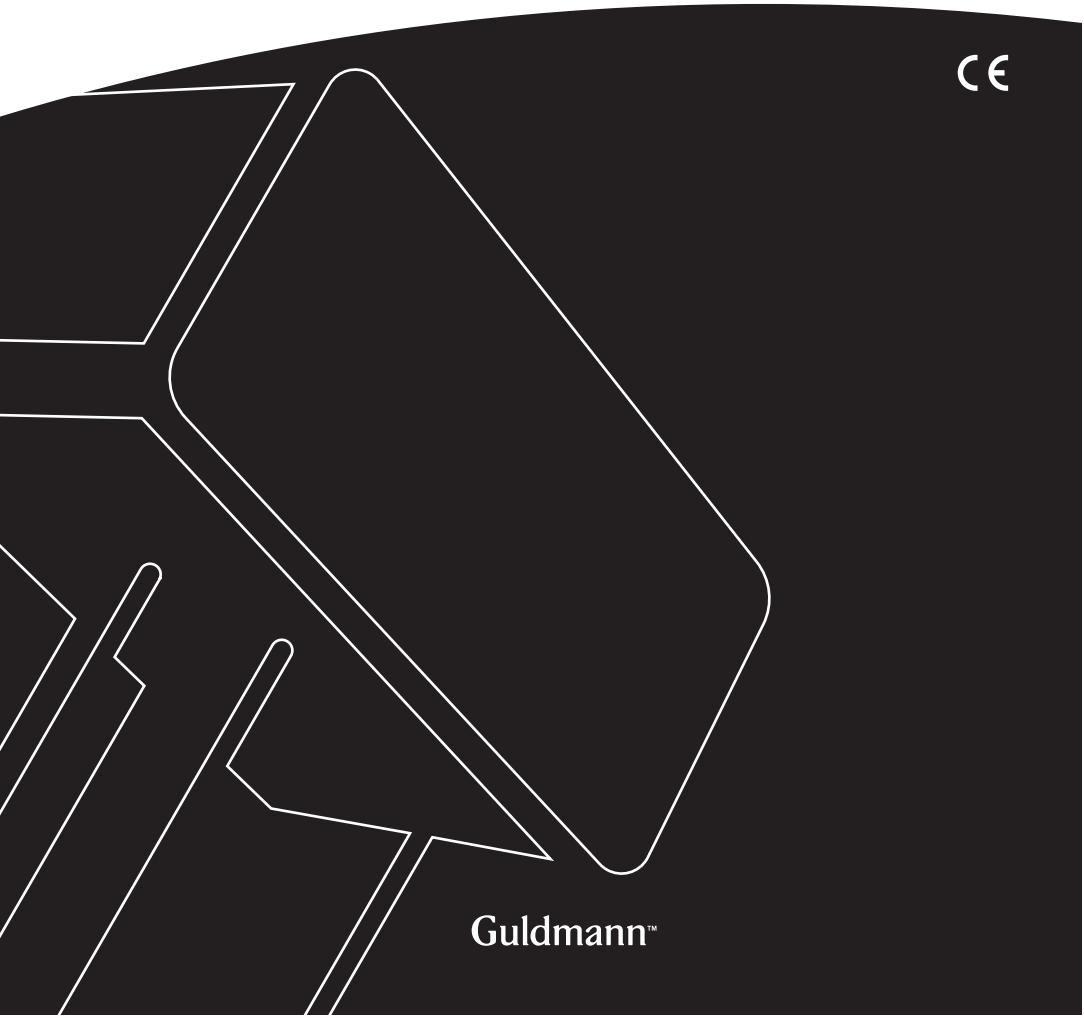
GB . . . . . Guldmann Service and Information Console v. 3.2.0

User manual - vers. 10

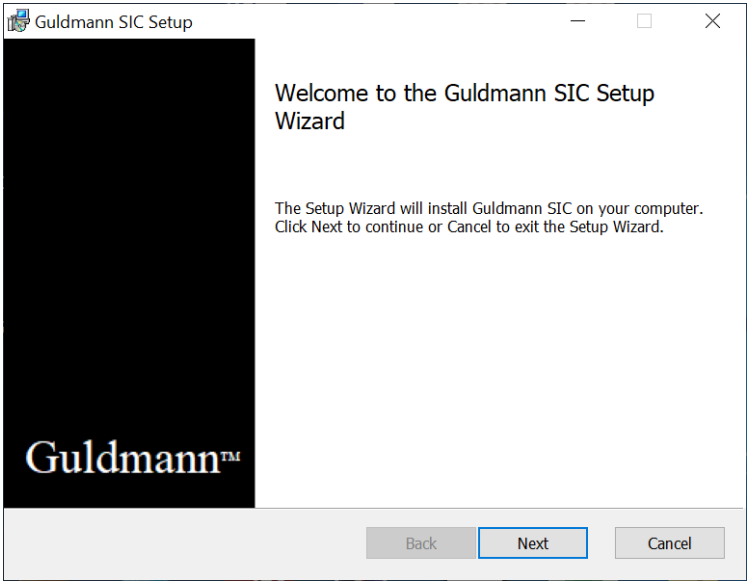


Guldmann Service and Information Console

Item nos:
550640

1.0 Program installation

Run the installation wizard.



If you are a certified Guldmann technician, check the "**Technician version**" installation option to obtain access to the advanced program options. Type your full name before proceeding. This option requires a special activation code. Contact Guldmann to obtain the activation code.

Minimum System Requirements

The SIC application requires a PC running Windows 10/11 64 Bit. Additionally a USB type A connection is necessary for the SIC cable.

2.0 Running the program for the first time

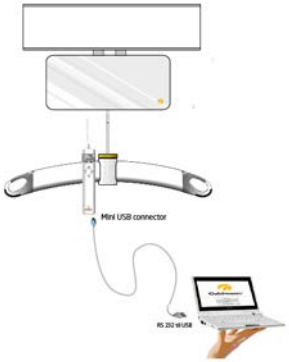
2.1 Install USB driver

Before you run the program for the first time you will need to install the USB cable driver.

1. Locate the USB driver in the program folder: %localappdata%\Guldmann\Guldmann Service and Information Console\USB Drivers

2.2 Connecting the hoist

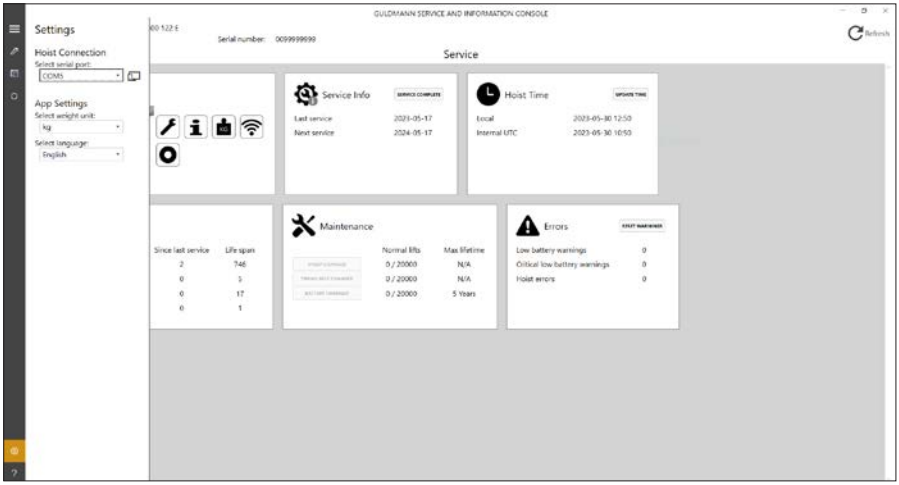
1. Connect the hoist to the computer by means of the SIC cable, Guldmann part number 550641 for old hand control and 559507 for new hand control.



2. Turn on hoist by pushing the hoist's hand control.

3. Open the Guldmann Service and Information Console program.

4. Select **Settings** and then select:
   a. Serial COM port (select from drop down list)
   b. **Units** (Kilogram or Lbs)
   c. Language



5. After hoist identification and data download the program is ready to use, if not close down the program and open it again.

   Depending on the installation type and hoist type, different functions will be available.

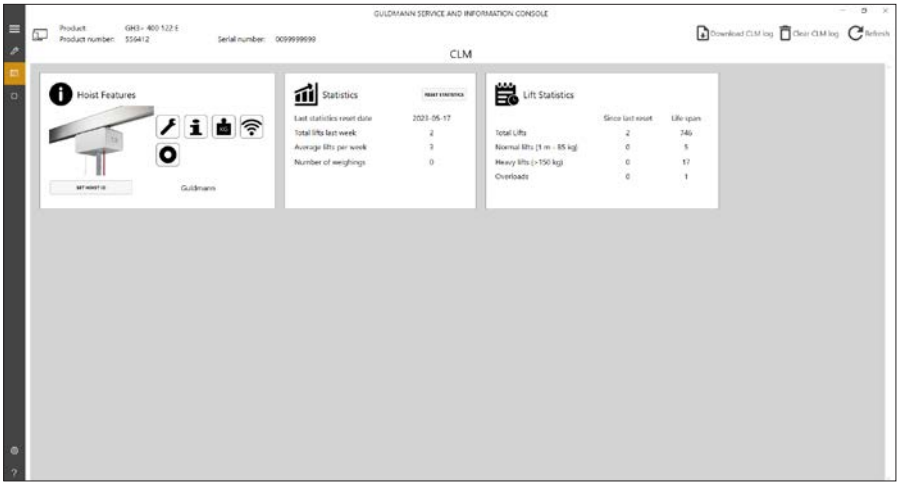
Available functions

Function	Technician	Assistant
CLM	(√)	(√)
Service	√	√
Wi-Fi	(√)	
Hoist updates	√	
Advanced tools	√	
Settings	√	√
Trainer	(√)	(√)

(√), depending on hoist configuration.

3.0 CLM module

The CLM module is only available if the connected hoist is equipped with the CLM module functionality. If this is available then certain changes can be made.



3.1 Lift statistics

These counters summarize information about the use of the hoist, since last service and since the first installation.

3.2 Statistics

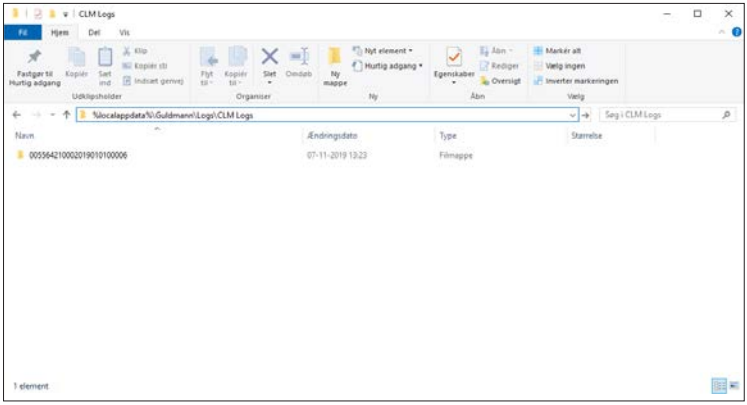
These counters show information regarding the use of the hoist, since the last reset of these counters. See below

Reset Statistics

This button resets all statistic counters to 0. The CLM log is not changed.

Download CLM log
This button starts downloading of the hoist CLM log data. The log is stored in the Guldmann Service and Information Console program folder. The folder is by standard: %localappdata%\Guldmann\Logs\CLM Logs

To easily find the folder, type in the path shown above in a Library-window.



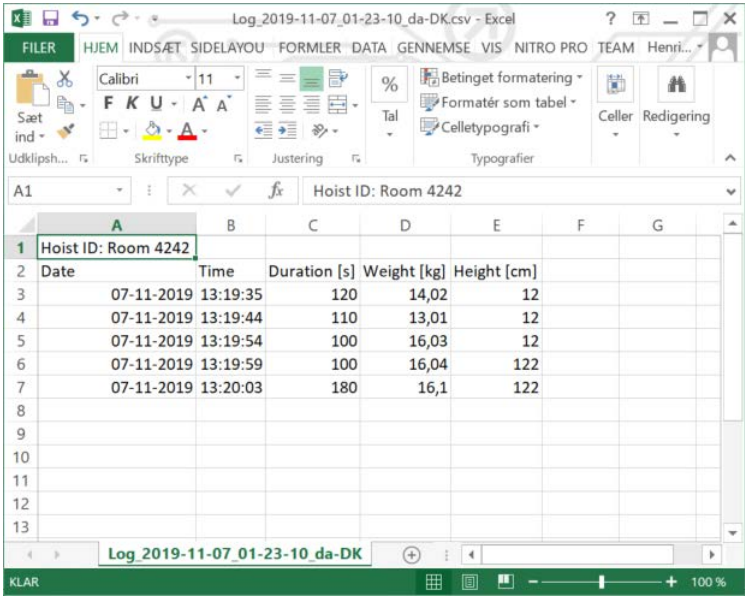
Note: The stored data file will use the current language to determine number and date formats.

Clear CLM log
This button clears the CLM log data.

3.3 Importing CLM data into Excel spread sheet

The CLM data is stored in a folder named CLM Log. The folder is by standard located in the Guldmann Service and Information Console program folder. Each hoist will automatically create a subfolder named after the hoist's serial number when importing CLM data. The data can be imported into Excel for further use by following the steps below.

1. Open Excel
2. Select **"File"** – **"Open"**
3. Change filter type to All files (*.*)
4. Select the relevant log file.



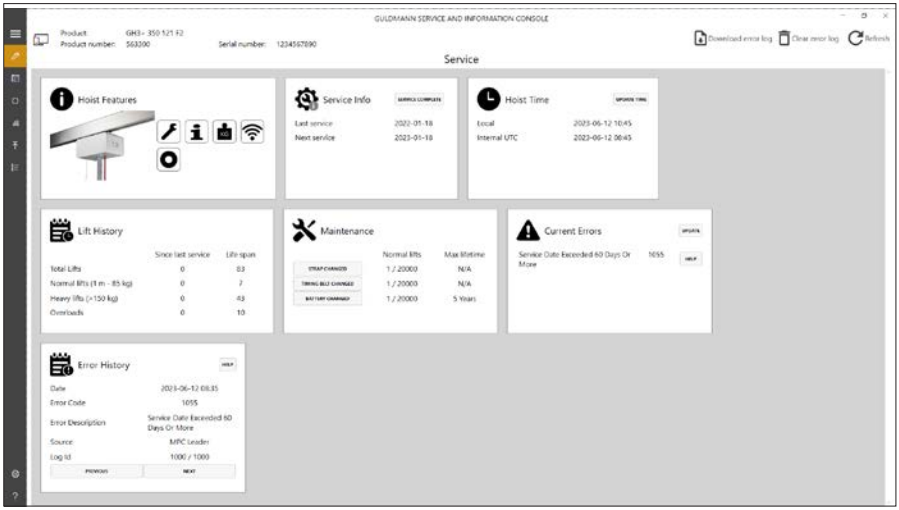
Note: The weight measures stored in CLM are generated during a lifting cycle, and they do not represent an actual controlled weighing. Therefore, any weight shown in the CLM can only be used as an indication regardless the hoist is equipped with weighing module or Class III scale module.

If the hoist is without weighing module, the weight is estimated from the power consumption while lifting.

4.0 Service module

The service module allows the service technician to inspect hoist counters and reset some of these when replacing hoist components.

Note: Some functionality is disabled when user is not registered service technician.



4.1 Hoist Features

Available Modules


Service


CLM

Scale

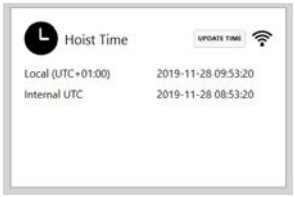
Scale Class III


WiFi


Trainer

4.2 Update time

This button sets the hoist time and date, to global UTC time and date. Hoist time and date is used for the registration of lifts.



If the hoist has WiFi enabled, the time will be synchronized automatically next time it connects to the CLM Online server. This feature is indicated with a small WiFi icon.

The time is displayed as a local time based on the timezone settings of the host PC and as the internal UTC time stored in the hoist.

Set hoist ID

This button makes it possible to change the hoist ID. The hoist ID is displayed on the hand control if a CLM module is installed.

4.3 Lift history

These counters summarize information about the use of the hoist, since the first installation.

4.4 Maintenance

Strap counter and “Strap changed” button
This counter provides information regarding the expected remaining strap lifetime.

Counter format:
Number of lifts made by the current strap / expected lifetime of the strap.
The strap should be changed if the number of lifts made by the current strap is close to the expected lifetime of the strap.

Timing belt counter
This counter provides information regarding the expected remaining timing belt(s) lifetime.

Counter format:
Number of lifts made by the current strap / expected lifetime of the timing belt(s).
The timing belt(s) should be changed if the number of lifts made by the current timing belt(s) is close to the expected lifetime of the timing belt(s).

Battery counter
This counter provides information regarding the expected remaining battery lifetime.

Counter format:
Number of lifts made by the current battery / expected lifetime of the battery.
The battery should be changed if the number of lifts made by the current battery is close to the expected lifetime of the battery.

4.5 Errors

These counters provide information regarding the number of errors which has occurred, since reset warning was pressed. This is only visible on hoists with Motor Safety HW.

4.6 Service information

These dates and counters provide information about the use of the hoist.

4.7 Current Errors

Shows the hoists current errors up to a maximum of 5.
Only visible on hoists with MPC HW.

“Update” button
Update the status.

“Help” button
Shows detailed information on the error and possible solutions.

4.8 Error History

Shows logged errors sorted by date.
Only visible on hoists with MPC HW.

“Previous/Next” buttons
Scroll through logged errors.

4.9 Error Log actions (top right hand corner)

Only visible on hoists with MPC HW.

Log files are stored as csv files and can be opened using i.e. Microsoft Excel - see section 3.3 for details.

“Download CLM log” Button
This button starts downloading of the hoist Error log data.

The log is stored in the Guldmann Service and Information Console program folder. The folder is by standard: %localappdata%\Guldmann\Logs\Error Logs
To easily find the folder, type in the path shown above in a Library-window.

Note: The stored data file will use the current language to determine number and date formats.

“Clear CLM log” Button
This button clears the Error log data.

5.0 Trainer

The Trainer module is only available if the connected hoist is equipped with the Trainer module functionality. If this is available some statistics and logs can be read from the hoist.

5.1 Trainer Statistics

These counters summarize information about the use of the Trainer feature.

5.2 Trainer session history

Shows logged errors sorted by date.
Only visible on hoists with MPC HW.

”Previous/Next” buttons
Scroll through logged errors.

5.3 Error Log actions (top right hand corner)

Log files are stored as csv files and can be opened using i.e. Microsoft Excel - see section 3.3 for details.
Only visible on hoists with MPC HW.

”Download Trainer log” Button
This button starts downloading of the hoist Trainer log data. The log is stored in the Guldmann Service and Information Console program folder. The folder is by standard: %localappdata%\Guldmann\Logs\Trainer Logs
To easily find the folder, type in the path shown above in a Library-window.

Note: The stored data file will use the current language to determine number and date formats.

”Clear Trainer log” Button
This button clears the Trainer log data.

Time to care

V. Guldmann A/S
Corporate Office:
Tel. +45 8741 3100
info@guldmann.com
www.guldmann.com

Guldmann Inc.
Tel. 800 664 8834
Tel. 813 880 0619
info@guldmann.net
www.guldmann.net