

# QUICK START GUIDE EASYSKAN DIAGNOSTICS AND SERVICE TOOL



## FOR EBERSPÄCHER AIR AND WATER HEATERS

Designation	Order No.
EasyScan diagnostics and service tool	22 1550 89 00 00

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# 1 INTRODUCTION

## 1.1 GENERAL INFORMATION

### 1.1.1 Please read first

Before beginning the diagnosis always read carefully through the quick start guide and the complete operating instructions. Both documents contain important information, which is necessary for the installation and for performing the diagnosis. The complete operating instructions are stored on the enclosed CD and are also available on the Eberspächer Partner Portal to view and to download.

### 1.1.2 Designation

In the following the diagnostics adapter is named the VCI (Vehicle Communication Interface).

### 1.1.3 Screen display

All displays of screen pages shown in this document are given as examples. The actual screen page displays depend on the software version and may differ.

### 1.1.4 Repair

Repairs are not permitted.

### 1.1.5 Disposal



#### NOTE

This product does not belong in household waste.

Dispose of the product only according to the relevant legal regulations.

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## 1.2 IMPORTANT INFORMATION

### 1.2.1 Intended use

The EasyScan diagnostics and service tool can be used to read out the fault memory, general data and measured values from the control box of Eberspächer heaters with diagnostics capability. Furthermore, functions of individual heater components can be tested and logged.



#### NOTE

- Use of the VCI for any purpose other than that given by the manufacturer is not permitted.
  - The VCI is intended for commercial purposes only.
- Use the VCI only for the specified purpose for heaters, for example:
- Hydronic 1, from heaters with the “automatic altitude adjustment” function
  - Hydronic 2
  - Hydronic 2 Commercial
  - Hydronic M II
  - Airtronic 1 / Airtronic M / Airtronic L, from heaters with the “automatic altitude adjustment” function
-

# 1 INTRODUCTION

## 1.2.2 Operation



### CAUTION

- Do not use the VCI in an environment in which flammable gases, fumes, liquids or dust are or could be present.
- To reduce the risk of an electrical short-circuit or damage, do not expose the VCI to moisture.
- Do not start up the VCI if a malfunction could cause a hazard and/or damage to property.
- Shut down the VCI immediately if it can be assumed that safe operation is no longer guaranteed.
  - Take all necessary measures to prevent accidental starting up again.

## 1.2.3 Liability and guarantee

- The manufacturer is not liable for damage caused by improper use or incorrect operation.
- Failure to comply with the safety instructions makes the guarantee null and void and excludes any liability of Eberspächer Climate Control Systems GmbH & Co. KG.

## 1.2.4 Accident prevention

Always follow all accident prevention regulations and shop and operating safety instructions.

## 1.3 EU DECLARATION OF CONFORMITY

We herewith declare that the version of the EasyScan diagnostics and service tool placed on the market by us conforms to the following EU Directives.

EU Directive 2014/30/EU

EU Directive 2011/65/EU



The full Declaration of Conformity can be viewed and downloaded from the download centre at [www.eberspaecher.com](http://www.eberspaecher.com).

## 2 PRODUCT INFORMATION

### 2.1 ORDER NO.

EasyScan diagnostics and service tool Order No. 22 1550 89 00 00

### 2.2 SCOPE OF SUPPLY

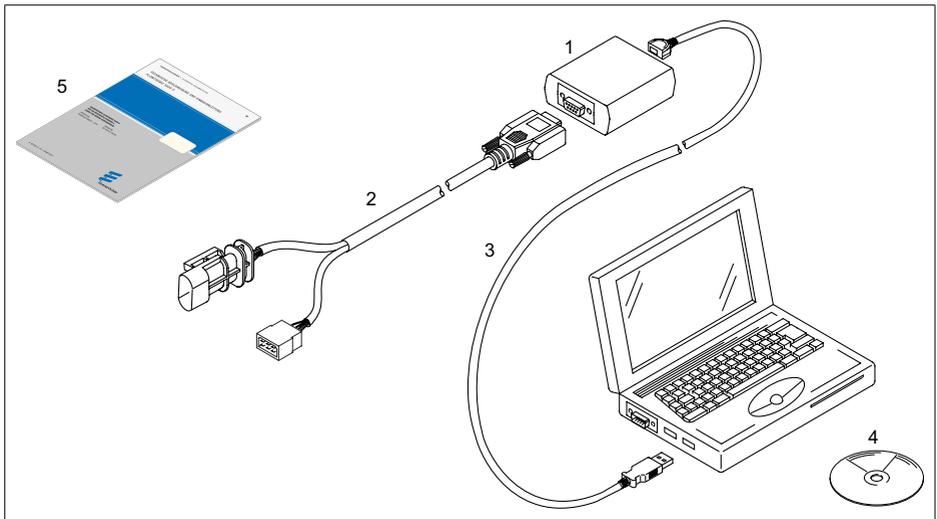


#### NOTE

An adapter cable is absolutely necessary for diagnosis using the EasyScan diagnostics and service tool. The table in Chapter 2.3 “Adapter cables” describes which adapter cable is required for which heater. The adapter cables are **not** included in the scope of supply of the EasyScan diagnostics and service tool.

The scope of supply includes:

No. in sketch	Quantity	Designation
1	1	VCI
2	1	“Diagnostics interface” connection cable
3	1	“PC” connection cable
4	1	CD with software and complete operating instructions
5	1	Quick start guide



## 2 PRODUCT INFORMATION

### 2.3 ADAPTER CABLE

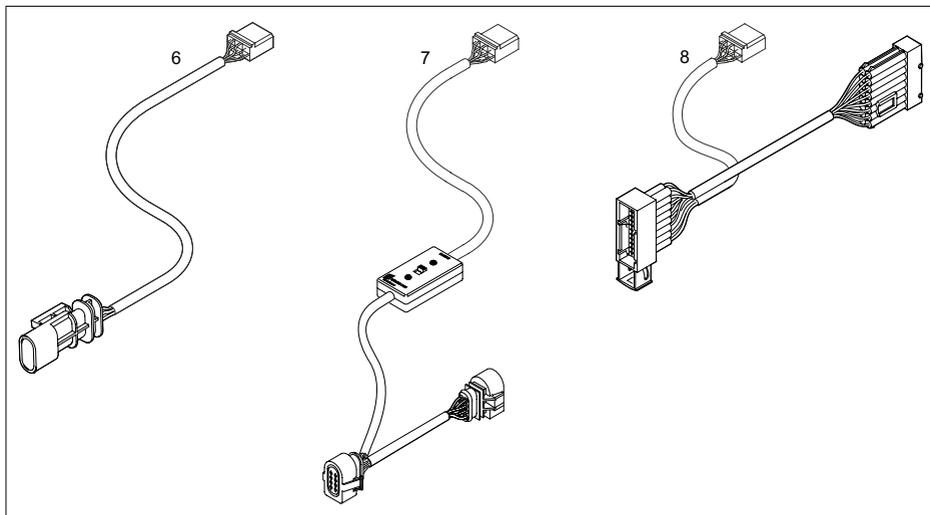
The following adapter cables are **absolutely necessary** to connect the VCI.



#### NOTE

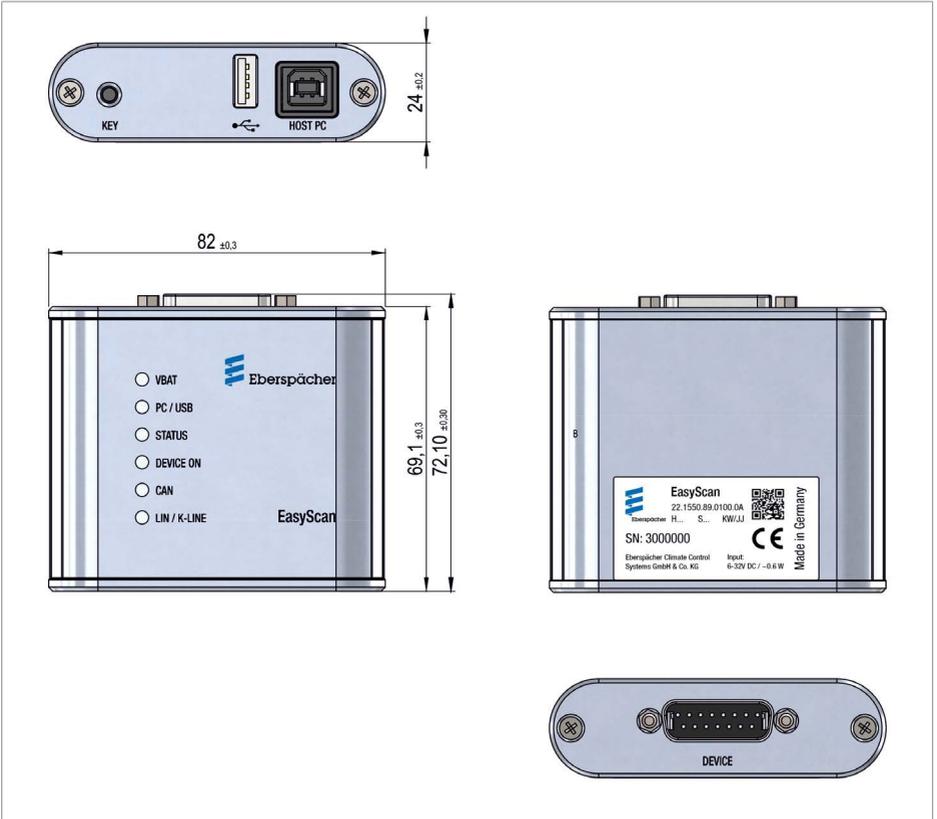
Heaters with the “automatic altitude adjustment” function are identifiable from production in summer 2008 by “H-Kit” marked on the nameplate.

No. in sketch	Quantity	Designation	Order No.
6	1	Adapter cable – Hydronic 2 / Hydronic 2 Commercial / Hydronic M II	22 1000 33 78 00
7	1	Adapter cable – Hydronic 1 <ul style="list-style-type: none"> <li>▪ from heaters with the “automatic altitude adjustment” function</li> </ul>	22 1000 31 63 00
8	1	Adapter cable – Airtronic 1 / Airtronic M / Airtronic L <ul style="list-style-type: none"> <li>▪ from heaters with the “automatic altitude adjustment” function</li> </ul>	22 1000 31 86 00



## 2 PRODUCT INFORMATION

### 2.4 VCI DIMENSIONS



### DEVICE CONNECTIONS

KEY	Key function: Restore the software
	Not used
Host PC	"PC" connection cable connection
DEVICE	"Diagnostics interface" connection cable connection

## 2 PRODUCT INFORMATION

### LED DESCRIPTION

Designation	Colour	Signalling	Operating state
VBAT	GREEN	dark	Power supply not connected or is outside the allowable range (VBAT < 6V or VBAT > 32 V)
		illuminated	Power supply connected and is within the allowable range (VBAT > 6V up to VBAT < 32V)
PC / USB	YEL-LOW	dark	No PC connection (USB not connected)
		illuminated	VCI is connected with the PC (USB connected)
		Flashing	Data is being transferred between the PC and the VCI
STATUS	GREEN	dark	Software in the VCI is not ready for use (fault condition)
		slow flashing (1 Hz)	Software in the VCI is ready for use (normal condition)
		fast flashing (2 Hz)	The devices is in bootloader mode, the software in the VCI is faulty or has not been installed (fault condition)
DEVICE ON	RED	dark	On-cable for heating inactive
		illuminated	On-cable for heating active
CAN	BLUE	dark	Communication via CAN bus not in operation
		flashing	CAN communication in operation. The flash frequency indicates the CAN bus load
LIN / K-LINE	BLUE	dark	Communication via LIN / K-LINE not in operation
		flashing	LIN / K-LINE communication in operation. The flash frequency indicates the bus load

## 2 PRODUCT INFORMATION

### 2.5 TECHNICAL DATA

Compatibility	Water heaters Hydronic 1 (12V), Hydronic 2 (12V), Hydronic 2 Commercial (12/24V) Hydronic M II (12/24V)
	Air heaters Airtronic 1/Airtronic M/Airtronic L (12/24V)
	all future heaters
Temperature range [°C]	-40 °C to +70 °C
Dimensions L×W×H [mm]	82×72×24
Class of protection	IP 20

### 2.6 SYSTEM REQUIREMENTS

#### Check before installing the software

- Is an operating system, which supports the software, installed on the PC or notebook?
- Are the minimum hardware requirements for the supporting operating system met?

#### Supporting operating systems:

- Microsoft Windows 7 or newer versions.

#### Minimum hardware requirements:

- 1 gigahertz (GHz) 32-bit (x86) or 64-bit (x64) processor
- Hard drive: with at least 16 Gbyte (32-bit) or 20 Gbyte (64-bit) free memory
- Working memory (RAM): at least 1 Gbyte (32-bit) or 2 Gbyte (64-bit)
- DirectX 9 graphics device with WDDM 1.0 or higher drivers
- CD ROM or DVD drive
- USB 2.0 interface (port)
- Screen: resolution min. 800×600 dots (recommended 1024×768 or higher), colour palette 65536 colours or more, small text



#### NOTE

If the minimum requirements are **not** fulfilled, the EasyScan software **cannot** be installed.

## 3 INSTALLING THE SOFTWARE

### 3.1 PREPARING FOR THE INSTALLATION



#### CAUTION

Eberspächer Climate Control Systems GmbH & Co. KG does not accept any liability whatsoever for any data loss on your PC.

→ We recommend that you back up the data on an external hard drive before installing the software.

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#### NOTE

- For the initial installation of the software the user who carries out the installation must be logged into the PC / notebook with administrator rights.
  - Administrator rights are not required for all other actions.
  - If the installation CD is not available, the software can be downloaded from the Eberspächer Partner Portal at [partner.eberspaecher.com](http://partner.eberspaecher.com).
  - The software contains all the drivers required for the VCI.
  - Depending on the operating system and set language, the names of the system directories may differ from those used in this quick start guide.
  - The names of the English installation of Windows 7 are used in this quick start guide.
- 

### 3.2 INSTALLING THE SOFTWARE



#### NOTE

Depending on the performance of the PC / notebook, several minutes may be required for the installation.

TIP: For faster installation, copy the program data from the CD onto the hard drive and start the installation from there.

During the installation, follow the instructions on the screen, accept all default paths and do **not** change them.

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The installation process may take several minutes.

## 3 INSTALLING THE SOFTWARE

### 3.2.1 Start the installation

Start the program by clicking EasyScan.exe.

Select language

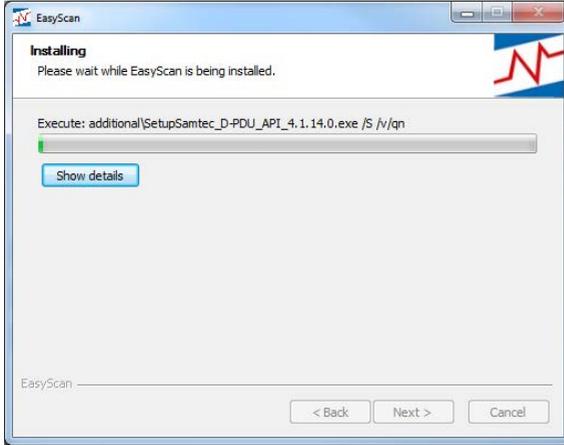


Select "Next" button



### 3 INSTALLING THE SOFTWARE

Installing the EasyScan testing software; the installation progress is indicated by a bar.



#### NOTE

If the Setup Wizard finds that programs required for execution of the software to be installed is not available it starts the necessary programs.

Follow the Wizard's instructions and click "Next" (do **not** click "Finish").



#### NOTE

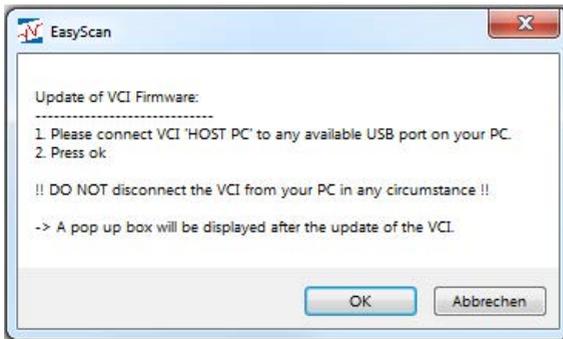
After installing the "EasyScan testing software" the Connection Assistant starts.

## 3 INSTALLING THE SOFTWARE

### 3.2.2 Automatic firmware update

The following instructions must be carried out:

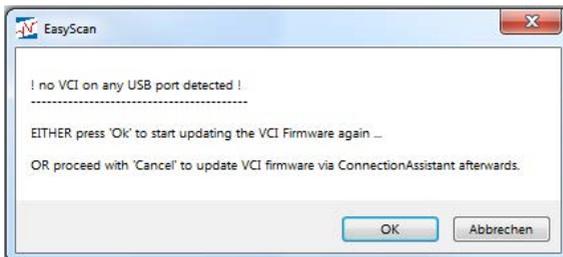
- Check whether “PC” connection cable is connected to the VCI and to the PC / notebook.
- Check the power supply:
  - Status LED (green) on the VCI is lit → power supply connected,
  - Status LED (green) on the VCI is not lit → connect the power supply.
- Confirm completed instructions by clicking the “OK” button.



#### NOTE

Do not disconnect the USB connection between the PC/notebook and VCI during the firmware update under any circumstance.

If no VCI is connected an error message appears.

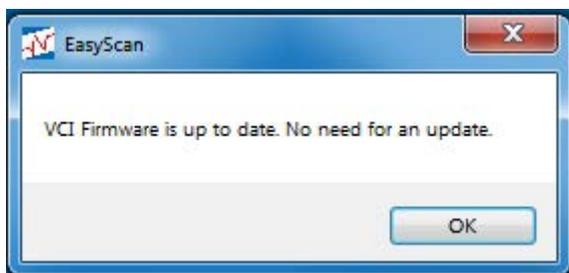


## 3 INSTALLING THE SOFTWARE



### NOTE

If the firmware is up-to-date a corresponding message appears.



### 3.3 ENDING THE INSTALLATION

Finish the software installation by clicking the "Finish" button.



### NOTE

After completing the installation or after clicking the EasyScan icon in the program bar or on the desktop, the **Home page** is displayed for the current heater generation.

## 3 INSTALLING THE SOFTWARE

### 3.4 ACTIVATING EASYSCAN

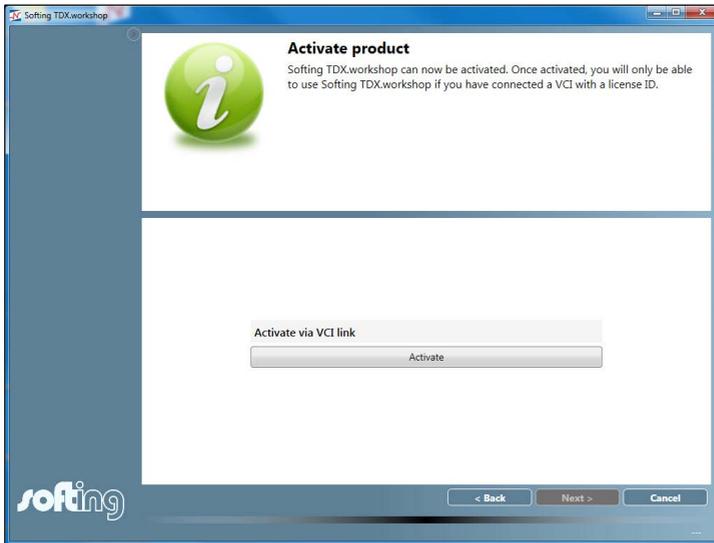


Activation is only necessary for the initial startup.



### 3 INSTALLING THE SOFTWARE

- Start the program by clicking the EasyScan icon in the program bar or on the Desktop.
- Select “Activate via VCI link” in the selection window.
- Click the “Next” button to continue the activation.



End the activation by clicking the “Activate” button, then exit the program by clicking the operating system button  (Close).

Restart the program by clicking the EasyScan icon in the program bar or on the Desktop. The Home page is displayed.

## 4 CONNECTING THE VCI

### 4.1 CONNECT THE “PC” CONNECTION CABLE

Connect the “PC” connection cable (2) to an unused USB port of the PC/notebook and at the VCI.

### 4.2 CONNECT THE “DIAGNOSTICS INTERFACE” CONNECTION CABLE AND THE ADAPTER CABLE

Connect the “diagnostics interface” connection cable (3) to the VCI.

#### Hydronic 2 / Hydronic 2 Commercial / Hydronic M II

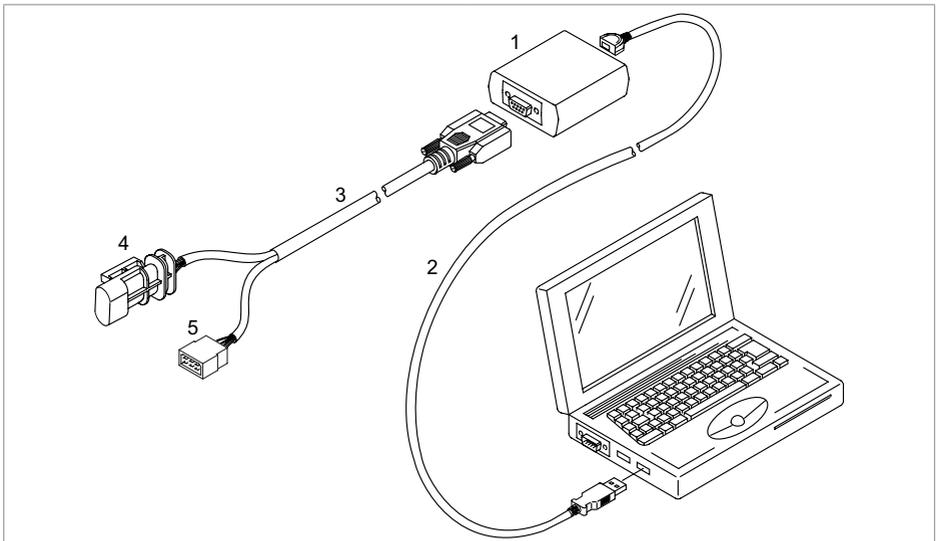
The adapter cable (6, see Chapter 2.3) is absolutely necessary: connect it to the 8-pin connector (5) of the “diagnostics interface” connection cable and to the diagnostics interface in the heater cable harness.

#### Hydronic 1

The adapter cable (7, see Chapter 2.3) is absolutely necessary; use it between the heater and heater cable harness and connect to the 8-pin connector (5) of the “diagnostics interface” connection cable.

#### Airtronic 1 / Airtronic M / Airtronic L

The adapter cable (8, see Chapter 2.3) is absolutely necessary; use it between the heater and heater cable harness and connect to the 8-pin connector (5) of the “diagnostics interface” connection cable.

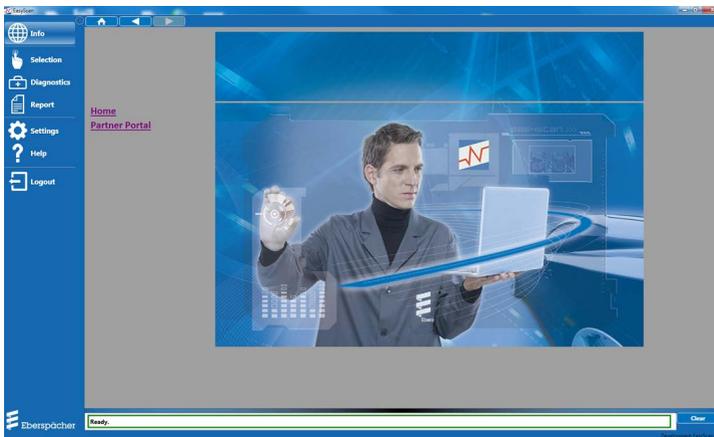


- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1 VCI</li> <li>2 “PC” connection cable</li> <li>3 “Diagnostics interface” connection cable</li> </ul> | <ul style="list-style-type: none"> <li>4 Connection to the diagnostics interface in the heater cable harness (in preparation for the new heater generation)</li> <li>5 8-pin connector for the adapter cable connection (see page 6 for adapter cable Order No.)</li> </ul> |
|--|---|

## 5 STARTING THE PROGRAM (CURRENT HEATER GENERATION)

### 5.1 STARTING THE EASYSCAN PROGRAM

Start the program by clicking the EasyScan icon in the program bar or on the Desktop. The Home page is opened:



The top part of the Home page contains three buttons for navigation between the linked HTML pages on the Eberspächer Partner Portal, the button functions are:



Back to Home page



Back to the last HTML page



Go to the next HTML page.



#### NOTE

For further detailed information refer to the EasyScan diagnostics and service tool operating instructions. The instructions are saved as a PDF file on the CD included in the scope of supply.

### 5.2 LOGGING OUT OF THE PROGRAM

- You can log out on pages with the  button.
- On logging out all running diagnostic functions are ended.
- After the logout the program switches back to the Start or Login page.

### 5.3 EXIT THE PROGRAM

Exit the program by clicking the operating system button  (Close).

## 6 STARTING THE PROGRAM (NEW HEATER GENERATION)

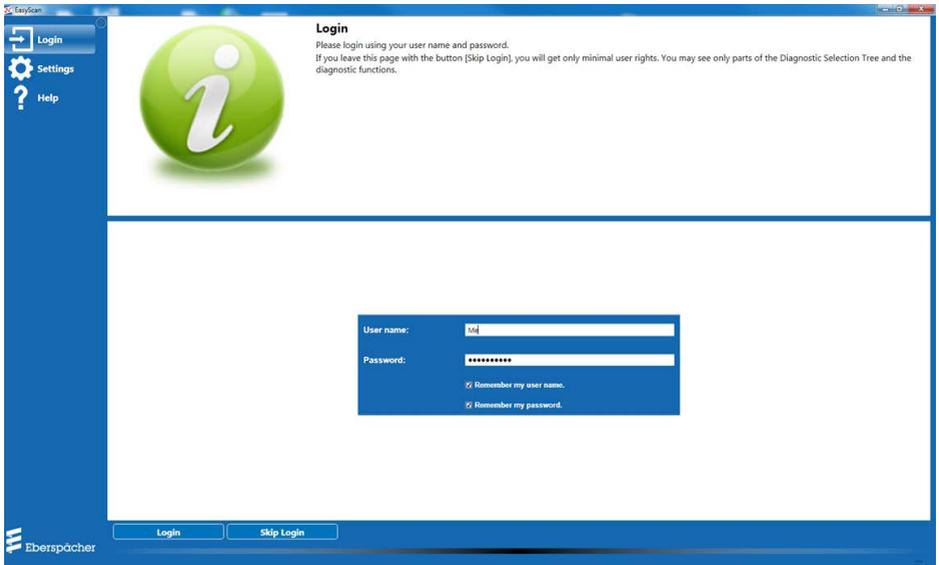
### 6.1 STARTING THE EASYSCAN PROGRAM



#### NOTE

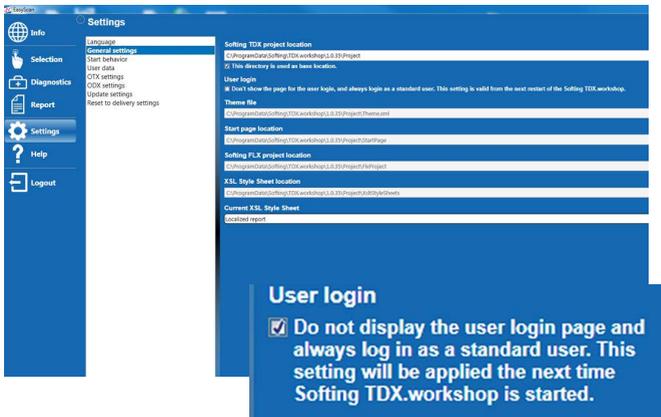
- The EasyScan program can be started with “Login” or “Skip Login”.
- The user name and password are available through the national representative.
- Successful logging in is indicated in green.
- Any errors that occur are displayed in red under the input field.
- Exit the login page by clicking the “Login” or “Skip Login” button.

Start the program by clicking the EasyScan icon in the program bar or on the Desktop. The Login page is opened. Enter the user name and password in the Login window.



## 6 STARTING THE PROGRAM (NEW HEATER GENERATION)

If no login window is displayed for entry of the user name and password, go to “Settings – General settings – User login” and deselect the selected option “  Do not display the user login page and always log in as a standard user.”.



### 6.1.1 Starting the program with “Login”



#### NOTE

If the program is used with “Login” unlimited functionality is available to the user while the program is running.

To log in, enter the user name and password.



Click the “Login” button. Following successful logging in the program starts with the Home page.

### 6.1.2 Starting the program with “Skip Login”



#### NOTE

- It is not necessary to enter a user name and password.
- Limited functionality only is available to the user while the program is running.



Click the “Skip Login” button. The program starts with the Home page.

## 7 SERVICE

### 7.1 HOTLINE

If you have any technical questions or problems with the hardware and / or software, please dial the following service phone number within Germany.

Hotline: 0800-1234300

Fax hotline: 01805-262624

Outside of Germany, please contact the respective Eberspächer national representative.

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73730 Esslingen  
Hotline: 0800-1234300  
Fax hotline: 01805-262624

