

Q1. What is the intelliGen Refrigeration Controller?

A1. The intelliGen Refrigeration Controller or iRC is a factory mounted electronic control solution for evaporators that provides automatic superheat adjustment, room temperature control and intelligent defrost control capability for walk-in coolers and freezers. The iRC provides superior system performance and energy savings over traditional electro-mechanical controls commonly used on refrigeration equipment today.

Q2. What are the key benefits of the intelliGen Refrigeration Controller?

A2. The intelliGen Refrigeration Controller provides the following benefits:

To End Users

- More effective control, reducing temperature fluctuation
- Light bar that alerts to issues
- Monitor and track room temperature locally or remotely on any phone, tablet or laptop with a field-installable optional intelliGen™ Webserver Card (iWC)
- Text display and turn & press knob simplifies servicing and reduces overall downtime

To Contractors

- Guided quick system setup
- Intuitive interface allows the operator to immediately know when and where there is a problem
- No wiring between condensing unit and unit cooler, when controlling unit cooler only
- Components factory mounted, tested and calibrated
- Reduced diagnosis, service and downtime with user-friendly interface

To Wholesalers

- Operational savings with less product to stock
- Growth opportunities with transition from mechanical to electro-mechanical controls
- Support tools through THE HUB (online selection tool) and intelliGencontrols.com

To OEM's

- Operational savings – less time spent adding components
- Reduce time to identify and diagnose issues
- Differentiation with new technology

Q3. What are the main UI display capabilities?

A3. The UI is located on the evaporator and features the following:

- Light bar with alerts – alerts immediately show the status of the system
- Full text display – guided text instructions for setup
- Quick menu buttons – establish preferred settings and quickly make changes
- Turn & press knob – quickly navigate system configuration & servicing

Q4. Is intelliGen available on all Heatcraft evaporators?

A4. The intelliGen Refrigeration Controller is available on Heatcraft walk-in cooler and freezer units (center mount, low velocity center mount, low profile, medium profile and large unit coolers).

Q5. Can this product be used within applications where one condensing unit is connected to multiple evaporators?

A5. Yes. The intelliGen Refrigeration Controller is designed to work in applications where more than one evaporator (up to eight) is needed in a walk-in cooler or freezer and piped to a single condensing unit.

Q6. Can I install this product on existing Heatcraft evaporators in my walk-in cooler or freezer?

A6. No. The intelliGen Refrigeration Controller is only available as a factory-installed controls solution on select walk-in cooler or freezer evaporators referenced in Q4.

Q7. What advantage will the intelliGen Refrigeration Controller provide to my walk-in?

A7. Factory mounted on the evaporator within a walk-in freezer or cooler, the intelliGen Refrigeration Controller performs the necessary defrost operations directly from the electronic control, eliminating wiring back to the condensing unit when used as an evaporator controller only. Evaporator fan cycling at user adjusted intervals during the compressor off cycle provides an energy saving feature.

Q8. How durable is the intelliGen Refrigeration Controller in a cold environment?

A8. The intelliGen Refrigeration Controller board and components are designed to operate inside walk-in refrigerated spaces as low as -30°F room temperature.

Q9. What optional accessories are available with the intelliGen Refrigeration Controller?

A9. The intelliGen Webserver Card (iWC) and intelliGen Integration Card (iIC).

Q10. What are the benefits of the optional accessories?

A10. **intelliGen Webserver Card (iWC):** The iWC enables local and remote control and monitoring of your refrigeration system on any smart device (Phone, Tablet, PC). ONE iWC per system is needed (up to 8 connected evaporators on 1 condensing unit). The Webserver card serves up webpages which can be seen on standard Web Browsers (Chrome/Firefox/Safari) on all Mobile (iOS, Android) and PC (Windows, OSX) Operating Systems.

intelliGen Integration Card (iIC): The iIC enables connectivity to the Building Management System (BMS) via BACnet or Modbus. ONE iIC per system is needed (up to 8 connected evaporators on 1 condensing unit).

Q11. Will the intelliGen Refrigeration Controller enable me to remotely monitor my refrigeration system?

A11. Yes. The intelliGen Refrigeration Controller enables a user to remotely monitor their refrigeration system on any phone, tablet or laptop with the addition of an optional intelliGen Webserver Card (iWC). Users may receive alerts by web, text or email.

Q12. What do I need to set up remote monitoring?

A12. An iWC, Ethernet cable, router and internet connectivity. If you have questions, please reach out to Heatcraft Technical Support at (800) 537-7775 for assistance.

Q13. What is the standard manufacturer warranty for the IntelliGen Refrigeration Controller?

A13. 3 years from the date of original installation or 42 months from the date of shipment, whichever occurs first. Heatcraft Certified Contractors receive an additional **1-year Extended Warranty** if they are certified on IntelliGen, and install and service IntelliGen for the life of the equipment.

Q14. Are warranty parts readily available?

A14. IntelliGen warranty parts are available through your local wholesaler. Heatcraft is stocking warranty parts in Tifton, GA, Dallas, TX, Eastvale, CA and Louisville, KY to ensure that customers can receive parts next day within the contiguous 48 States and 10 Canadian Provinces.

Q15. What types of defrost does IntelliGen Refrigeration Controller have?

A15. Demand, Smart and Timed. Please refer to www.intelliGencontrols.com for more detailed information.

Q16. How does evaporator fan cycling work on the IntelliGen Refrigeration Controller?

A16. As an additional energy saving feature, fan cycling is initiated at user adjusted intervals during the system off-cycle when compressor is off.

Q17. On average, how long does IntelliGen Refrigeration Controller take to setup?

A17. Quick setup takes 2 minutes vs 2 hours for systems with mounted mechanical controls.

Q18. What refrigerants are supported by the IntelliGen Refrigeration Controller?

A18. IntelliGen Refrigeration Controller supports refrigerants R-22, R404A, R407 (A, C, F), R448A, R449A, R507.

Q19. Can IntelliGen be updated for use with new refrigerants as they become available?

A19. With the onboard USB port, firmware can be upgraded in the field. If the nozzle sizes are appropriate (that will be determined based on refrigerant characteristics), newer refrigerants will be able to be used on existing units as they become available.

Q20. Can IntelliGen be used on HG defrost systems?

A20. No. The iRC cannot be used with Hot Gas Defrost Systems.

Q21. Is IntelliGen backwards compatible with existing QRC?

A21. IntelliGen is a completely new platform and is not compatible with QRC.

Q22. Will IntelliGen work with the Smart Controller?

A22. IntelliGen utilizes a new modern wiring scheme and is not compatible with a Smart Controller.

Q23. Will IntelliGen have data logging capabilities?

A23. iRC can store data for 60 days at 1 minute intervals and the data can be accessed via a standard USB drive from the board. If users have an iWC, they can view the data locally or remotely on a mobile device, tablet or PC.