

## CUSTOMER CONNECTION

NOVEMBER 2004

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## TRY THIS

Highlight your main phone number on business cards. The proliferation of phone numbers - work, home, cell, fax - on business cards has many people wasting time calling the wrong number. If you emphasize the main number, others will appreciate the time and frustration you saved them.

**ABB FACTORY ACCEPTANCE TEST (FAT) TAKES ONLY 4 DAYS**

How long does it take to start up (11) gas chromatographs (GC's), conduct the FAT, and achieve 100% customer acceptance? Four days total, if they are ABB Totalflow Model 8000/8100 Btu/CV transmitters.



Recently ABB was chosen to supply analysis and measurement equipment on the Chinese Petrochemical Corporation West-East Pipeline project. As part of this contract, a Factory Acceptance Test had to be performed on all of the GC's.

Amazingly it only took one ABB Technician from the Netherlands service group to startup

and verify correct operation of all (11) ABB Totalflow Model 8000/8100 Btu/CV Transmitters to the satisfaction of the customer, and he did it in only four days. Since these were destined for the largest and longest gas pipeline currently under construction, meeting the construction schedule was critical.

Many on-line GC's require a minimum of one day, and up to four days, to start up each GC. Due to the Model 8000's modular construction, user-friendly software, and excellent work of the technician, all (11) of the Model 8000/8100 Btu/CV units went through FAT in front of the customer's agent and were "signed off" in four days.

The unique design of the Model 8000/8100 Btu/CV allows for a very reliable, consistent product that is mass produced rather than individually built by hand. This manufacturing repeatability is demonstrated by the fact

that every part in the Btu Transmitter is modular, and can be interchanged from one GC to another, even the Chromatography module.

The start up process is aided by the short 3 minute cycle time, the inherently simple chromatography, and 1-2-3 step set up procedure. During the seven years this model has been in service, typical start-ups have been found to take only a few hours. Occasionally, in humid climates, the unit has to run over night before field calibration.

The Model 8000/8100 Btu/CV transmitter is manufactured by ABB Totalflow in Bartlesville, Oklahoma, USA. Worldwide, there are over 900 of these units in use today. The units are supported by ABB's global team of very competent and qualified factory trained experts, like Yuri Tan of the ABB Rotterdam office.

**WHAT'S NEW IN CUSTOMER SERVICE****TRAINING**

- The 2005 Totalflow Training brochure can be found on the web site or you can request a copy by sending an email to:

[bartlesville.usiny@us.abb.com](mailto:bartlesville.usiny@us.abb.com)

**TECHNICAL BULLETINS**

- Currently, there are 122 technical bulletins on the web site.

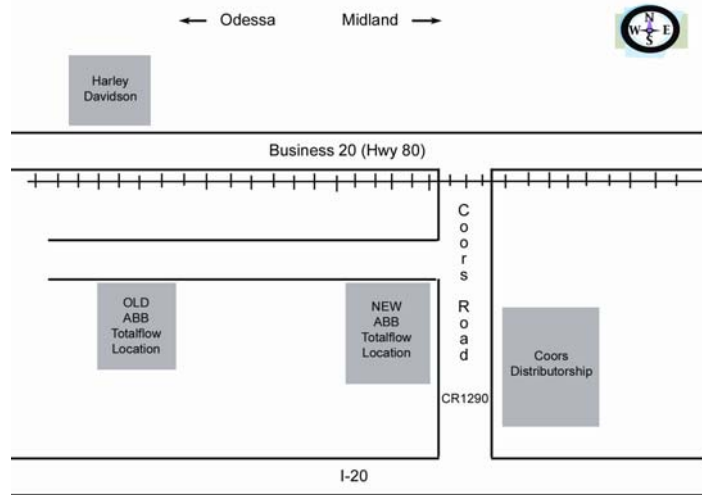
**SOFTWARE UPGRADES**

Now available:

- WinCCU 5.26 Service Pack
- PCCU 4.54 Service Pack
- Btu MMI 4.17 Service Pack
- TDS 5.25 Service Pack

**IN MIDLAND...**

September was a busy month for the Midland/Odessa office, one door closed and a new door opened—literally. The ABB Totalflow office in the Midland/Odessa area relocated to a new facility with more adequate space. This new building allows the Midland staff to better serve our growing customer base. A larger warehouse will provide faster turnaround for minor repairs and a fully stocked supply of spare parts. The ABB Totalflow sales team in Midland Texas invite you to visit their new location at your convenience.



**IN LIBERAL...**

Customers in the Liberal Kansas area are probably seeing an ole’ familiar face in the ABB Totalflow office. Mark Crane has joined the ABB Totalflow sales team after a brief departure. Mark is currently reacquainting himself with existing customers while meeting potentially new customers. If you are in the market for new equipment, need help with your current equipment, or would just like to chat with Mark, give him a call at 620-626-4352 or email him at [mark.a.crane@us.abb.com](mailto:mark.a.crane@us.abb.com).

**UPCOMING EVENTS**

**SEMINARS**

December 9: Regional Seminar at Liberal, KS

November 15-17: Communication Hardware (Bakersfield, CA)

November 15-18: Btu (Bartlesville, OK)

December 6-10: FCU (Bartlesville, OK)

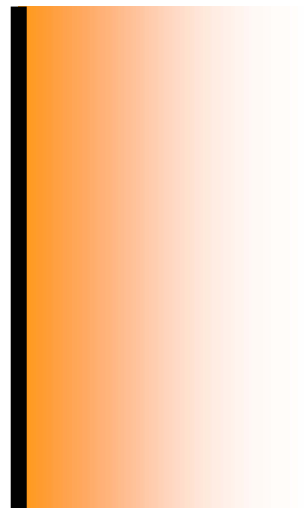
On-Site training is also available on all ABB Totalflow products. For more information, send an email to

[bartlesville.usiny@us.abb.com](mailto:bartlesville.usiny@us.abb.com)

**TRAINING**

November 1-5: FCU (Bakersfield, CA)

November 8-12: WinCCU (Bakersfield, CA)



## 2004 REGIONAL SEMINARS

ABB Totalflow decided to try something different due to the change in the annual technical conference. The annual technical conference was changed to a February date in 2005 so an October technical conference in 2004 was not practical. So several regional seminars were scheduled throughout the United States beginning in April and continuing through December.

The first two seminars were held in Shreveport and Baton Rouge, Louisiana. Agenda topics included XSeries configuration, various types of communication, and installation. Product updates were discussed along with field troubleshooting. The seminar ended with the discussion of various applications available with the products.

June seminars were held in Bakersfield and Sacramento California. Topics included detailed product updates by product managers with an emphasis on

the Btu 8000 product and software. A system software presentation along with applications closed out the seminar.

In order to cover the larger area of Texas, seminars were held in Dallas, Houston, and San Antonio in the month of July. All three seminars included updates on Totalflow equipment and software. Field troubleshooting and application overviews were also discussed at the seminars in Texas.

August was a busy month with a seminar in Farmington NM, Denver CO, and Gillette WY. Product updates, applications, communication, and field troubleshooting were agenda items at each seminar stop.

The Totalflow team traveled to Charleston WV and Buffalo NY in October. Customers attending the Charleston seminar were exposed to information on the XSeries, PC software systems

(SCADA, Web, WinCCU), and possible applications. An extensive Btu workshop was offered as well. In Buffalo, much of the same information was presented.

One last regional seminar is planned for the Liberal KS area for December 9th. If you would like information on the Liberal seminar send an email to [bartlesville.usiny@us.abb.com](mailto:bartlesville.usiny@us.abb.com).

The Global Totalflow Technical Conference is scheduled for February 22-24, 2005.

*"If you keep doing what you've always done, you'll keep getting what you've always gotten."*

- Jim Rohn

Motivational speaker & author



Scene from a Regional Seminar Road Tour.

## FAQs FROM TECHNICAL SUPPORT

**Situation:** The 9600 baud UC12 may not connect at lower speeds with some modems. The following commands can be used to lock it to a lower baud rate.

**Solution:** Connect to the modem using a standard terminal program such as HyperTerminal. Enter the command AT+MS=V32,0,xxxx,xxxx,xxxx,xxxx where xxx is the desired baud rate. Enter AT&W to save the changes.

**Situation:** When attempting to collect a meter, I receive the error "Invalid Data Structure".

**Solution:** This occurs when no

tube number or an incorrect tube number is specified in the WinCCU ID Manager.

**Situation:** While collecting a trend using PCCU32, I receive a Nack Code 158.

**Solution:** If you collect without browsing first, PCCU assumes it is collecting the "default" trend. If you fail to check the "default" checkbox when configuring one of the trend files, you must "browse" to the file before trying to collect it. Failing to do this will cause a Nack Code 158.

**Situation:** My laptop has a USB port instead of a standard 9-pin

or 25-pin connection.

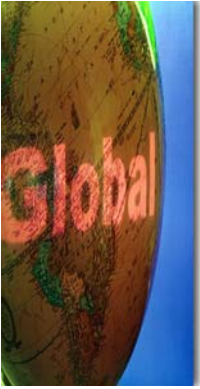
**Solution:** To convert from USB to RS-232 you need an active electrical circuit and not just a connector conversion. We have been suggesting the following USB to RS-232 converter that provides a 9-pin interface connector. You will then connect our standard PCCU cable to the converter.

Company - IO Networks  
Model # - Edgeport/1  
ABB Part # - 1801382-001  
2004 Price - \$105

**Situation:** Customer receives an "Invalid Method" when attempt-

ing to send a trend file to a remote device.

**Solution:** This occurs when trending is not an available application on the remote device. For the 2015189 or 2015333 electronics board, the installed firmware does not support trending. On an XSeries board, the trending application needs to be instantiated.



## 2005 GLOBAL TECHNICAL CONFERENCE

ABB Totalflow wanted to experiment with a new date for the annual technical conference. In order to do this, the 2004 Technical Conference was changed so that the 2005 Technical Conference could be held earlier in the year. The new dates are February 22-24, 2005 at the Tulsa Southern Hills Marriott in Tulsa, Oklahoma. If you have any questions or would like to request a registration packet, please send an email to [bartlesville.usiny@us.abb.com](mailto:bartlesville.usiny@us.abb.com).

### WEB PAGE CONTENT

The web site was recently improved to show pictures of all the spare parts that are available. A searchable database was developed to help find the parts you need. This database allows you to search by key word, part number, or product line. We hope this database eliminates confusion and makes ordering parts easier.

Several User's Drawings (UD) were also added to the web.

Even though these drawings are more detailed than the wiring instructions, they are more user friendly. Only user drawings related to the MicroFLO and Btu Cold Weather Enclosure have been added at this time. However, more drawings will be added as they become available for other product lines.

Several new technical bulletins have been added to the web in recent weeks. These

technical bulletins keep customers informed of possible situations that might occur and the best possible solutions.

The 2005 Training Schedule has also been added to web site. Make your plans now to attend ABB Totalflow training classes in 2005.

Continue to visit our web site for the latest information from ABB Totalflow.

*"Figure out what went wrong, not who was wrong, when communication breaks down."*

**- Tom Nash**  
Educator

[WWW.ABB.COM/TOTALFLOW](http://WWW.ABB.COM/TOTALFLOW)

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