

# Service Bulletin

## SBN0138 - Issue 1

Description	PURELAB Chorus Software Release - Version 5.0.0		
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### 1. Introduction

This Service Bulletin is to confirm the release of software update v5.0.0 for the complete PURELAB Chorus Range, Halo Dispensers and Storage Reservoirs. Previous software release was v4.0.0 (January 2020). Please see Service Bulletin SBN0131 – Issue 1 for further details.

### 2. First Serial Number of Implementation

System Descriptions	Date of Implementation
All PURELAB Chorus systems	<b>All system manufactured after 1<sup>st</sup> February 2021</b>

Part Number	Description	Date of Implementation
LA757	Storage Reservoir 15 Liters	<b>All system manufactured after 1<sup>st</sup> February 2021</b>
LA758	Storage Reservoir 30 Liters	
LA759	Storage Reservoir 60 Liters	
LA760	Storage Reservoir 100 Liters	
LA754	Halo Dispense	
LA755	Halo Advanced Dispense	
LA756	Halo Flexible Dispense	
LA772	Service Module	
LA881	Reservoir Adaptor	

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### 3. Why are ELGA releasing new software?

**Software v5.0.0 has been released to resolve;**

1. Eliminate the freezing of a Chorus 1 Complete / Chorus 2+ Systems when installed with a Halo Dispenser.

The Halo Dispenser will appear to freeze and become unresponsive if left in "**AutoVolume Dispense Mode**" when the external reservoir is refilling "**Refill Mode**". This happens after 10 minutes.

If "**AutoVolume Dispense Mode**" is not selected and the reservoir is filling the freezing does not occur.

2. Eliminate "Configuration Errors" / "Configuration Not Valid" from occurring with Chorus 1 Complete or Chorus 2+ Systems. The underlying cause was the main PCB occasionally sending an end of message transmission as the display PCB started sending its message (or vice versa). This would cause the bus to crash and an alarm, to be triggered.
3. Compatibility with the new LA824 – PURELAB Dispenser.

### 4. New Naming Terminology for Software

Feedback from the field requested renaming the software so that it's easier to know which version of software has been downloaded.

From version 3.0.0 onwards software will be renamed by its version. For example "**CHORUS\_3\_0\_1.ENC**" will mean that the version of software is 3.0.1.

In order for the system to understand this version 3.0.0 or later has to be downloaded onto the system.

For systems before v3.0.0, the Service Technician can simply rename the software "**UPDATE.ENC**" and the software will be recognized and updated.

If you are unsure which version of software on your system please ensure both **CHORUS\_5\_0\_0.ENC** and **UPDATE.ENC** are loaded onto your USB flash drive.

USB flash drives must be <32GB and formatted to FAT32.

Please ensure you safely eject your USB flash drive to avoid creating a corrupted file.

### 5. Where can I get the new Software from?

Software can be downloaded from the PartnerNet. If you experience difficulty downloading the software onto your USB Mass Storage Device, please contact the ELGA Technical Support Team.

**Important Note: - Please do not download PURELAB Chorus software onto the same USB as PURELAB flex software as the systems cannot differentiate between the two UPDATE.ENC files.**

**The USB flash Drive will be supplied at the back of the Operators Manual NO longer contains the latest software. This was removed because of issues with old Chorus systems being installed with new systems and the software being uploaded out of date.**

**USB flash drives >32GB will not be recognized by Chorus systems.**

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## 6. Can I download new Software from anywhere else?

Download the new software from [www.elgalabwater.com/customize](http://www.elgalabwater.com/customize). Select PURELAB Chorus and then click on the link "Customize Your Settings". Once selected please follow the screen prompts.

If you experience difficulty downloading the software onto your USB Mass Storage Device, please contact the ELGA Technical Support Team.

**Important Note:** - Please do not download Chorus software onto the same USB as PURELAB flex software, as the systems cannot differentiate between the two UPDATE.ENC files.

## 7. When should I upload the new Chorus software on my customer's system?

ELGA recommend downloading the latest version of software (**V 5.0.0**) on your customers system during routine service visits, after commissioning or system upgrades.

Updating software can take up to 20 minutes to complete and the status of the update will be displayed on the handset display.

There may be delay of up to 10 minutes before the software will begin to upload and the status changes from 0% to 1% onwards.

## 8. What is the risk if I do not upload the latest version of software?

It's likely at some point there will be a mismatch in software. This is likely to occur when installing a new system with an older Halo Dispenser or Reservoir with older software uploaded. If this happens you will not be able to complete commissioning.

In the event of a software mismatch please update the software to **V 5.0.0**. Once complete it will be possible to commission the system successfully.

Updating software can take up to 25 minutes to complete and the status of the update will be displayed on the display.

Please note that if the incorrect version of software is used the system will report that the software is not recognized.

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