

Service Bulletins



ISC Upgrade bulletin request

The purpose of this bulletin is to serve notice within the best interest of our clients that 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 is not obsolete as well as upgrades to those in need.

Master Drive Service Bulletin

The purpose of this bulletin is to serve notice within the best interest of our clients, that 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 or call us at: 616-327-2230.

AIP's ECD Controls Service Bulletin

The purpose of this bulletin is to serve notice within the best interest of our clients, that 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*

Test Systems for a Clean and Safe Environment



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 digitalized directly at the sensor with the **ECM**. This allows for quicker Response times, typically being less than 50 ms.

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 cost and inventory very 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 customer's machines once per year. It will also include enough filters for customer to replace on each Dyno Roll set once every 6 months. These will be supplied at no additional cost, but customer will be responsible for them. If consumables are lost or misplaced prior to the 3 years, customer will be responsible for cost to replace.

Windows XP Service Bulletin

As of April 2018, Microsoft has discontinued all support of their Windows XP systems. Customer's running **DynoServer v2.05.000 rev17** or older will be affected. Prime One does offer an upgrade package that will include 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

Windows 7 Service Bulletin

As of January 2020, Microsoft has discontinued all support of their Windows 7 systems. Customer's running **DynoServer v2.05.000 rev17** or newer may be affected. Prime One does offer an upgrade package that will include 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

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

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. Customer's running the Horiba DD series, that has not had their controls upgrade since _____, 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 of 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 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 customer's. Due to the Dyno design, we are able to heat the bearings up to a temperature about 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.

