

IRIS Telemetry Models: T300e, T600e

Telemetry Membrane Bezel Kit



This kit includes the necessary parts to replace a defective bezel control board with IRIS telemetry technology. Kit installation is required by Tennant *True* service or an authorized Tennant service provider.

NOTICE: The bezel control board must be programmed with the Tennant Service Application software and the IRIS telemetry system must be reactivated to complete the installation. To access or download the software refer to page 4.

Authorized Tennant service providers:
If the Tennant Service Application Software is currently installed on your computer, ensure latest software version is installed for new firmware updates.

INSTALLATION INSTRUCTIONS:

Installation Time: .5 Hours

Kit Contents: Bezel Assembly and USB cable

Kit Installation Requirements: Tennant ServiceLink computer or a computer with Wi-Fi connection to access the Tennant Service Application Software, and USB cable (supplied with kit).

Computer System Requirements: Windows® 7 OS, Microsoft .NET Framework 4.5 or later, USB Port.

Tools Required: 9/16" Wrench, T-25 Torque Screwdriver

FOR SAFETY: Before servicing machine, stop on level surface, turn off machine, and set parking brake if equipped.

INSTALL NEW BEZEL ASSEMBLY:

1. Disconnect battery cables from machine.

⚠ WARNING: Always disconnect battery cables from machine before working on electrical components.

2. Remove the two lower torque screws at bottom of control console and carefully lower console cover (Figure 1)



Fig. 1

3. Remove the two upper torque screws from old bezel assembly and lower the bezel as shown (Figure 2)

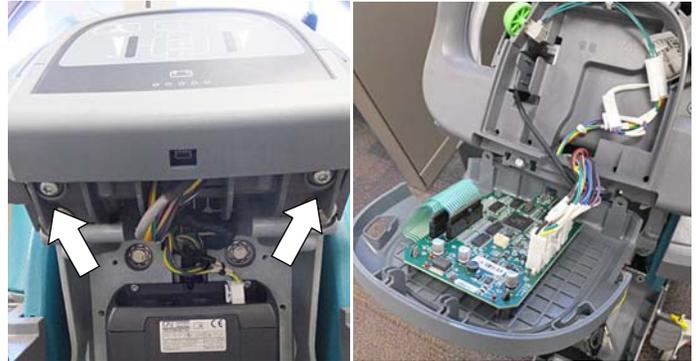


Fig. 2

4. Disconnect the electrical connections and the telemetry antenna wire from the defective bezel assembly and discard bezel assembly (Figure 3).



Fig. 3

5. Remove the IRIS telemetry SIM card from the defective control board and reinstall it into the new control board (Figure 4). Before reinstalling SIM card, record the 20 digit number for reactivation.

NOTE: When handling the new bezel control board, it is recommended to use a static wrist strap to protect the control board from damage.

6. Install the new bezel assembly.



Fig. 4

7. Program the new bezel control board and reactivate the telemetry system as described below.

PROGRAM THE BEZEL CONTROL BOARD:

The Tennant Service Application Software is required to program the new bezel assembly control board. See **TENNANT SERVICE APPLICATION SOFTWARE** on page 4 to access software .

If you encounter any problems during the programming process please contact the Technical Service Department for support.

1. Reconnect the battery cables to machine.
2. Start the Service Software Application program “**Service Diagnostics...**”(Figure 5). Refer to Figure 15 for further details to access software.



Icon on Desktop

Fig. 5

3. After software start up, the following screen will appear (Figure 6).

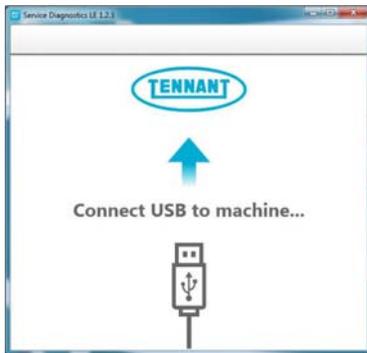


Fig. 6

4. Connect the USB cable, supplied with kit, to computer and to the USB port on machine as shown. Turn the key switch to the on position (Figure 7).
5. The application software will then connect to the machine (Figure 7). If the application remains on the “Connecting to Machine...” screen for an extended period, cycle key or reconnect USB cord. If it still fails to connect, restart software or computer.

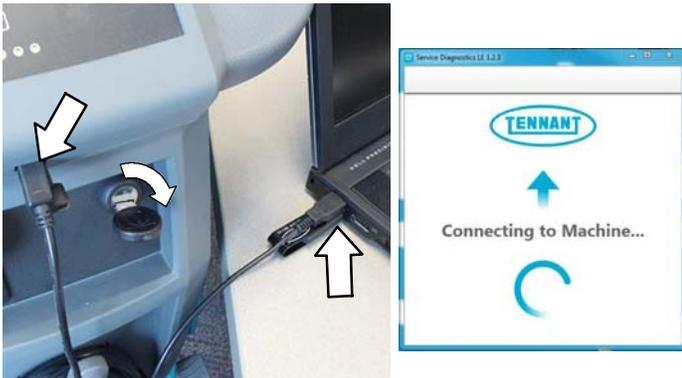


Fig. 7

6. The following screen will appear when the application software is connected to machine (Figure 8). Enter the machine serial number (ex. T300e- 12345678). Select the appropriate model from the drop-down menu. Press the arrow button to advance to next screen.

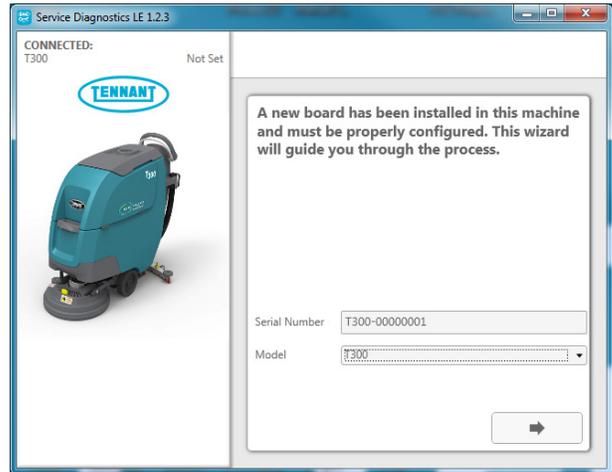


Fig. 8

7. Carefully select the all the installed options on the machine (Figure 9). This may visually require inspecting the machine to confirm all the installed options. Press the arrow button to advance to next screen.

NOTICE: If the machine is configured with an option it does not have, the machine may throw a fault code during machine start up.

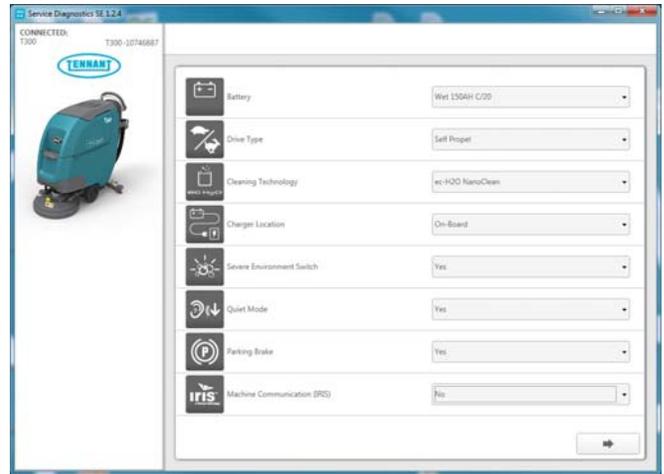


Fig. 9

- The application will begin the process of configuring the new control board. The following screen will appear (Figure 10). During this process, the application may prompt for key cycles. Turn off key, wait a few seconds and turn key back on to continue. The process will also automatically update any machine firmware as needed.

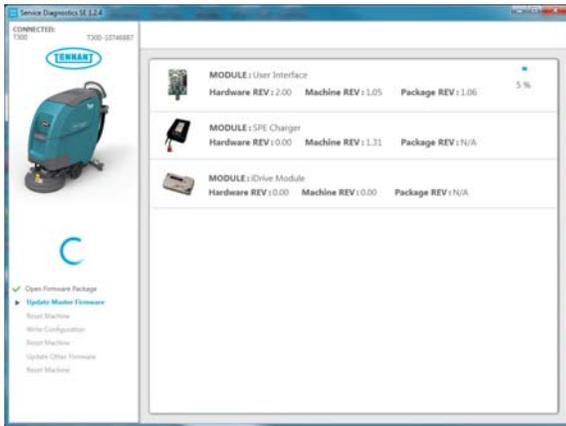


Fig. 10

- The following screen will appear when the process has completed (Figure 11). Press the arrow button to return to the Home Screen. Disconnect the USB cable from the machine and turn key off. The machine is now ready for operation.

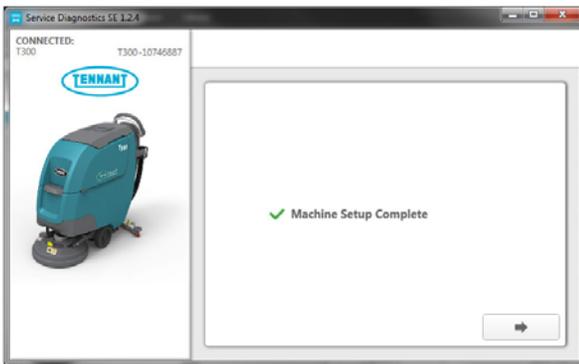


Fig. 11

- Test the machine to ensure all the installed options are functioning and no fault codes appear. If a fault code appears proceed to next step.
- Check for loose wire connectors at new control board. Reconnect the application software to machine and check the machine configuration selections for incorrect installed options. When the software is reconnected to machine, the Home page will now appear (Figure 12). Select the Configuration button.



Fig. 12

- Check and correct the installed options (Figure 13). Then press the down arrow button to program the machine. A green check will appear next to the down arrow button when programmed.

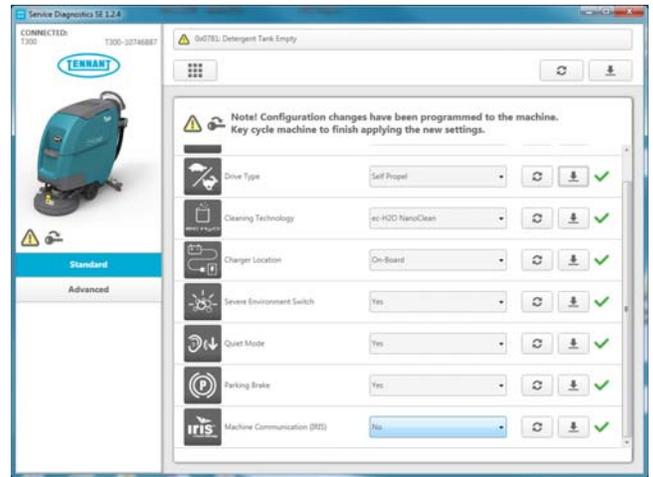


Fig. 13

- Cycle key to apply the corrected configuration setting. Disconnect USB cable.
- Retest machine to ensure all installed options are functioning.

REACTIVATE THE IRIS TELEMETRY SYSTEM

NOTE: The IRIS telemetry system must be reactivated to complete the bezel control board replacement. The system will not function until it is reactivated.

For assistance to reactivate the IRIS telemetry system, call your customer service location:

Before calling, be sure to have the machine serial number ready and the 20 digit SIM card number for reactivation (Figure 14).

USA Customer Service Location: Call Technical Support between hours 7:00 am and 5 pm CST, Monday through Friday.

Australia Customer Service Location: Call CCC between hours 8:00 am and 5 pm AEST, Monday through Friday. Ask to be routed to the IRIS expert for assistance.

Canada, Europe, Middle East, Africa Customer Service Location: Call local IRIS expert between hours 8:00 am and 5 pm, Monday through Friday.



Fig. 14

TENNANT SERVICE APPLICATION SOFTWARE:

The Tennant Service Application Software is required to program the new drive module. The software can be accessed or downloaded as described below.

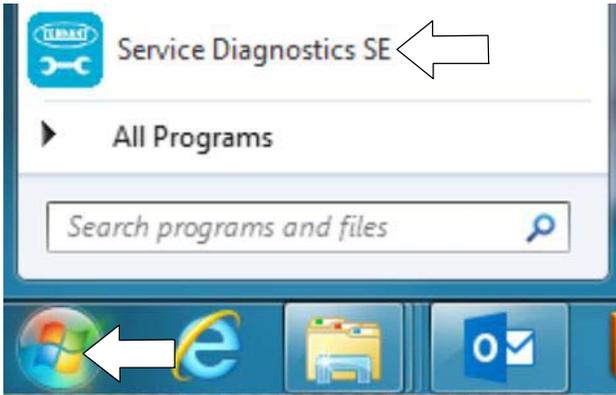
Tennant True Service with ServiceLink computers:

The software is pre-installed on your computer as shown below. The software application is titled “**Service Diagnostics**” (Figure 15).

Icon on Desktop



From Start menu



From Start menu > All Programs > Tennant Company > Tennant Service Diagnostics

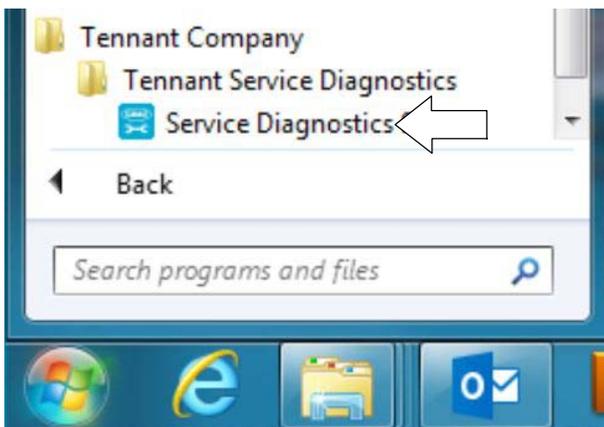


Fig. 15

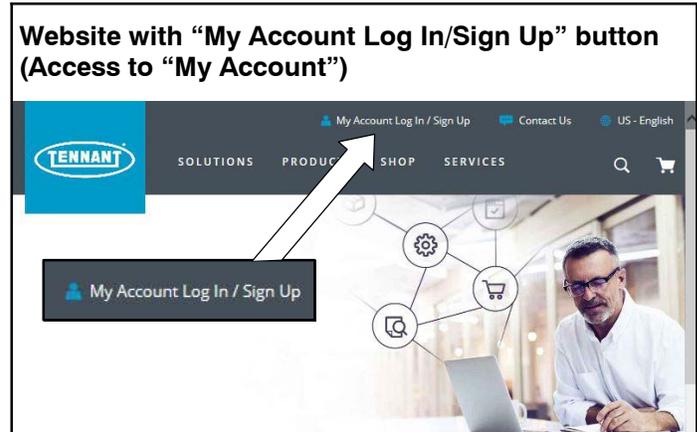
Authorized Tennant Service Providers:

The Service Application Software can be downloaded from the Tennant Public website as described below.

NOTE: *If the Service Application Software is currently installed on your computer, confirm or re-install the software to ensure latest software version is installed.*

To access the Service Application Software, go to **www.tennantco.com**. Depending on your geographical location, the website may have a “**My Account Log In/Sign Up**” button at the upper right or a “**My Tennant Customer Sign In**” tab at the upper right of the Tennant website as shown below (Figure 16).

Proceed with the software download instructions as described on the following pages.



OR



Fig. 16

Website with “My Account Log In/Sign Up” button:

1. Press “My Account Log In/Sign Up” to open or create an account (Figure 17).



Fig. 17

2. Once logged in to the “My Account” website, click on the “INTERNAL RESOURCES” link as shown below (Figure 18).

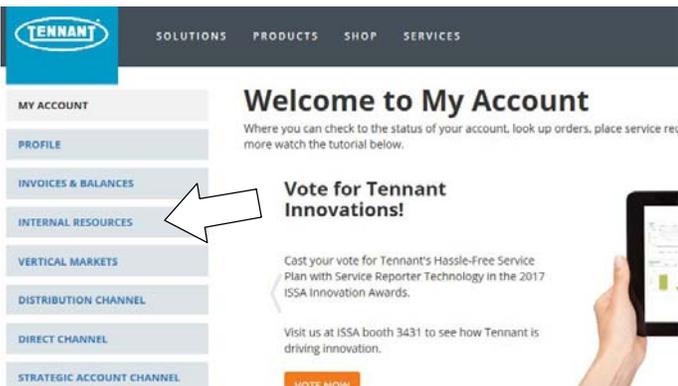


Fig. 18

3. Click on the “SERVICE APPLICATION SOFTWARE” link as shown below (Figure 19).

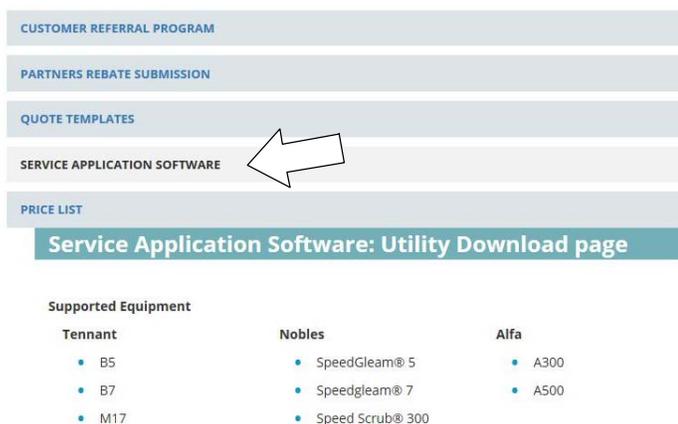


Fig. 19

4. Within the Service Application Software page, click on the link titled “Service Diagnostics LE version x.x.xx” (Figure 20).

Documents



Fig. 20

5. To download the service software continue to click as instructed then click the Save button (Figure 21).

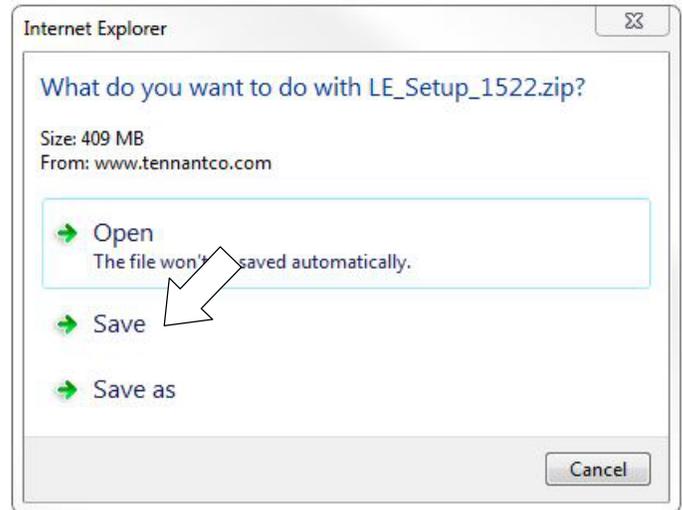


Fig. 21

6. Open the “Downloads” folder and locate the “LE_Setup_xxxx” zip file. Open the zip file and double click on the “LE_Setup_xxx” file to install the application software on your computer (Figure 22). Follow instructions on screen to install.

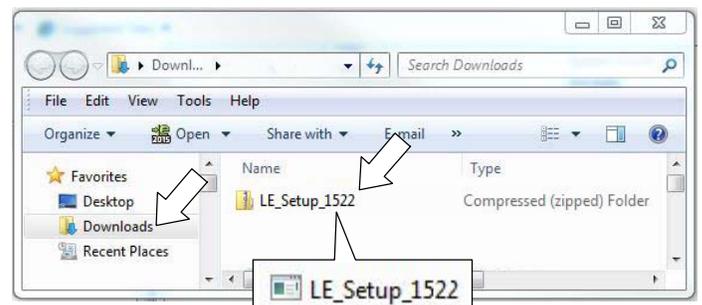


Fig. 22

7. After the service application software is installed on your computer, refer to figure 15 to access the program.

Website with “My Tennant Customer Sign in” tab:

1. Log in to the “My Tennant” website or register as a new user (Figure 23).

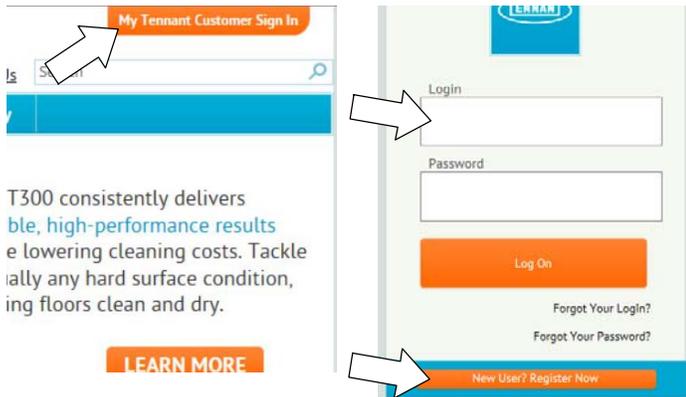


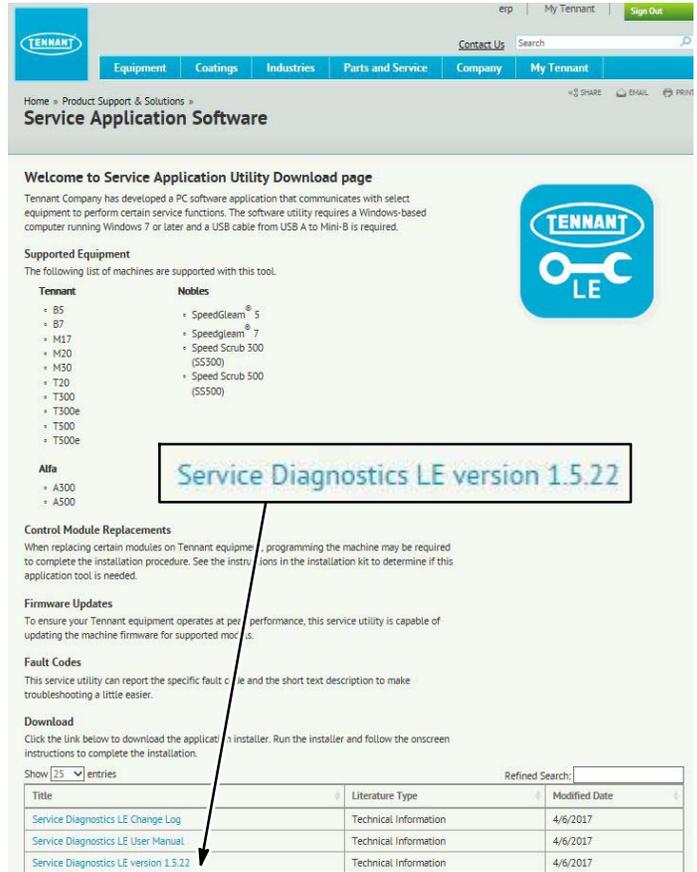
Fig. 23

2. Once logged on to the “My Tennant” website, click on the “Service Application Software” link under the “Product Support & Solution” section as shown below (Figure 24).



Fig. 24

3. Within the Service Application Software page, click on the link titled “Service Diagnostics LE version x.x.xx” to download the application installer then click the Save button (Figure 25).



Service Diagnostics LE version 1.5.22

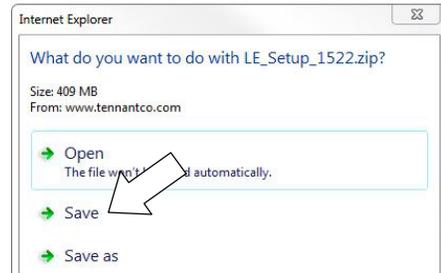


Fig. 25

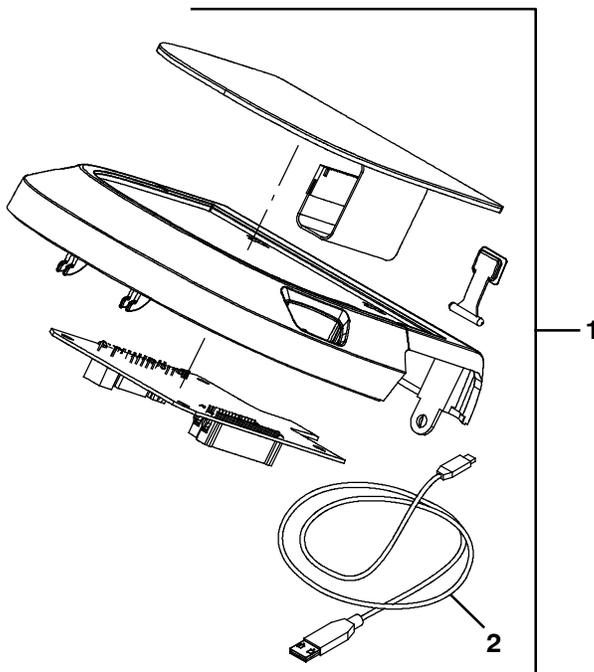
4. Open the “Downloads” folder and locate the “LE_Setup_xxxx” zip file. Open the zip file and double click on the “LE_Setup_xxx” file to install the application software on your computer (Figure 26). Follow instructions on screen to install.



Fig. 26

5. After the software is installed on your computer, refer to figure 15 to access the program.

Telemetry Membrane Bezel Kit Parts List



Ref.	Part No.	Description	Qty.
1	9016980	Bezel Kit, Membrane, Telem, Ci [T600e]	1
1	9017774	Bezel Kit, Membrane, Telem, Ci [T300e Propel]	1
1	9017773	Bezel Kit, Membrane, Telem, Ci [T300e Push]	1
2	1071235	Cable, USB	1