



AN EXCHANGE OF TECHNICAL INFORMATION

Number: TL001 - 2023
Subject: AL287 Real Time Clock Reset

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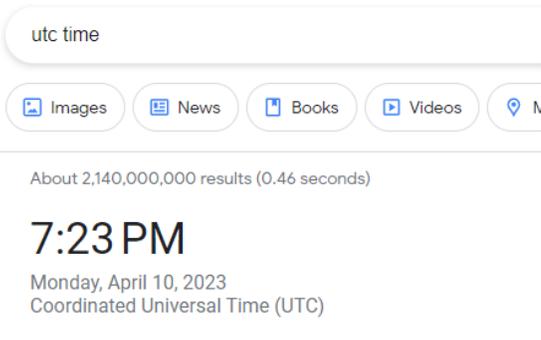
As part of the troubleshooting for AL287 (Real Time Clock) alarm on the ML5 unit you should first update the software to the latest release prior to proceeding. Check the carrier website <https://www.carrier.com/container-refrigeration/en/worldwide/products/data-tools/#tab-6> for the latest software release.

To clear the alarm, Arrow down on the keypad to the clear the alarm selection and press ENTER.

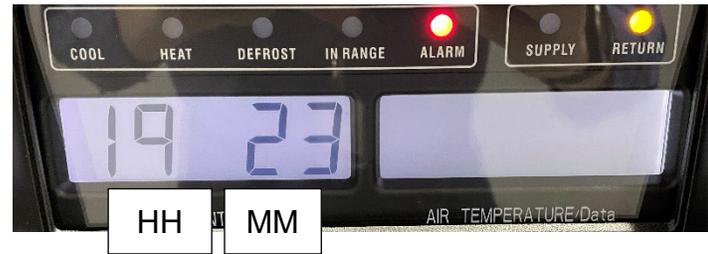
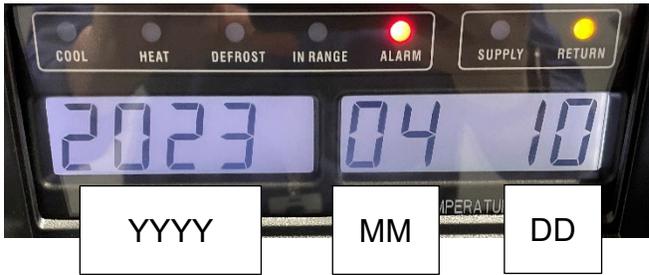
After clearing the alarm, the real time clock must be reset as follows using the USB and keypad.

To change the RTC clock via USB:

1. Power on the unit and connect a micro-B USB thumb drive.
2. After power up, press the ALT. MODE key and press the ENTER key upon seeing the USb option.
3. Use the Arrow keys to navigate to run COnFG and press ENTER.
4. Use the Arrow keys to navigate to SET UP and press ENTER.
5. Use the Arrow keys to select SET tIM and press ENTER.
6. Using your phone or computer, lookup UTC time.
7. The screen will show the year on the left screen and month-day on the right screen. The unit that can be changed will be flashing.



8. Use the Arrow keys to change the value and press ENTER to confirm. The screen will then show the hours and minutes in a 24 hour format. Use the Arrow keys to change the value to the CURRENT UTC time and press ENTER to confirm.



9. The clock has been successfully reset.
10. To check that the unit has updated, press the ALT. MODE key to the dC menu. Press ENTER and navigate to dC32 (Time: Hour, Minute), dC33 (Date: Month, Day), and dC34 (Date: Year).

If dC32-dC34 is not correct repeat from Step 1. If after repeating the dC values are still incorrect, please download the data and share with the team for review.

Note: Entering the dates multiple times within 2 minutes of each setting can result in the alarm reappearing. If this occurs clear and re-enter.

If the alarm is still active, the controller should be replaced at the next available opportunity.