



## **ISC Upgrade Bulletin Request**

The purpose of this bulletin is to serve as a notice for the best interest of our clients. As of April 12, 2022, Prime ONE Contracting has found that our ISC upgrade analog board will no longer be in production due to component parts becoming obsolete. Our supplier has developed a new analog board that can be programmed to communicate and accept analog signals for our ISC controller.

Any ISC upgrade that was provided with the new Windows 10 computer and ISC v.10.x.x software can be updated with the new analog board. Due to the age of software before that, a new ISC upgrade will need to be installed to communicate with the software on the new analog board.

Prime ONE Contracting has limited spare analog boards to support any dyno in need of repair. Prime ONE Contracting is prepared to provide board level component replacement for any components that are not obsolete as well as upgrades to those in need.

## **Master Drive Service Bulletin**

The purpose of this bulletin is to serve as a notice for the best interest of our clients. As of October 1st, 2020, Siemens will no longer support the MASTERDRIVE Series. Following this date, the product will be completely discontinued. There will no longer be parts, modules, and service / technical support available for industries that are currently in ownership of these series.

These MASTERDRIVES are used in any Maha dyno manufactured prior to 2007- 2008, time frame. Dynos with serial numbers lower than 294 will have the older MASTERDRIVE Series.

Prime ONE Contracting does have the ability to provide MASTERDRIVE spare parts, service support including extensive on-site repair. Prime ONE Contracting is prepared to provide necessary replacement / spare parts as well as complete drive upgrades to those in need leading up to the 2020 phase out.

If you are interested in learning more about this, please contact us at: [helpdesk@poc-aip.com](mailto:helpdesk@poc-aip.com) or call us at: 616-949-3333 Ext. 100.

## **AIP's ECD Controls Service Bulletin**

The purpose of this bulletin is to serve as a notice for the best interest of our clients. October 2021 served as the last day to purchase new ECD boards. AIP will continue to service ECD boards until July 2022, but due to obsolete components, service will be discontinued after this date.

The ECD board is used in any dynamometer manufactured by Maha/AIP prior to 2018 or any serial number below 595.

AIP's updated control system is comprised of 2 major components: the EtherCat Real Time Controller or ECR and each axle will have its own EtherCat Measurement Unit or ECM. The new controller allows the control signals to be digitalized directly at the sensor with the ECM. This allows for quicker response times, typically being less than 50ms.

## **Maintenance Consumables Service Bulletin**

Beginning January 1, 2019, Prime One Contracting will no longer travel with the consumables needed to complete planned maintenances due to travel restrictions. This will include the grease, grease guns, and filters.

It has been brought to Prime One's attention that TSA does not recognize AIP's dyno greases as an approved substance, and therefore, have been confiscating them. This has made controlling our costs and inventory complicated. To avoid raising costs, we ask that our customer be responsible for securing their dyno's consumables onsite between annual maintenances.

Prime One will supply 3 years of consumables for each customer at no cost. This will include enough bearing grease and wheelbase grease to service customers' machines once per year. It will also include enough filters for a customer to replace on each dyno roll set once every 6 months. These will be supplied at no additional cost, but the customer will be responsible for them. If consumables are lost or misplaced prior to the 3 years, the customer will be responsible for the cost to replace.

## **Windows XP Service Bulletin**

As of April 2018, Microsoft has discontinued all support of their Windows XP systems. Customers running DynoServer v2.05.000 rev17, or older, will be affected. Prime One offers an upgrade package that includes a new Windows 7 computer, latest software version, and any hardware changes required.

Please contact Prime One Contracting for a quote or with any questions you have at [helpdesk@poc-aip.com](mailto:helpdesk@poc-aip.com)

## **Windows 7 Service Bulletin**

As of January 2020, Microsoft has discontinued all support for their Windows 7 systems. Customer's running DynoServer v2.05.000 rev17, or newer, may be affected. Prime One offers an upgrade package that includes a new Windows 10 computer, latest software version, and any hardware changes required.

Please contact Prime One Contracting for a quote or with any questions you have at [helpdesk@poc-aip.com](mailto:helpdesk@poc-aip.com)

## **Windows 10 v20H2 Service Bulletin**

As of October 2020, Microsoft implemented a change to their Windows 10 version, 20H2, that causes communication issues between DynoServer and the Microsoft database. Currently, POC and AIP are working diligently to relieve this issue, but until the communication issue can be resolved, customers have been asked not to update their Windows software past v2004.

If you find that your DynoServer Software will no longer communicate with the database, please contact Prime One Contracting at [helpdesk@poc-aip.com](mailto:helpdesk@poc-aip.com)

## **GE Fanuc PLC 90/30 Service Bulletin**

As of February 2015, Prime One will no longer be able to service GE Fanuc PLC 90/30. GE discontinued this product in 2011 and components for it are no longer available. Customers running the Horiba DV series with a CDC1000 upgrade, completed from January 2009 to present, may be impacted. Customers running the Horiba DD series, that have not had their controls upgrade since 2015, may also be impacted by this.

Customers who find that they are still running with the original GE Fanuc PLC 90/30 may request an upgrade to replace this PLC with the new generation GE PLC. The new GE RX3i PLC upgrade is a direct replacement for the existing GE 90-30 PLC Controller being used. The GE RX3i PLC upgrade will come pre-loaded with programming that will meet Horiba's original manufacturing performance criteria. The GE RX3i PLC upgrade will use the existing control and sensor inputs / outputs which minimizes the installation and down time of your test cell. Please contact [helpdesk@poc-aip.com](mailto:helpdesk@poc-aip.com) with any requests or questions.

## **Horiba DD Grease Exchange Service Bulletin**

The DD dynamometers were designed with heated and unsealed bearing. This causes a breakdown of the grease, and it begins to lose its viscosity. Over long periods of time, the grease can become like clay, causing stability issues. Prime One is offering a simple and inexpensive solution for our DD customers. Due to the dyno design, we can heat the bearings up to a temperature at nearly the breakdown point of the obsolete grease. Once the grease breaks down, we are then able to extract it out using a small vacuum pump. Once the old grease is extracted, and the new grease is inserted, you will see a difference in your dyno's stability. Prime One recommends this be completed every 5 years or when you notice the grease becoming blackened.

## **Horiba Mircoterminal Service Bulletin**

As of June 2021, Horiba's Mircoterminal (also called the "Drivers Pendent") will become obsolete. This Microterminal is used as a portable display-and-keypad-entry device that displays messages to most Horiba DD and some Horiba DV dynamometer operators.

Prime One is offering the new ISC HMIQ pendent as a direct replacement for the Horiba Microterminal. The new ISC HMIQ pendant is a seven-inch tablet, in a protective enclosure, that provides ruggedness and extends functionality. If you are interested in more information or would like a quote, please contact Prime One at [helpdesk@poc-aip.com](mailto:helpdesk@poc-aip.com)

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