



High Pressure Systems Division

Technical Service Bulletin

TITLE: Crouzet PLC Program Update – Enhanced Alarm Handling

Date: 4/16/2026

TSB-HPS-1043

Issue: An updated Crouzet PLC control program is available for certain Trifecta[®] systems to enhance alarm handling logic.

Models Affected: Select Trifecta systems equipped with Crouzet EM4 PLCs

- Serial numbers: 5320C3 – 5395C3; 32519939 – 32606004
- Ship date: after 7/14/2025

Solution: Chart has released an updated PLC program that improves system alarm handling. Customers are encouraged to apply this update during the next scheduled service opportunity.

Description: This bulletin provides instructions for updating the Crouzet EM4 PLC program using a PLC interface tool. The update improves control behavior and aligns all alarm inputs with the current control strategy.



Figure 1. Crouzet EM4



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Updating the Program Using EEPROM Part Numbers:

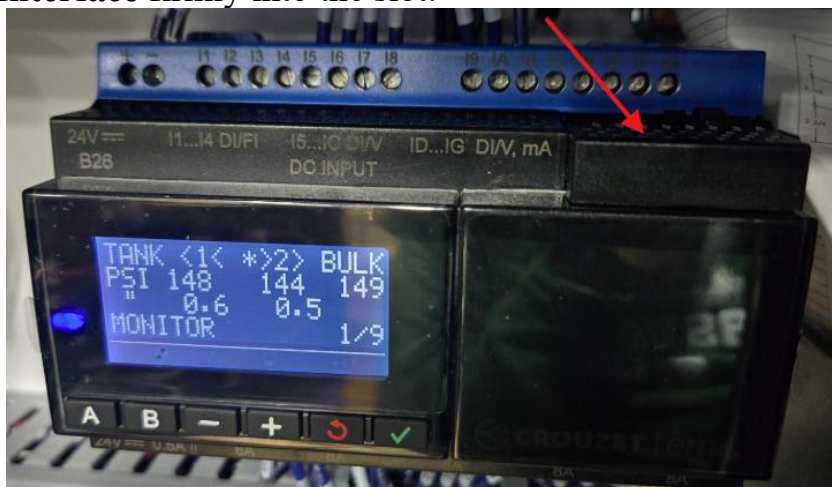
Use the following EEPROM modules to update the Crouzet EM4 PLC program for Trifecta 15X systems. Confirm the system gas/service and pressure rating, then select the matching EEPROM part number and follow the installation steps below.

| EEPROM Part # | Description | Revision |
|---------------|--------------------------------|-----------------|
| 22616915 | EEPROM TRIFECTA 15X N2 500 PSI | CROUZET REV 1.4 |
| 22616916 | EEPROM TRIFECTA 15X O2 500 PSI | CROUZET REV 1.4 |
| 22616917 | EEPROM TRIFECTA 15X N2 600 PSI | CROUZET REV 1.4 |

Important prerequisites & safety: Power off the PLC before inserting or removing the memory interface module to prevent damage or data corruption. The memory interface stores only one application at a time; saving/restoring a new program overwrites the previous one. If multiple programs are required, store them individually and label the EEPROM/memory modules.

Procedure (Crouzet EM4 using Memory Interface):

1. Turn power **OFF** to the PLC.
2. Open the protective cover over the accessory slot and plug the **Crouzet Memory Interface** firmly into the slot.



3. Insert the correct EEPROM module (see table above) into the memory interface (if applicable for your kit/configuration).



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4. Restore power to the PLC.
5. On the PLC front-panel display, enter the menu: press ✓, then press ⏪; release ⏪ and then release ✓ to reach the menu screen.



6. Navigate to the **Interface** menu. Stop the controller, then select **Restore** to load the application from the memory interface/EEPROM into the PLC.





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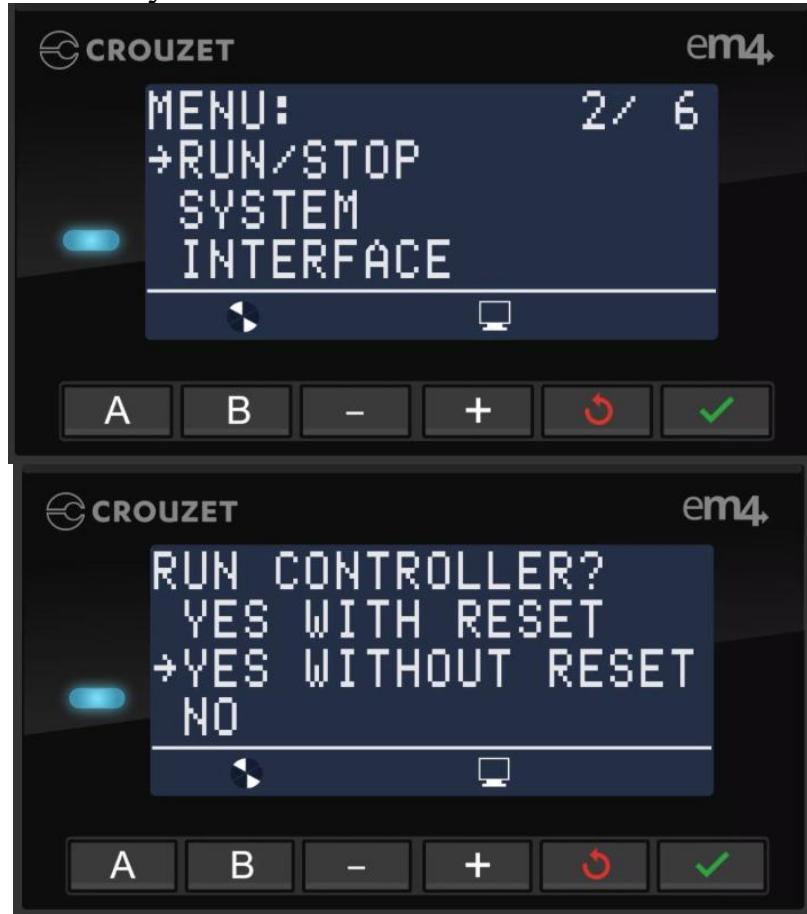


7. Wait for the transfer to complete. When finished, ensure the PLC is in **RUN** mode (set to RUN if it does not run automatically).



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8. If applicable, choose **Run without Reset** to preserve cycle counts; otherwise the cycle counter may reset.



9. Verify the updated program is operating correctly (status/program name displays as expected and system operation is normal).
10. Turn power **OFF**, remove the memory interface, and reinstall the protective cover.
11. To update additional identical PLCs, repeat the steps above for each unit.

Support note: If you have concerns or questions related to loading the program via the memory interface, contact Chart's Tech Service: 1-800-253-1769.

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.