**SERVICE PRO®**
CONTROL CENTER WITH MCD TECHNOLOGY

**QUICK START GUIDE**

**PRE-START UP AND INSTALLATION CHECKLIST**

A. Turn off breaker at household power panel.
B. Turn off the recessed power switch on lower right of Service Pro control center.
C. Gently remove Service Pro panel insert from the enclosure. **CAUTION: Do not pull out too far - it may loosen the wire connections.**
D. Be sure phone line or network cable is plugged in.
E. Check four yellow wire nuts to ensure tight connection.
F. Check auxiliary alarm wiring (if any) to be sure the terminals are properly crimped and plugged in at the correct location(s).
G. Check conduit openings to be sure they are sealed to prevent corrosive vapors from entering the enclosure.
H. Check to ensure phone line or network cable is properly installed. On outdoor installations, phone line or network cable must be outdoor rated and, for NEMA 3R compliance, 1/8” knockout hole in bottom of control enclosure must be opened to vent moisture from the enclosure.
I. Gently reinstall insert into control enclosure. Be sure insert is fully seated.

**PANEL COMPONENT IDENTIFICATION AND FUNCTION**

There are a total of ten separate components visible on the control panel. See sketch above.

1. **Top left on panel - Green power light**
   - Should always be lit when breaker in household panel is turned on and Service Pro recessed power switch is turned on.
2. **Middle left on panel - Yellow communication light**
   - Lit only when panel is communicating.
3. **Bottom left on panel - Red aerator light**
   - Lit only when aerator has malfunctioned.
4. **Top right on panel - Red auxiliary input light (AUX 1)**
   - Lit only when optional treatment device number one needs service.
5. **Middle right on panel - Red auxiliary input light (AUX 2)**
   - Lit only when optional treatment device number two needs service.
6. **Bottom right on panel - Red auxiliary input light (AUX 3)**
   - Lit only when optional treatment device number three needs service.
7. **Top center on panel - Adjustable time clock**
   - Factory preset. Do not adjust. Small arrowhead on adjustment slot should point to 30.
8. **Middle center on panel - Red alarm light**
   - Not lit during normal operation. This light is used to monitor system functions as follows:
   - **Condition**
   - **Light Flash Pattern**
   - Successful commissioning
     - Flash 5 short
   - Alarm test
     - Flash 10 short
   - Service visit start
     - Flash 1 short, 1 long
   - Service visit end
     - Pause 3 sec. & repeat
   - Phone/network cable not secure
     - Flash 2 short, 1 long
   - Phone line in use in home
     - Pause 3 sec. & repeat
   - Number called is busy
     - Flash 3 short, 1 long
   - Remote monitoring error
     - Pause 3 sec. & repeat
   - Phone service termination
     - Flash 4 short, 1 long
   - Panel communication error
     - Pause 3 sec. & repeat
   - Control failure
     - Illuminate continuous
   - Aerator under current
     - Flash 2 short
   - Aerator open motor
     - Flash 2 short
   - Aerator over current
     - Pause 3 sec. & repeat
   - Auxiliary input serviced
9. **Bottom center on panel - Reset button**
   - The reset button is used to perform a variety of functions as follows:
   - **Condition**
   - **Function**
   - Reset aerator
     - Turns off alarm and buzzer and restarts aerator
   - Alarm test
     - Actuates alarm light and buzzer
   - Service visit begins
     - Records start of service call
   - Service visit ends
     - Records end of service call
   - Commission call
     - Triggers call for commissioning
   - Decommissioning
     - Shuts off remote monitoring feature
   - Silence alarms
     - Shuts off alarm buzzer and light
10. **Lower right on panel - Recessed power switch**
    - On/off selector switch for power to panel.
COMMISSIONING THE PANEL’S TELEMETRY SYSTEM

The commissioning process electronically registers the Service Pro panel with the web based remote monitoring center at www.servicepromcd.com. Once commissioned, the panel is capable of automatically placing calls to the remote monitoring center. First, turn the breaker in the household power panel to the on position and verify that the recessed power switch on the lower right of the Service Pro control center is in the off position. Next, press the reset button and keep it depressed while turning the recessed power switch in the Service Pro panel to the on position. Continue to hold in until the red light illuminates. Release the reset button. The yellow light will come on indicating the Service Pro control center is calling the remote monitoring center to commission the panel. When the yellow light goes out, the unit has been commissioned. If commissioning is successful, the red alarm light (middle center) will flash 5 short flashes and stop. If commissioning is unsuccessful, the alarm light will flash a pattern of short and long flashes followed by a long pause and repeat of the pattern. Refer to the table in item 8 on the previous page for troubleshooting information. Conduct an alarm test to verify commissioning was successful. If the yellow light does not illuminate during the alarm test, recommission the panel. If a phone line will be used for remote monitoring and the homeowner uses DSL for Internet service, a communication error can occur during commissioning. This can be resolved by installing a DSL filter on the phone line going into the Service Pro panel. If digital telephone service (VOIP) is used, an Internet communications module should be used. Some VOIP systems are not compatible with Service Pro panels equipped with a telephone communications module.

RECORDING SERVICE VISITS AND TESTING ALARMS

Time spent on a service visit is important to all parties involved. This includes, but is not limited to, builders, licensed distributors, installers, sponsored service providers, regulatory personnel and home owners. The Service Pro control center will record the duration of each service visit and provide a permanent record (on the Service Pro website) of the time spent at each service visit.

To record the beginning of each service visit:
1. Press and hold in the reset button for at least 5 seconds.
2. After the alarm light in the center of the panel flashes and the alarm buzzer sounds, release the reset button. The yellow light will turn on. Testing of the alarm light and alarm buzzer is now complete.
3. The panel now calls the remote monitoring center to record the time the service visit started.
4. The yellow light will turn off when the call is complete.
5. Conduct the normal Singulair system service as outlined in the “Singulair System Product Manual” and any other service that may be needed on auxiliary equipment.

To record the end of each service visit:
6. Press and hold in the reset button for at least 5 seconds.