

Service Notice N°: ESN0084 Rev.01

Date: 19 July 2023

COOLARC 27 (CA27) _ Random communication issues with power source

Product	K Number	Code Number	Serial Numbers
COOLARC 27	K14334-1	50578	



WARNING

Be sure that only qualified individuals perform all installation, operation, maintenance and repair procedures. Lincoln Electric is not responsible for damages caused by improper installation, improper care or abnormal operation.

Before opening or disassembling any parts of the product, the power must be turned OFF and the product must be disconnected from the input power source. Only Lincoln trained service technicians are authorized to perform these modifications.

Symptom/s

- Error 2, 83, 266 or 599 (communication issue with cooler) appears randomly on power source
- Cooler works only in forced mode (ON) at startup of the machine, AUTO mode is not working
- Cooler is always in OFF mode, AUTO or ON mode not possible
- Software revision does not appear for CA27 in the menu (System options→ advanced settings→ software versions)

Cause of the Problem

- Random crash of microcontroller for some batch or alternatives of components without reset → communication is lost and CA27 stops
- Microcontroller can go in Green mode and may not run at full speed

Correction of the Problem

- Update with new software for COOLARC27 (package RP 1.07 and COOL_20_16507.zip) available at following link:
<http://globalinc.lincolnelectric.com/sites/Europe/Marketing/Pages/SoftwareUpdate.aspx>

NOTE for LASFs: Please ask the new software set to your local Lincoln Electric Service Manager

- Update all machines that return to local Service Dept. or to LASFs even if the problem explained into this Service Notice has not occurred.
- Recommended action: Exchange CA27 PCB (having old SW) with PCB having new Software version (T-8040-146-1R).