you start the app, you will be required to enter this same PIN. This is to prevent other people accessing the app from an unlocked phone.

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#### Procedure 2: To install the SCS Connect Track app

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1. Download and install the Connect Track app:

- Apple App Store: <https://apps.apple.com/nz/app/scs-connect-track/id1159133294>
- Google Play Store: <https://play.google.com/store/apps/details?id=com.wdtl.scs.assetrackle>



2. Open Track on your device and tap Always Allow to let SCS-connect Track access your location.

3. Tap Allow to enable notifications and alerts.

4. Make sure you are connected to the internet, and enter your 9-digit activation code.

5. Once activation is complete, you must define a 4-digit PIN. This can be any code unique to you. Each time you start the app, you will be required to enter this same PIN. This is to prevent other people accessing the app from an unlocked phone.

6. When you have defined your PIN, set the permissions for the app (see Procedure 13 on page 26).

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**Connect to a Cabinet** Follow this procedure to connect to particular cabinet.

**Procedure 3: To connect to a cabinet using SCS Connect Field app**

1. Open the app on your phone and enter your PIN.
2. Hold your phone close to the cabinet you want to connect to.

3. Press REFRESH, and wait a couple of seconds.



4. Select the fridge with the highest connection strength and press CONNECT.



5. Check that the Bluetooth indicator on the electronic controller is flashing to indicate that you are connected. If it is not, try to connect again.

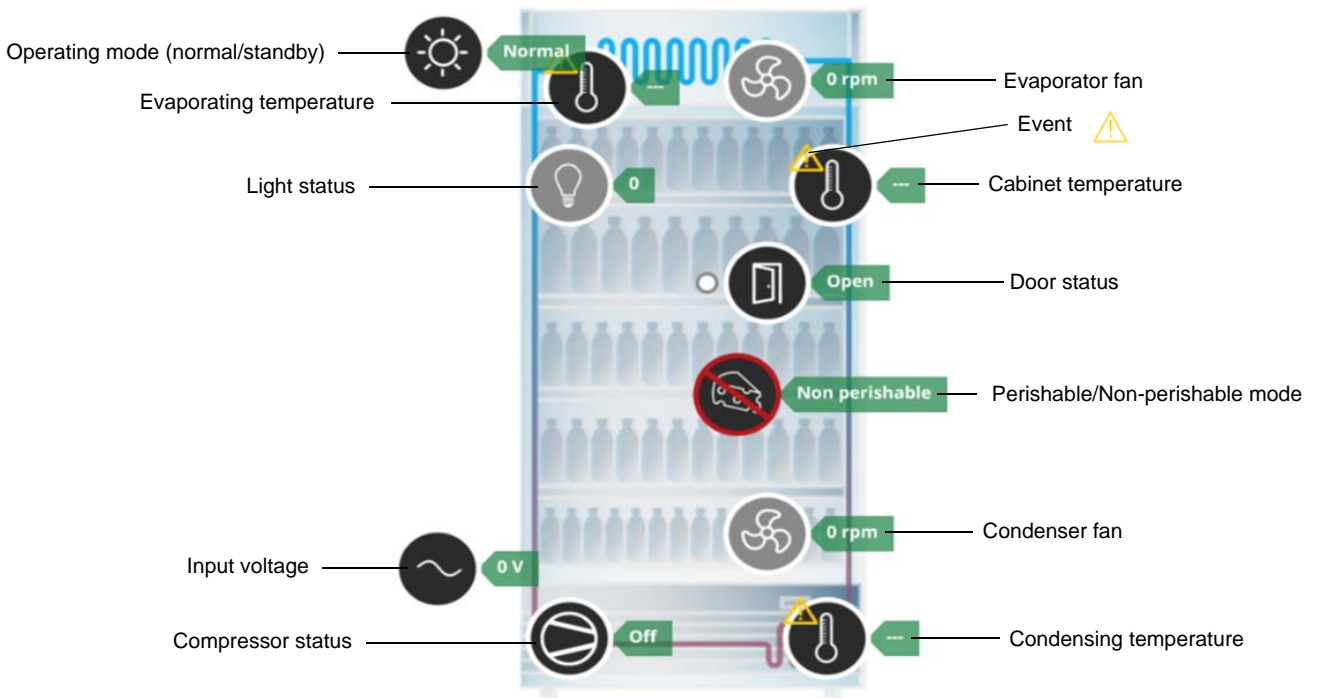


**Field App**

The SCS Connect Field app gives authorised service technicians wireless access to the controller from mobile devices with Bluetooth capability. The app provides data logging, alarm notification, and control over inputs (e.g. probes and switches) and outputs (e.g. relays).

**App Categories** Various options in the app menu provide information about the connected controller and its cabinet. Depending on user access level, some menu options may not be available.

**Home Screen** The home screen shows a graphic representation of the current state of the cabinet being controlled.



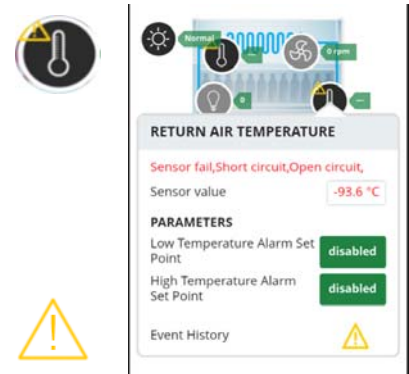
**Note:** Only inputs connected to, or components directly controlled by, the SCS Connect controller will be displayed upon the Home Screen. For example, if the condenser fan is directly driven from the compressor then the condenser fan icon will not be displayed on the home screen.

Events (Alarms or Faults) can be accessed directly from the home screen. This allows you to view details about the fault, as well as the history of the recorded faults.

Tap any component showing the small yellow triangle symbol to view the current event.

From the details screen you can see the possible cause, along with a current reading and any parameters that may be related to the fault.

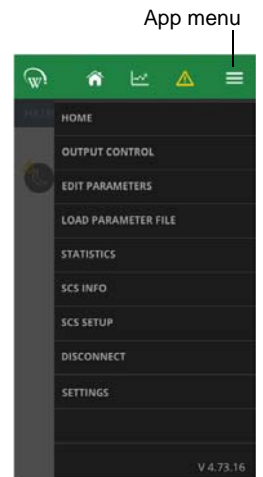
You can view the event history for that component by tapping the yellow triangle beside Event History.



**App Menu** The menu (three horizontal bars on the top right hand side) provides access to the first level of the app’s functions.

**Table 2: App menu items**

Menu item	Description
Home	Returns to the home screen
Output control	Output control screen
Edit parameters	Access the parameters for editing
Load parameter file	Select a parameters file from local or cloud storage
Statistics	Review the controller’s statistics
SCS info	Details of the SCS controller
SCS setup	Set up and change asset information
Disconnect	Disconnect the app from the controller
Settings	App settings



**IMPORTANT**

After connecting to or modifying any controller, always **disconnect** your device from the controller to confirm all changes.

**IMPORTANT**

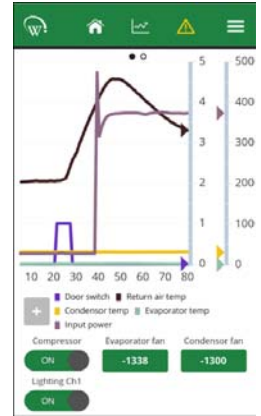
Always power cycle the cabinet if:

- changing time-based parameters.
- updating a significant number of parameters.
- updating the firmware.

**Output Control** Displays real time data when connected to the cabinet by allowing real time interaction with both inputs (probes, switches) and outputs (relays, pulse width modulation (PWM)).

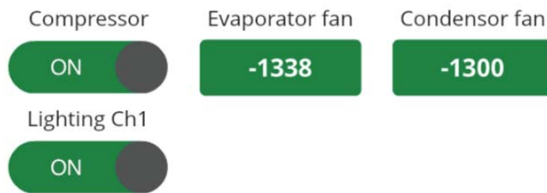
**Note:** Any selected output changes override any priorities in the controller, but are limited to 2 minutes before resetting to their previous status.

You can add or remove inputs or outputs via the + button. This will add or remove a trace line from the live chart.



Only relays that are being used can be switched.

If the fan motor is a controlled speed motor, operating speeds are shown. A negative number shows anti-clockwise rotation.



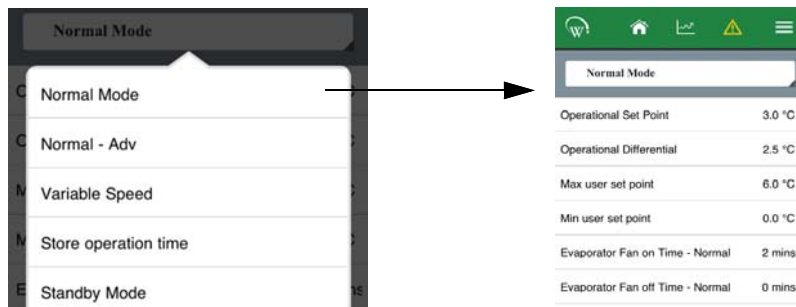
**CAUTION**

Do **not** switch the compressor on and off without allowing pressure to equalise in between. Switching on and off may cause permanent damage to the compressor, leading to failure.

**Edit Parameters** Parameters are arranged in categories to help with navigation. Drop-down boxes give lists of available parameters – scroll up and down for the complete list.

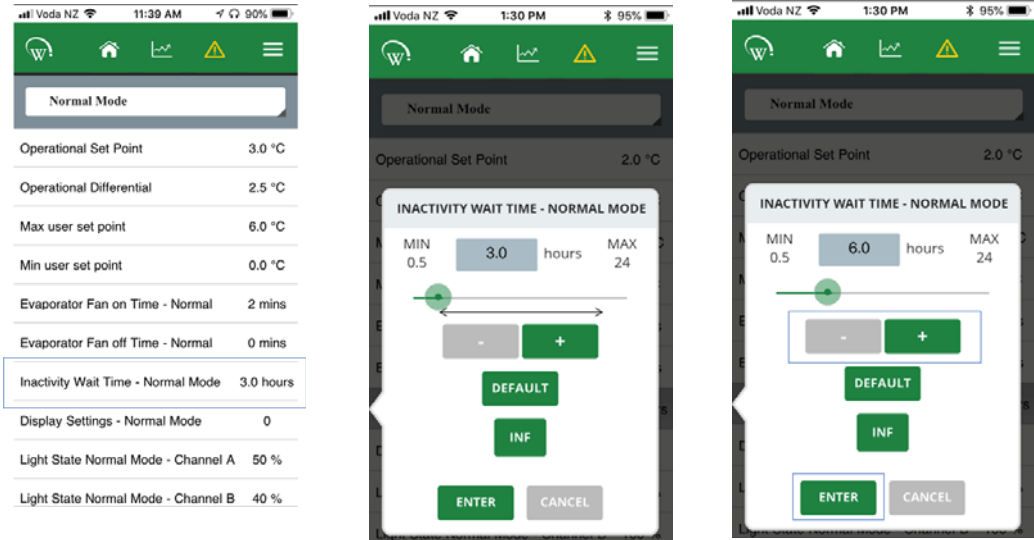
Only parameters needed to operate the cabinet will be visible. These may differ between cabinet types.

Each category contains the parameters associated with that mode.



Updates are not applied until you **disconnect** from the controller.

When a parameter is selected, a new screen opens allowing you to modify the parameter.



**Procedure 4: To change a parameter**

1. Connect to the electronic controller (see Procedure 3 on page 7).
2. Check that the controller is using the latest firmware (see Procedure 8 on page 16). If necessary, update the firmware (see Procedure 9 on page 16).
3. Navigate to the required parameter and tap it.
4. Make the adjustments, using the slider, or the - and + buttons.
5. Save the using the Enter button within the newly opened screen.  
The maximum and minimum allowances for each parameter are shown, along with a Default button.
6. Note the details of your changes on the warranty and/or service documentation, including:
  - the original setting.
  - the new setting.
  - reasons why the change was made.
7. To apply the updates, disconnect from the controller.

**IMPORTANT**

Do **not** press the Default button.  
The Default button sets the parameter back to AoFrio defaults, not SKOPE defaults.

**Load Parameters** You can download the SKOPE factory parameters files stored in the cloud using the Field App when you are:

- installing a new controller.
- trying to diagnose a fault and you think that the parameters may have been corrupted or modified.

To ensure that you have the most recent parameters file SKOPE recommends you always download the latest release from the cloud.+

If you are going to a location without a data connection, follow Procedure 5 before you travel.

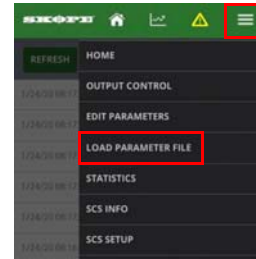
**Procedure 5: To download a parameters file**

**Before you start**

Ensure you have a data connection.

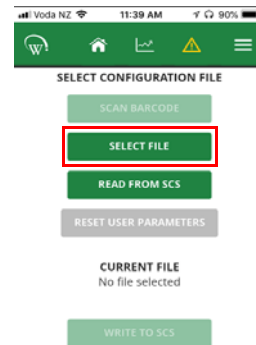
1. Connect to the electronic controller (see Procedure 3 on page 7).
2. Check that the controller is using the latest firmware (see Procedure 8 on page 16). If necessary, update the firmware (see Procedure 9 on page 16).

3. Open the app menu using the button at the top right corner of the screen.



4. Tap LOAD PARAMETER FILE.

The Select Configuration File page shows the status of the currently selected file and gives the option of selecting a new file.

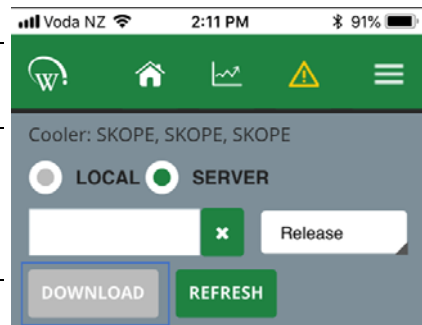


5. Tap SELECT FILE.

6. Tap SERVER. A list of files will load.
7. Use the cabinet's service manual to find the correct parameter number for the cabinet.
8. Tap the entry in the server list with the same parameter number and tap DOWNLOAD to save this parameter set locally.

**Note:** You must only use released files.

9. Click LOCAL to check that the file has downloaded.



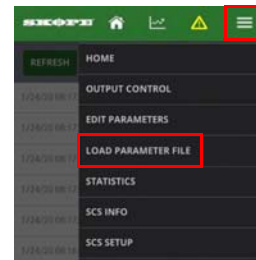
**Procedure 6: To load a parameters file**

**Before you start**

Ensure you either have a data connection, or have downloaded the most recent parameters file from the cloud (see Procedure 5 above).

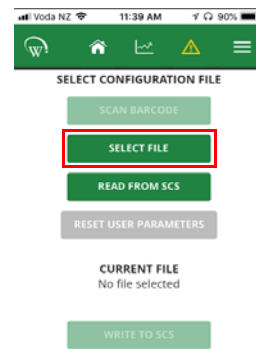
1. Connect to the electronic controller (see Procedure 3 on page 7).
2. Check that the controller is using the latest firmware (see Procedure 8 on page 16). If necessary, update the firmware (see Procedure 9 on page 16).

3. Open the app menu using the button at the top right corner of the screen.



4. Tap LOAD PARAMETER FILE.

The Select Configuration File page shows the status of the currently selected file and gives the option of selecting a new file.



5. Tap SELECT FILE.

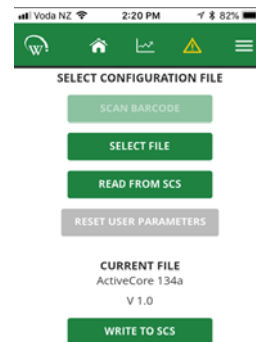
6. Select either LOCAL or SERVER, depending on your data connection, and make sure you have the most recent parameters file.

You must only use released files.



7. From the Local list choose the file to upload to the SCS controller.

8. Check the "CURRENT FILE" field to ensure the correct parameters file has been selected.

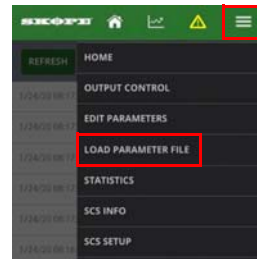


9. Press WRITE TO SCS.

10. To apply the updates, disconnect from the controller.

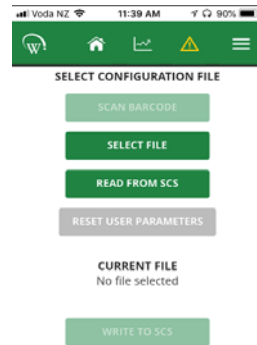
**Procedure 7: To delete a parameters file from your device**

1. Open the app menu using the button at the top right corner of the screen.



2. Tap LOAD PARAMETER FILE.

The Select Configuration File page shows the status of the currently selected file and gives the option of selecting a new file.



3. Tap SELECT FILE.

4. Select LOCAL.

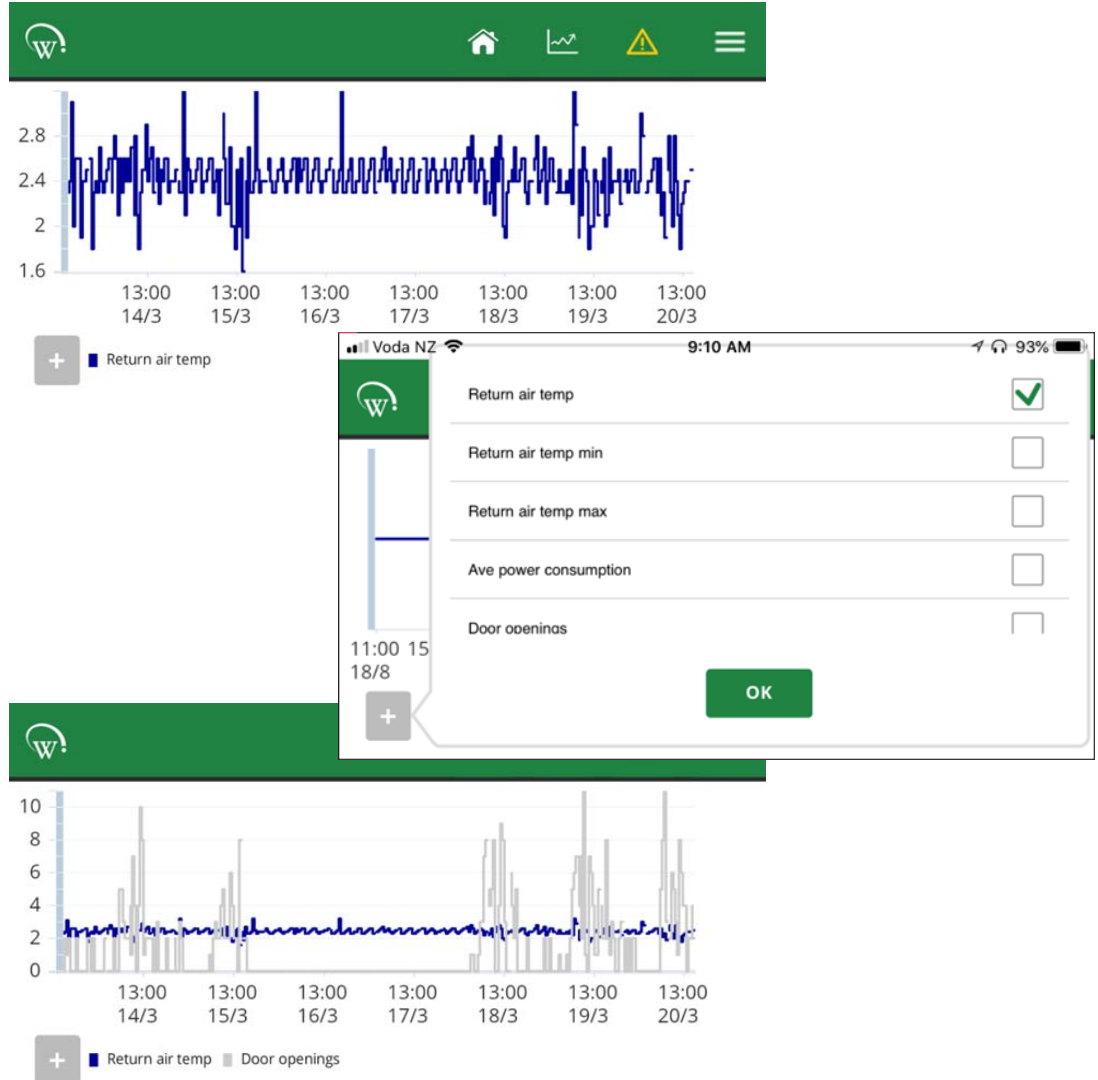


5. From the Local list choose the file to remove, and press DELETE.

**Statistics** The statistics section allows you to view the last 7 days' data from within the SCS Connect controller.

To see the data better, turn your device into landscape mode (on its side). You can add data points to review multiple points at once. Seeing operational trends or intermittent faults may help to diagnose problems.

Press the + button, then select the data points you wish to add to your chart.



**SCS Info** The SCS Info section contains information about the controller, including the firmware versions and key data about the cabinet:

- SKOPE Asset #
- SKOPE Serial # (the asset and serial numbers will be the same in most instances)
- Model of the cabinet
- Brand of the cabinet – the brand will vary if the cabinet belongs to a Corporate customer

If your role includes setting up cabinets for Corporate or Fleet customers, you may have access to Reset IDs (see “Reset Cabinet IDs (Corporate only)” on page 25 for further details).

**Firmware Version** Always make sure the controller is using the latest firmware version before setting up any cabinets or updating any parameters.

**Procedure 8: To check the firmware using SCS Field app**

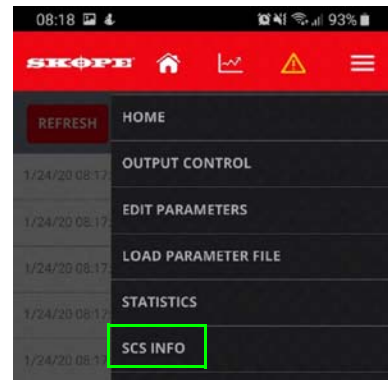
1. Connect to the controller using the SCS Field App.



2. Open the App menu using the button in the top right of the screen.



3. Tap SCS INFO.



4. Confirm the full firmware revision at the top of the SCS Info page.



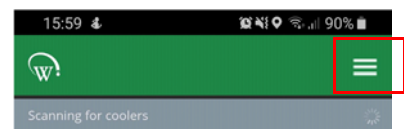
**Procedure 9: To update the controller firmware using SCS-connect Field app**

**Before you start**

Ensure you have a data connection.

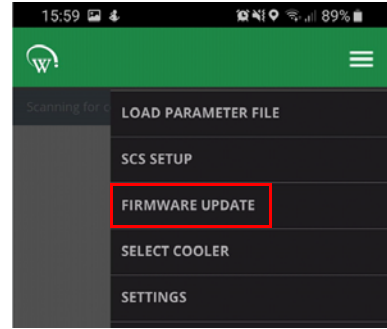
1. Connect the cabinet to the mains power supply.
2. Wait 10 seconds to allow the controller to finish the boot sequence.
3. Turn on Flight/Airplane Mode to prevent interruptions, and re-enable Bluetooth.
4. Open the SCS Field App, but do not connect to the controller.

5. Tap the menu icon in the top right corner of the screen.



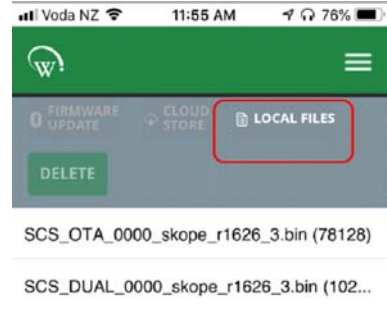
**Procedure 9: To update the controller firmware using SCS-connect Field app (continued)**

6. Tap FIRMWARE UPDATE.

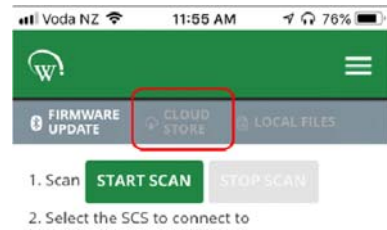


7. In the grey banner at the top of the screen, tap LOCAL FILES to view all the currently available SCS firmware versions stored in the App. If the required version is:

- listed, go to Step 11.
- not listed, go to Step 8.



8. In the grey banner at the top of the screen, tap CLOUD STORE to view all the currently available SCS firmware versions.

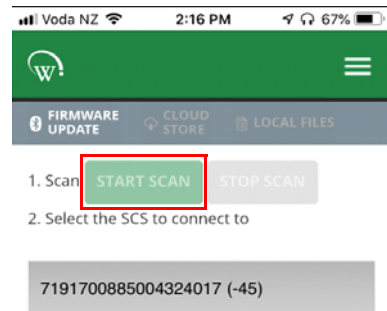


9. Select the firmware version you need and tap DOWNLOAD.



10. Confirm that the download is successful by checking that it is shown in LOCAL FILES.

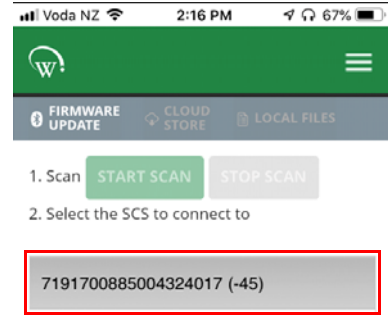
11. Tap the START SCAN button in the FIRMWARE UPDATE tab. This will generate a list of available controllers.



**Procedure 9: To update the controller firmware using SCS-connect Field app (continued)**

12. Tap the controller you wish to update the firmware on. The controller will boot into "OTA" mode, where the display will show "OTA" and the cabinet will appear to have turned off.

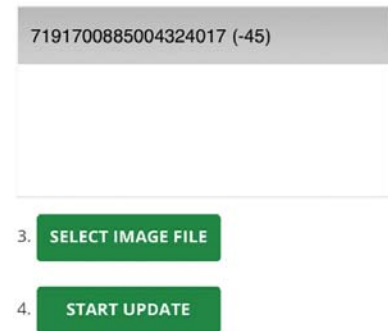
**Note:** If you select the wrong controller, power cycle the cabinet to clear it from OTA mode.



13. Tap SELECT IMAGE FILE and tap the firmware version you wish to update the controller with.

14. Tap START UPDATE. This will begin the update process.

- Do not turn off the cabinet or exit the SCS Field app during this process.
- The update process may take several minutes.



**IMPORTANT**

When the controller update has finished, the controller will reboot itself, run through the boot up sequence, and then count through the numbers 1 to 15 on the controller display.

This is part of the update and it must not be interrupted at any stage. Wait until this has finished before turning off or attempting to interact with the controller.

## SCS Setup SCS Setup for Downloading Cabinet Data – General Market only

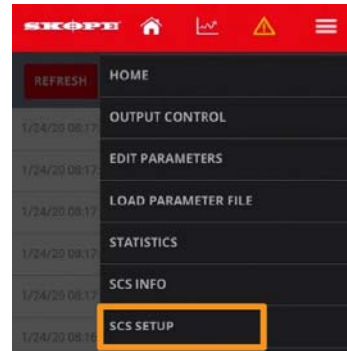
Follow this procedure if you are servicing a general market cabinet which is not managed using SKOPE-connect, and you need to download the cabinet's data.

### Procedure 10: SCS setup using the SCS Field app

#### Before you start

Make sure you have SCS Connect Track app downloaded on your mobile device (see Procedure 3 on page 7).

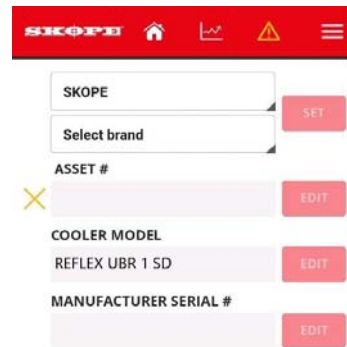
1. Open the app menu using the button located at the top right corner of the screen.



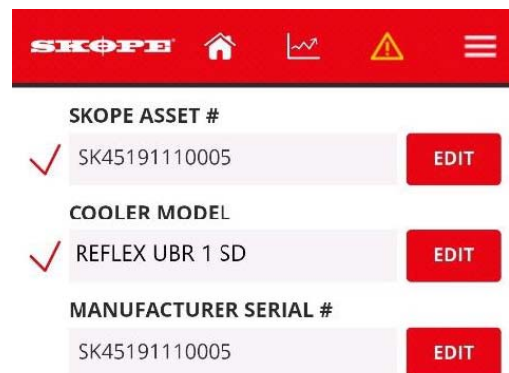
2. Open the SCS SETUP page from the app menu.

The SCS SETUP page may ask you to set the Manufacturer, Owner, and Brand.

3. Choose SKOPE for the:
  - Manufacturer.
  - Owner.
  - Brand.



4. Tap EDIT next to the SKOPE ASSET # field and scan the bar code on the cabinet serial label inside the cabinet.
  - Make sure that the number matches the Serial Number.
  - Save the number and repeat for the MANUFACTURER SERIAL # field



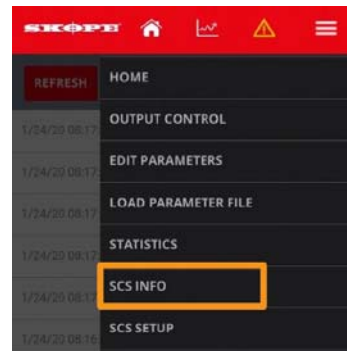
**Procedure 10: SCS setup using the SCS Field app (continued)**

5. Tap EDIT next to the COOLER MODEL field and select the model shown on the cabinet serial label.

**Important:** Make sure that the model matches the cabinet serial label.



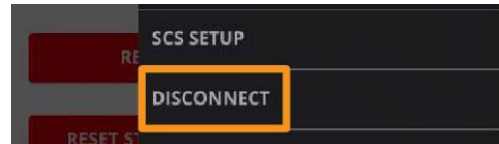
6. Open the SCS INFO page from the app menu.



7. Check the listed details to make sure they have been entered correctly.



8. When you have verified that all the details are correct, open the app menu and tap DISCONNECT to close the connection to the controller.



9. Perform a manual scan of the cabinet (see Procedure 14 on page 26).

10. Confirm that you have downloaded the cabinet's data (see Procedure 15 on page 27).

### SCS Setup – Corporate only

Linking an SCS controller to a refrigeration cabinet is a key part of allowing accurate data to be gathered for review and service assistance.

**Note:** General Market cabinets need to be set up via the SKOPE-connect app, which the store owner or manager will have access to. Check to see if they have it on their device.

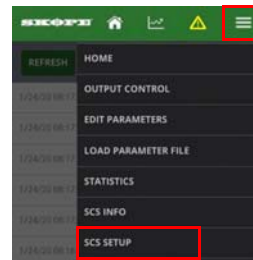
#### Procedure 11: To fill in the SCS Setup information

##### Before you start

SCS Setup is only available in certain roles. If your role requires regular access to this procedure and you do not have access, contact SKOPE.

1. Connect to the electronic controller (see Procedure 3 on page 7).

2. Open the app menu using the button at the top right corner of the screen.



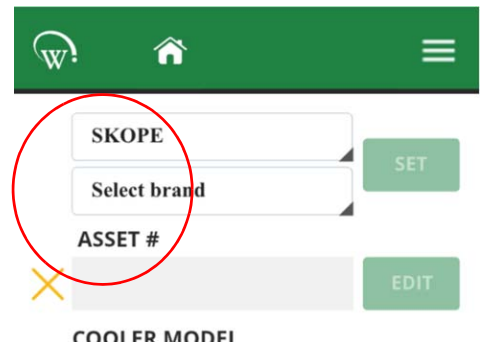
3. Tap SCS SETUP.

The SCS SETUP page may ask you to set the Manufacturer, Owner, and Brand.

4. Select the appropriate owner. This should:

- always be set to SKOPE.
- come pre-set by the factory.

**Important:** Always select SKOPE as the cabinet owner from the drop-down box if not already set.



The list of available brands will appear once the cabinet owner has been set.

**Important:** If you select the incorrect brand at this step a reset process will be required to fix it.

5. Select the appropriate brand. This is the corporate customer who is using the cabinet.

- It is not set at the factory before delivery.
- It must be set before placing the cabinet into the market.

6. Continue entering the cabinet information. There are 6 sections in the SCS Setup page: SKOPE ASSET #, COOLER MODEL, MANUFACTURER SERIAL #, INSTALL ADDRESS, ADDITIONAL DATA, PHOTOS AND NOTES.

- The first four **must** be completed.
- The corporate owner may require all six to be completed.

**Procedure 11: To fill in the SCS Setup information (continued)**

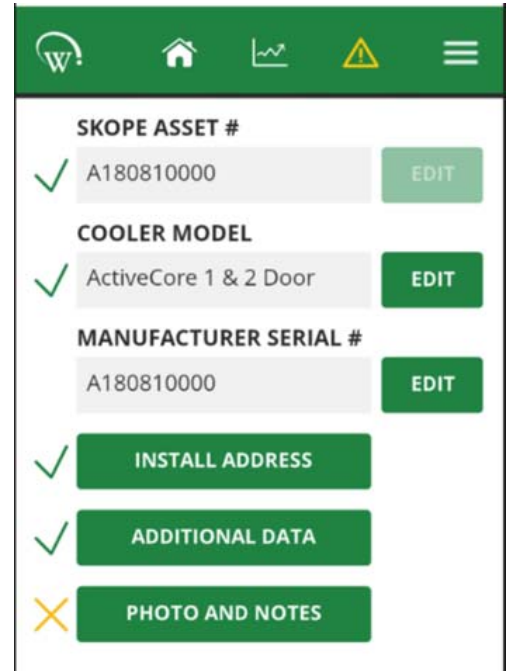
The **SKOPE ASSET #** may be either the corporate asset number or the SKOPE serial number.

7. Tap the EDIT button next to the SKOPE ASSET # and enter the number:
  - manually, if using the corporate number.
  - by scanning the bar code on the rating label inside the cabinet if using the SKOPE serial number.
    - Make sure that the number matches the serial number.
    - Save the number and repeat for the MANUFACTURER SERIAL # field.



Serial number

Bar code

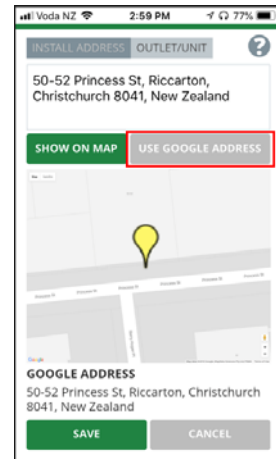


8. Tap the EDIT button next to **COOLER MODEL** and select the model shown on the cabinet rating label from the drop-down menu.

9. Tap the EDIT button next to the **MANUFACTURER SERIAL #** and enter the number by scanning the bar code on the rating label inside the cabinet if using the SKOPE serial number.

10. Type in the physical address of the location for the installed cabinet for the **INSTALL ADDRESS**.

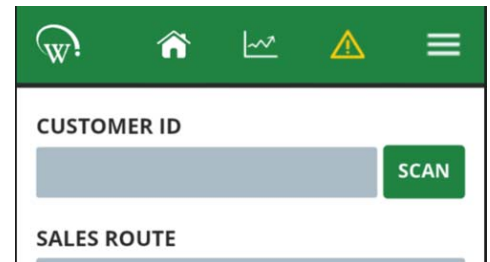
- Tap SHOW ON MAP to see the actual location.
- If the shown Google Address is correct, press the Use Google Address button. This is recommended, as it ensures a consistent address format.
- Select the OUTLET/UNIT tab and enter any available data.
- Tap the SAVE button.



*Optional*

**11. Additional Data**

- If the corporate owner permits access via the SKOPE-connect app, then the Customer ID field must remain blank.
- If the corporate owner wishes to restrict this access, the SKOPE-connect access can be deactivated. See “Deactivate SKOPE-connect” on page 25.
- Information stored in the Customer ID field may be hidden from view.



**Procedure 11: To fill in the SCS Setup information (continued)**

*Optional*

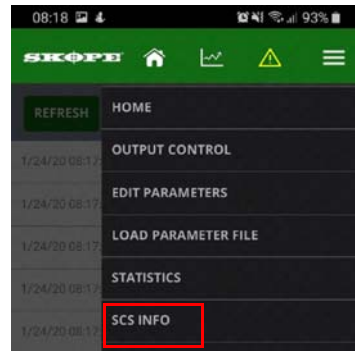
**12. Photo and Notes**

- These may be required by the corporate owner. If they need to be added:
  - Take a picture of the store from the outside, and one of the entire cabinet once installed.
  - These photos will be found in the photos app on your device and can be added one at a time.

**IMPORTANT**  
 Photos can't be removed once saved. Choose appropriate photos, as they will be visible to everyone who has access to the reporting application.

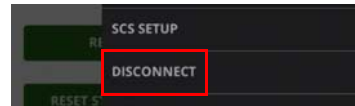
- Use the Notes for both the Cabinet and the Outlet for:
  - relevant information to help identify location of the cabinet.
  - things that may affect the cabinet's performance or operation.

13. Open SCS INFO from the app menu.



14. Check the listed details to make sure that you have entered them correctly.

15. When you have finished, disconnect from the controller to use the Track app to capture the cabinet's data.



**Debug File** Follow this procedure to upload a debug file to SKOPE’s server to help diagnose a problem.

**Procedure 12: To upload a debug file**

1. Open SCS Connect Field app.

2. Open the app menu using the button at the top right corner of the screen.

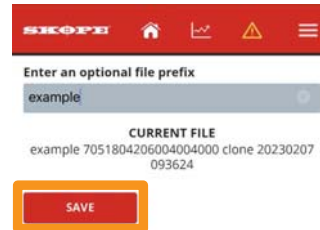
3. Navigate to the Load Parameter File screen.

4. Tap READ FROM SCS.

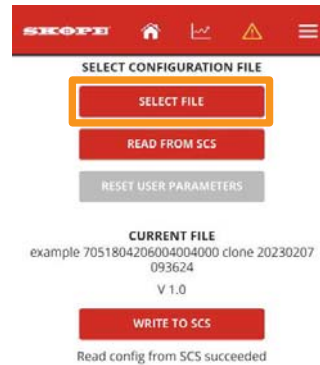


Once the file has downloaded you will be asked to name the file.

5. Give the file a relevant name, and tap SAVE.



6. Tap SELECT FILE to go to the file menu.

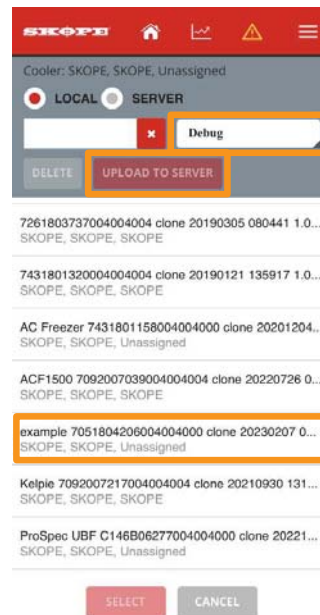


7. Change the drop-down menu in the top grey area from RELEASED to DEBUG.

8. Find and tap the file you just created.

9. Tap UPLOAD TO SERVER.

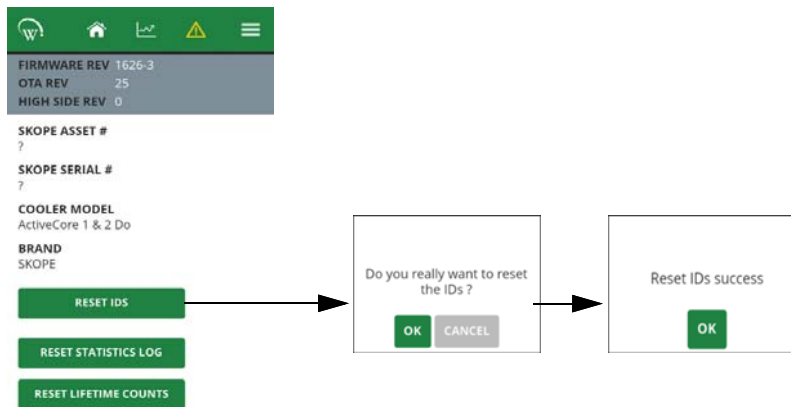
10. Tell SKOPE about the file so it can be used.



**Deactivate SKOPE-connect** You will only need to enter information in this tab if the corporate owner does not permit access to the cabinet via the SKOPE-connect application that the store owner may have. If the corporate owner wishes to restrict this access, you need to add a Customer ID.

**IMPORTANT**  
The customer ID field must be blank if SKOPE-connect access is required.

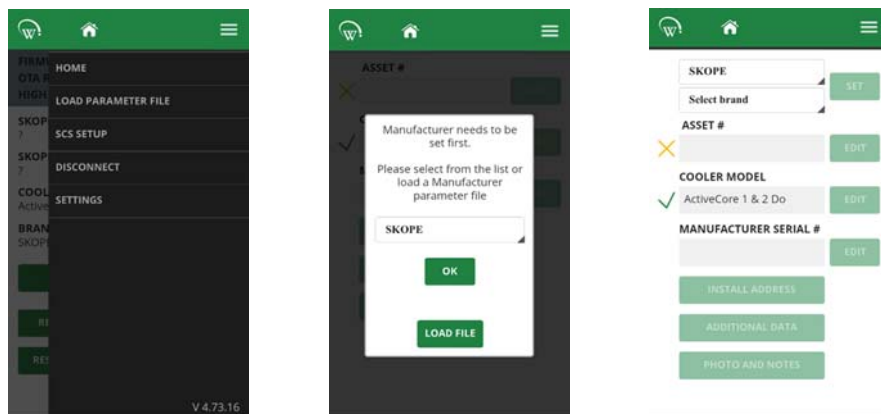
**Reset Cabinet IDs (Corporate only)** General Market cabinets do not require an ID reset. Follow this process to change the brand attributed to a cabinet after it has initially been set. Open the SCS Info section from the menu. If you have the required level of access you will see the option to Reset IDs. Resetting the IDs will clear all manufacturer and owner information, and you will need to re-enter it.



After a successful ID Reset you will need to follow the SCS Setup process which will include an additional step to enter the Manufacturer information. Tap the Menu.

The Menu screen will differ from normal. Select SCS Setup from the list.

**IMPORTANT**  
You must select SKOPE from the drop-down list.



Once you have successfully set the manufacturer, you can continue setting up brand and asset information. See “SCS Setup – Corporate only” on page 21.

## Track App

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The AoFrio Track app for mobile devices transfers data from SKOPE equipment to a cloud-based server using the SCS Connect controller.

The app works automatically in the background, scanning every three minutes. When the app detects a controller, it connects via Bluetooth to receive data from the controller and sends the data to the cloud. If no mobile data connection is available, the app stores data until a connection becomes available.

SKOPE recommends that all technicians who service SKOPE equipment fitted with the AoFrio SCS Connect electronic controller have the AoFrio Track app installed on their Bluetooth-enabled mobile device. All technicians are also required to have the AoFrio Field app installed on their Bluetooth-enabled mobile device.

The app is passive and runs in the background (it can track automatically). When servicing a cabinet, open the app to ensure tracking has finished before you start servicing (see Procedure 14 below).

**Permissions** Once you have installed the Track app (see Procedure 2 on page 6), you need to set the initial permissions.

### Procedure 13: To set the initial permissions for SCS Connect Track app

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1. Open the SCS Connect Track app on your device.
  2. You should see a pop-up message: "Please select YES or ALLOW to the next dialog boxes to ensure the correct application of SCS Track.", tap OK to continue.
  3. You should see another pop-up message: "Let app always run in background?"
    - SKOPE recommends that you tap Allow. This means Track app can connect to controllers without any actions on your part.
    - If you tap Deny you will only be able to scan for controllers when you open the app.
  4. If you tapped Allow, you will be prompted with the question: "Allow SCS Connect Track to access this device's location?" You can choose one of three options:
    - *Allow all the time* which means the app can function without your further interaction. SKOPE recommends this option as the quickest way to connect with coolers and upload data.
    - *Only while using the app* which means that the Track app will not function while closed. You will need to open it at a location where there are controllers to find and upload data. It will also need to remain open while uploading is taking place.
    - *Deny* which means that the Track app will be inactive and not look for controllers, even when open. You will see a "Permission Error" message each time you close and reopen the app to alert you to the inactive state of the app.
  5. If you need to change the permissions later, go to Settings > Apps & Notifications in the app.
- 

## Manual Scan

### Procedure 14: To perform a manual scan of a cabinet with a connected controller

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1. Turn on Bluetooth on your device.
2. Hold the device close to the cabinet you want to connect to.
3. Open the Track app and press the Scan or Connect Now button.
4. Data from the cabinet will be downloaded into your device and then uploaded to the cloud for future analysis.

Note: "Download completed" does not mean that the data has been uploaded to the cloud. The upload process requires data, and will be automatically completed when data coverage is available.

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### 3 Faults and Alarms

ALr and the corresponding alarm number will alternate on the display



Alarm symbol

If a fault occurs, it is logged, the Fault - Alarm indicator is lit on the controller faceplate, and a message may be displayed. Faults do not affect product temperature, and do not require action from the shop owner, unless they turn into an alarm.

If an alarm occurs, it is logged, the Fault - Alarm indicator is lit, and the alarm message is displayed on the controller faceplate. Alarms may result in abnormal product temperature.

Some faults and alarms can be cleared by the shop owner, and others can only be cleared by a service technician. Faults and alarms can be cleared by the shop owner by power-cycling the cabinet. However the fault or alarm will only clear if the problem has been fixed. If the problem still exists after a power-cycle, a service technician will need to fix the problem.

#### Faults

Table 3: Faults

Description	Possible root cause	Actions
Over-voltage protection The maximum allowable mains supply voltage has been exceeded. The cabinet has temporarily shut down to prevent damage and will restart once the supply voltage decreases.	Should be a one-off. If it continues, consider:	Test the incoming voltage to ensure it is correct. The test voltage needs to be between 198 and 264 volts. <ul style="list-style-type: none"> <li>If outside this, the controller will shut the system down until the voltage returns to between these measurements.</li> <li>If the voltage is correct and the controller is still showing a fault, replace the controller.</li> </ul>
	<ul style="list-style-type: none"> <li>poor line voltage</li> </ul>	
	<ul style="list-style-type: none"> <li>rural location</li> </ul>	
	<ul style="list-style-type: none"> <li>voltage setting parameter</li> </ul>	<ul style="list-style-type: none"> <li>Check the voltage parameter settings are between 198 and 264 volts. If this parameter is outside the correct voltage, changing it may damage the controller.</li> </ul>
	<ul style="list-style-type: none"> <li>controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>

Table 3: Faults (continued)

Description	Possible root cause	Actions
<p>Under-voltage protection</p> <p>The mains supply voltage has dropped below the minimum allowable level. The cabinet has temporarily shut down to prevent damage and will restart once the supply voltage increases.</p>	<p>Should be a one-off. If continues, consider:</p> <ul style="list-style-type: none"> <li>• power supply overloaded</li> <li>• poor line voltage</li> <li>• multi-box use</li> <li>• rural location</li> <li>• voltage setting parameter</li> <li>• controller</li> </ul>	<p>Test the incoming voltage to ensure it is correct. The test voltage needs to be between 198 and 264 volts.</p> <ul style="list-style-type: none"> <li>• If outside this, the controller will shut the system down until the voltage returns to between these measurements.</li> <li>• If the voltage is correct and the controller is still showing a fault, replace the controller.</li> <li>• Check that there are not too many plugs using the same multi-box adaptor causing the voltage to drop.</li> <li>• Check the voltage parameter settings are between 198 and 264 volts. If this parameter is outside the correct voltage, changing it may damage the controller.</li> <li>• The controller may be reading incorrectly and need replacing.</li> </ul>
<p>High condensing temperature protection</p> <p>The system was operating at an elevated temperature and has temporarily shut down to prevent damage. Extended operation in this condition may result in ALARM 15, increased energy consumption and a reduction in cabinet life.</p>	<ul style="list-style-type: none"> <li>• Condenser not clean</li> <li>• Poor installation or ventilation</li> <li>• Condenser fan motor or blade</li> <li>• Controller</li> <li>• Very high ambient temperature</li> </ul>	<p>Cartridge swap is not required.</p> <ul style="list-style-type: none"> <li>• Remove and clean the condenser filter.</li> <li>• Check that the condenser is free of debris.</li> <li>• If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> <li>• Check the installation guidelines.</li> <li>• If fitted, check the rear spacers are extended.</li> <li>• Check that the condenser fan blades are in place and all condenser fans are operating correctly.</li> <li>• The controller may be reading incorrectly and need replacing.</li> <li>• Confirm the temperature reading with an independent thermometer.</li> <li>• Check if the probes are faulty and reading incorrectly.</li> </ul>
<p>Excessive compressor cycling protection</p> <p>The system has been turning on and off too frequently.</p>	<ul style="list-style-type: none"> <li>• Door not self-closing</li> <li>• Blocked condenser</li> <li>• Poor installation or ventilation</li> <li>• Cartridge or cabinet gasket seals leaking</li> <li>• Hot product</li> <li>• Product blocking cabinet airflow</li> <li>• Compressor is overloaded from excess door openings or ambient temperature</li> <li>• Condenser or evaporator fan motor or blade</li> <li>• Controller</li> <li>• Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>• Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>• Remove and clean the condenser filter.</li> <li>• Check that the condenser is free of debris.</li> <li>• If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> <li>• Check the installation guidelines.</li> <li>• Remove the cartridge and check the integrity of the gaskets and seals.</li> <li>• If required, replace the door gasket.</li> <li>• Check if the product has been recently loaded, and is causing the extra heat.</li> <li>• Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> <li>• Ensure that the cabinet is operating in its climate class.</li> <li>• Inspect the condenser and evaporator fans safely, and replace if faulty.</li> <li>• The controller may be reading incorrectly and need replacing.</li> <li>• Swap the cartridge.</li> </ul>

## Alarms

Table 4: Alarms

Code	Description	Possible root cause	Action
8	Estimated product temperature below allowable range The estimated product temperature has been below the allowable range for longer than the permissible time.	<ul style="list-style-type: none"> <li>Low ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>App settings</li> </ul>	<ul style="list-style-type: none"> <li>Check all app settings, and reinstall the parameters if required.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>Check the probe calibration to make sure that the controller is reading the temperature correctly.</li> </ul>
		<ul style="list-style-type: none"> <li>Disrupted air curtain</li> </ul>	<ul style="list-style-type: none"> <li>Check that the fridge is not near an air conditioning grille which is blowing onto it, causing airflow problems.</li> </ul>
9	Estimated product temperature above allowable range The estimated product temperature has been above the allowable range for longer than the permissible time.	<ul style="list-style-type: none"> <li>Excessive door openings</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the door is not opened unnecessarily.</li> </ul>
		<ul style="list-style-type: none"> <li>Door being left open</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the door is closed.</li> </ul>
		<ul style="list-style-type: none"> <li>Door leaking air (bad gasket or door not self-closing)</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>If required, replace the door gasket.</li> </ul>
		<ul style="list-style-type: none"> <li>Sealed refrigeration system</li> </ul>	<ul style="list-style-type: none"> <li>Consider a cartridge swap.</li> </ul>
		<ul style="list-style-type: none"> <li>Incorrect setpoint</li> </ul>	<ul style="list-style-type: none"> <li>Reload the correct parameters using the SCS Connect Field app.</li> </ul>
		<ul style="list-style-type: none"> <li>Too much product</li> </ul>	<ul style="list-style-type: none"> <li>If the cabinet is overloaded, remove the excess product.</li> </ul>
		<ul style="list-style-type: none"> <li>Blocked return air grille</li> </ul>	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		<ul style="list-style-type: none"> <li>Warm product loaded into cabinet</li> </ul>	<ul style="list-style-type: none"> <li>Wait for the product to cool down.</li> </ul>
		<ul style="list-style-type: none"> <li>Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
		<ul style="list-style-type: none"> <li>Frozen or blocked evaporator coil</li> </ul>	<ul style="list-style-type: none"> <li>De-ice the coil and check that the evaporator fan motor is working.</li> <li>Check the defrost cycle and that the defrost probe are working correctly.</li> <li>Check that the drain is clear.</li> </ul>
		<ul style="list-style-type: none"> <li>Cartridge gasket leaking (to cabinet seal or lid seal)</li> </ul>	<ul style="list-style-type: none"> <li>Check that the gasket is intact and not broken and leaking.</li> <li>Ensure the installation levers are lifting the cartridge up onto the case correctly.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>Condenser or evaporator fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		<ul style="list-style-type: none"> <li>Incorrect parameter settings</li> </ul>	<ul style="list-style-type: none"> <li>Use the SCS Field app to check that the correct setpoint and parameters have been selected.</li> </ul>
<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>Check the probe calibration to make sure that the controller is reading the temperature correctly.</li> </ul>		
<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>		

Table 4: Alarms (continued)

Code	Description	Possible root cause	Action
15	Excessive condensing temperature protection The system was operating at an excessive temperature and has shut down to prevent permanent damage.	<ul style="list-style-type: none"> <li>Very high ambient temperature</li> </ul>	Cartridge swap is not required. <ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>Condenser is not clean</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
		<ul style="list-style-type: none"> <li>Condenser fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		<ul style="list-style-type: none"> <li>Incorrectly placed condenser probe</li> </ul>	<ul style="list-style-type: none"> <li>Either:                             <ul style="list-style-type: none"> <li>Measure the probe resistance to make sure it is within the range.</li> <li>Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul> </li> <li>Replace the probe if required.</li> </ul>
17	Control probe failure A critical system sensor has failed and the cabinet can no longer operate.	<ul style="list-style-type: none"> <li>Control probe or circuit</li> </ul>	Cartridge swap is not required. <ul style="list-style-type: none"> <li>Either:                             <ul style="list-style-type: none"> <li>Measure the probe resistance to make sure it is within the range.</li> <li>Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul> </li> <li>Replace the probe if required.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>If you have replaced the probe and it is still reading incorrectly, replace the controller.</li> </ul>
18	Electrical over-current protection activated The compressor was drawing too much current and has shut down to prevent permanent damage.	<ul style="list-style-type: none"> <li>Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>Product blocking cabinet airflow</li> </ul>	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>

Table 4: Alarms (continued)

Code	Description	Possible root cause	Action
19	Failed to reach set temperature The refrigeration system has been operating continuously for a long period without reaching the set temperature.	• Blocked condenser	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		• Poor installation or ventilation	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
		• Frozen or blocked evaporator coil	<ul style="list-style-type: none"> <li>De-ice the coil and check that the evaporator fan motor is working.</li> <li>Check the defrost cycle and that the defrost probe is working correctly.</li> </ul>
		• Cartridge, cabinet, or door gasket leaking	<ul style="list-style-type: none"> <li>Check that the gasket is intact and not broken and leaking. If required, replace the door gasket.</li> <li>Ensure the installation levers are lifting the cartridge up onto the case correctly.</li> </ul>
		• Product blocking cabinet airflow	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		• Compressor is overloaded from excess door openings or ambient temperature	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		• Condenser or evaporator fan motor or blade	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		• Controller	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
		• Compressor or gas leak	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>
20	Over-cooling product The internal temperature is too low. The system has temporarily shut down until the temperature has returned to normal.	• Set temperature has been raised by a large amount	<ol style="list-style-type: none"> <li>Confirm if really too cold.</li> <li>Change parameters accordingly.</li> </ol>
		• Controller	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
22	Evaporator fan over-current protection The current supplied to the evaporator fan motor is too high.	• Faulty fan motor	<ul style="list-style-type: none"> <li>Replace the fan motor.</li> </ul>
		• Fan blade fault (imbalance, debris, blockage)	<ul style="list-style-type: none"> <li>Visually inspect the fan blades and replace if faulty.</li> </ul>
23	Condenser fan over-current protection The current supplied to the condenser fan motor is too high.	• Faulty fan motor	<ul style="list-style-type: none"> <li>Replace fan motor.</li> </ul>
		• Fan blade fault (imbalance, debris, blockage)	<ul style="list-style-type: none"> <li>If the fan motor is working correctly, update the controller firmware to the latest version.</li> </ul>
		• Controller	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
24	Controller communication error Controller has lost communication channels.	• Parameters	<ul style="list-style-type: none"> <li>Load the correct parameter settings.</li> </ul>
		• Controller or circuit	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
25	Controller update failed Controller update could not be completed.	• Parameters	<ul style="list-style-type: none"> <li>Load the correct parameter settings.</li> </ul>
		• Controller or circuit	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
26	Controller hardware failure Controller hardware has failed.	• Parameters	<ul style="list-style-type: none"> <li>Load the correct parameter settings.</li> </ul>
		• Controller or circuit	<ul style="list-style-type: none"> <li>Replace the controller.</li> </ul>

Table 4: Alarms (continued)

Code	Description	Possible root cause	Action
27	Probe failure A probe other than the control probe has failed. The cabinet will continue to operate with partial function but requires service.	• Evaporator probe or connections	Cartridge swap is not required. • Either: <ul style="list-style-type: none"> <li>• Measure the probe resistance to make sure it is within the range.</li> <li>• Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul>
		• Controller	• Replace the probe if required. • The controller may be reading incorrectly and need replacing.
28	No downward tendency The temperature is no longer decreasing.	• Blocked condenser	• Remove and clean the condenser filter. • Check that the condenser is free of debris. • If the coil is dirty, clean it with a vacuum cleaner or soft brush.
		• Poor installation or ventilation	• Check the installation guidelines.
		• Cartridge or cabinet gasket seals leaking	• Check that the gasket is intact and not broken and leaking. If required, replace the door gasket. • Ensure the installation levers are lifting the cartridge up onto the case correctly.
		• Door not self-closing or door gasket leaking	• Open the door and let it go. If it does not close on its own, repair the self-closing mechanism. • If required, replace the door gasket.
		• Product blocking cabinet airflow	• Check if the return air grille is covered by product. If so, move the product from the grille and observe.
		• Compressor is overloaded from excess door openings or ambient temperature	• Ensure that the cabinet is operating in its climate class.
		• Condenser or evaporator fan motor or blade	• Inspect the condenser and evaporator fans safely, and replace if faulty.
		• Controller	• The controller may be reading incorrectly and need replacing.
29	Compressor cutting out The compressor cut out on its internal protection or pressure switch.	• Blocked condenser	• Remove and clean the condenser filter. • Check that the condenser is free of debris. • If the coil is dirty, clean it with a vacuum cleaner or soft brush
		• Poor installation or ventilation	• Check the installation guidelines.
		• Cabinet, door, or cartridge gasket leaking	• Check that the gasket is intact and not broken and leaking. If required, replace the door gasket. • Ensure the installation levers are lifting the cartridge up onto the case correctly.
		• Product blocking cabinet airflow	• Check if the return air grille is covered by product. If so, move the product from the grille and observe.
		• Compressor is overloaded from excess door openings or ambient temperature	• Ensure that the cabinet is operating in its climate class.
		• Condenser or evaporator fan motor or blade	• Inspect the condenser and evaporator fans safely, and replace if faulty.
		• Controller	• The controller may be reading incorrectly and need replacing.
		• Compressor or gas leak	• Swap the cartridge.

Table 4: Alarms (continued)

Code	Description	Possible root cause	Action
30	Excessive automatic defrosting The system is automatically defrosting too frequently.	<ul style="list-style-type: none"> <li>Door not self-closing or door gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>If required, replace the door gasket.</li> </ul>
		<ul style="list-style-type: none"> <li>Evaporator probe</li> </ul>	Either: <ul style="list-style-type: none"> <li>Measure the probe resistance to make sure it is within the range.</li> <li>Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul>
		<ul style="list-style-type: none"> <li>Evaporator motor or fan</li> </ul>	<ul style="list-style-type: none"> <li>Check that the fan motors are working and the fan blades are not damaged.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
		<ul style="list-style-type: none"> <li>Blocked drain</li> </ul>	<ul style="list-style-type: none"> <li>Clear the blockage with a wet vacuum.</li> <li>Clear the debris to prevent a blockage.</li> </ul>
		<ul style="list-style-type: none"> <li>Defrost setting too high</li> </ul>	<ul style="list-style-type: none"> <li>Reload the correct parameters using the SCS Connect Field app.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>
31	Compressor stalling The compressor is stalling on start up.	<ul style="list-style-type: none"> <li>Door not self-closing or door gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>If required, replace the door gasket.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush</li> </ul>
		<ul style="list-style-type: none"> <li>Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
		<ul style="list-style-type: none"> <li>Cabinet, door, or cartridge gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Check that the gasket is intact and not broken and leaking. If required, replace the door gasket.</li> <li>Ensure the installation levers are lifting the cartridge up onto the case correctly.</li> </ul>
		<ul style="list-style-type: none"> <li>Product blocking cabinet airflow</li> </ul>	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		<ul style="list-style-type: none"> <li>Condenser or evaporator fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>		

## 4 Service Procedures

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### **Exchanging a Refrigeration Cartridge**

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Open SCS Connect Track App and perform a manual scan on the designated cabinet before disconnecting it from the mains power supply. For manual scan instructions see “Track App” on page 26.

Follow all instructions documented in the appropriate Service Manual to ensure the exchange of the refrigeration cartridge is completed correctly.

Once the replacement refrigeration cartridge has been installed and tested, and is operating correctly, tell the customer that this cabinet is ready to be set up via the SKOPE-connect App. If the customer is a Corporate customer see “SCS Setup – Corporate only” on page 21.

### **Replacing a Faulty Controller**

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Open SCS Connect Track App and perform a manual scan on the cabinet before disconnecting it from the mains power supply. For manual scan instructions see “Track App” on page 26.

Follow all instructions documented in the appropriate Service Manual to ensure the safe removal and replacement of the faulty controller. Return the faulty controller to SKOPE for analysis.

You will need to use the Field App to download the correct parameters file from the cloud, as replacement controllers are not supplied with SKOPE parameters.

Once the replacement controller has been installed and tested, and is operating correctly, tell the customer that this cabinet is ready to be set up via the SKOPE-connect App.

If the customer is a Corporate customer see “SCS Setup – Corporate only” on page 21.

# SKOPE Contacts

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