

Technical Service Bulletin

TITLE: Allen-Bradley HMI Freezing Date: 6/23/2025 TSB-HPS-1041

Subject: Screen freezing on Allen-Bradley HMI for the Trifecta[®] Pro Gas Supply Systems.

Models Affected: Trifecta Pro models with Allen-Bradley HMI.

Description: We have discovered that the screen on the Allen-Bradly HMI will at times freeze, not allowing for interaction with the controls. This will not affect the performance of the Trifecta system. Power cycling the HMI will reset the screen and allow for a temporary solution. A permanent solution is an update to both the Firmware and Software.

Resolution: As of 6/23/2025, all new Trifecta Pro models will be equipped with updated Allen-Bradley HMI. Existing Trifecta Pro models in the field can be updated by a Chart Technician on site, a replacement HMI, with updated software, or can be provided by Chart under warranty.



Allen-Bradley PanelView Plus



High Pressure Systems

Contact: Chart's continuous attention to product improvement and customer satisfaction has resulted in this design modification. We will continue to listen to our customers and look for ways to improve our designs and streamline our processes. If you have concerns or questions relative to this action, please contact your Chart Customer Service Representative at (800) 400-4683. Thank you for depending on Chart to provide high product quality and service.