NONCONFORMANCE NOTICE:
Possible Temperature Scale Error when WATVIEW Software is Used with SERIES SD Products with the Communications Option

Revision 1.0

Date: October 12, 2005

Product Description and Part Number: WATVIEW human machine interface software
Part numbers of the form: WV00-x0x0-0000 (where x depends on selected options) and other parts that include WATVIEW software.

Versions Affected: All editions of WATVIEW, versions 2.1.14 to 2.5.57

Recommendation: It is *strongly* recommended that **all users upgrade to WATVIEW version 2.5.63**. The upgrade is available free of charge at our website. See the upgrade instructions below.

Reason for Recommendation:
When the following conditions are present, WATVIEW can incorrectly set and display temperature values such as set points:
- WATVEW is used with a Watlow SERIES SD product (part numbers of the form SDxx-xxUx-xxxx)
- The *Comm Temperature Units* parameter is set to *Degrees C.*

For example, when both Temperature Units and Comm Temperature Units are set to Degrees C, and the user enters a value of 100° C through WATVIEW, the parameter in the controller is actually set to 212° C.

Watlow recommends all WATVIEW users upgrade to WATVIEW version 2.5.63 even if neither of these conditions applies presently. Upgrading prevents a potentially hazardous situation that could occur if a SERIES SD controller is added to the installation and an operator changes the setting of the *Comm Temperature Units.*

Secondary Issues:
The affected WATVIEW versions also exhibit the following behaviors with SERIES SD products:
- When the user changes the *Temperature Units* setting, the units indicated for some parameters in WATVIEW are not updated until after the user changes WATVIEW to another screen.
- When the *Temperature Units* parameter is set to *Degrees C,* the editable ranges of some parameters are incorrectly indicated.

Upgrade Instructions:
In order to use the new version of WATVIEW, it is necessary to upgrade the firmware of SERIES SD products that do not meet the minimum requirements listed in table 1.

Table 1: Minimum SERIES SD Firmware Versions Supported by WATVIEW

Model	Version
SERIES SD Controller	v4.00
SERIES SD Limit	v2.00
SERIES SD Single-Display	v2.00*
SERIES SD Profiling/Ramping	v1.00

*The SERIES SD single-display controller is not automatically detected by WVSetup, but can be added manually. See the topic entitled "Add a Controller to an Installation" in the WVSetup help.

To determine the firmware versions of your controllers:
1. Open WATVIEW if it is not running. (WATVIEW must be communicating with each controller to determine its version.)
2. From the Help menu, choose About.
3. Read the versions in the Controller Versions list.

Upgraded firmware can be loaded in to the SERIES SD products using the personal computer and serial communications connection normally used with WATVIEW. If you are using an Ethernet Gateway you will have to connect the SERIES SD controller directly to a computer's serial port via an EIA-232 to EIA-485 converter. Contact Watlow Technical Support for the SD flash firmware upgrade files and instructions at the phone number or e-mail address listed below.

To upgrade any version or edition of WATVIEW:
1. Open this web page in a web browser: http://www.watlow.com/products/software/signup/
2. Fill in the required information (indicated with a *) and click Submit.
3. On the next page, click Download Now.
4. Save the WATVIEW installation file on your desktop or another location for use in the next step.
5. Move the file to the computer to be upgraded (if you downloaded the installation file on another computer)
6. Close WATVIEW if it is running.
7. While the upgrade installation does not remove user created files such as recipes and data logs, anytime you work with a computer it is possible for data to be damaged, so you may want to back up important files before proceeding.
8. Double-click the installation file and follow the onscreen instructions to install WATVIEW.
9. Run WATVIEW and check on the splash screen displayed as WATVIEW boots that the version is 2.5.63.

Watlow Technical Support:
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