

# FOREWORD

The information contained in:

- **REFRIBASE, REFREPAIR, REFRIDIAG, REFRILEC, CHILREPAIR, HYDRAUREPAIR** and the **MANAGER Software**
- the "**REFRIBASE Manual**"
- the "**REFREPAIR Manual**"
- and this "**User's Manual**"

are liable to be amended without warning.

The organisation KOTZA INTERNATIONAL cannot be held responsible for any omissions, nor for any damage, accidental or otherwise, that results from the supply or use of its Software or any of its Manuals.



In this Manual, **the individual in possession of the password** (the supervisor, trainer etc.) will be referred to as: **THE SUPERVISOR**. Those individuals not in possession of the password (students, trainees, technicians, engineers etc.) will be referred to as: **THE USER**.

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**All versions of the software have been registered with the Software Protection Agency since 1990.**

**The Software will only operate on a multimedia PC using Windows /2000 / XP / Vista or Seven. The PC should be configured to a *minimum* of 800 x 600 point mode with 65536 colours in small fonts and have an USB port.**

In effect, the Software referred to in this Manual will not function on a PC if the corresponding demonstration version of the Software does not function on that PC.

*If you require any further information, please contact:*

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## ABOUT THIS MANUAL



This User's Manual is designed for use with REFRIBASE, REFREPAIR, REFRI DIAG, REFRI EC, CHILREPAIR, HYDRAUREPAIR and the MANAGER. It explains how to install, configure and use these programs. It should also provide answers to many of the questions that you might have concerning these products.

We have designed all the Software to be simple to use, even if you do not have typing skills, or extensive knowledge of computers. The instructions needed to run the Software have been reduced to a bare minimum, and will always be displayed on the screen.

*Wherever there is any possibility that information might be lost, warning messages will allow the Supervisor to step in and prevent any errors being made, as long as any instructions are carefully observed.*



**WARNING: NONE OF THE SOFTWARE WILL FUNCTION PROPERLY UNLESS THE SECURITY KEY IS CORRECTLY INSTALLED.**

*If you wish to use any of the Software without reading any further, then turn to page 6 to learn about installation procedures.*

## HARDWARE REQUIREMENTS

Our Software has been developed on 100% PC compatible hardware (the most widely available type of equipment). This has been done to ensure that straightforward, trouble free operation of the programs should result with most of the hardware currently on the market.

**However, the following is the MINIMUM specification of equipment required:**

- ***A 100% PC compatible system with at least 256Mb RAM and Windows 2000 / XP / Vista or Seven as the operating system. A Pentium PC is recommended as a minimum specification to produce a reasonable display speed.***
- A CD-ROM drive.
- An USB Port
- A hard disk with at least 200 Mb available memories *plus* memory equivalent to the available RAM.
- ***An SVGA graphics card (800 x 600 points in 65536 colours) plus a colour monitor.***

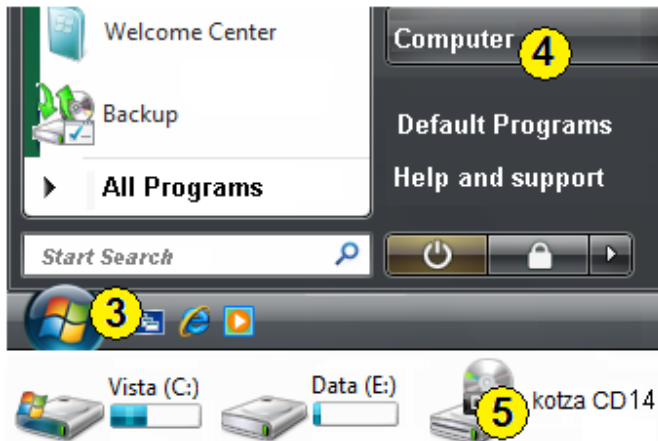
# INSTALLING THE SOFTWARE: LAUNCHING

You should follow the instructions VERY CAREFULLY.



*You should close all other applications before proceeding with the installation. In addition, you must have Administrator Rights. What's more, don't install the USB key for the moment.*

1. Place the installation CD-ROM into the drive of your PC and close the drive. With most PCs, the drive will run automatically after a few seconds, and will load the installation program. **If necessary, allow demo.exe to run.**



**If this does not happen:**

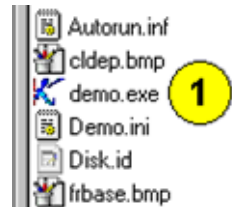
*With Windows NT/2000 or XP* open "My Computer" from Windows Desktop.

*With Vista or Seven,* click on Windows icon (marker 3) and then on "Computer" (marker 4).

Double click on the icon for your CD drive, marker 5 (this is usually **D:** or **E:** or **F:** depending on your system).

If the drive still doesn't start to operate, double click on the [Demo] icon that appears (marker 1).

*The time the program takes to install will depend on the speed of your CD-ROM drive, but should be less than a minute or so.*



**Install demonstration programs**  
**Install commercial programs** 2

When the installation screen appears, **click on "Install commercial programs"** (marker 2).

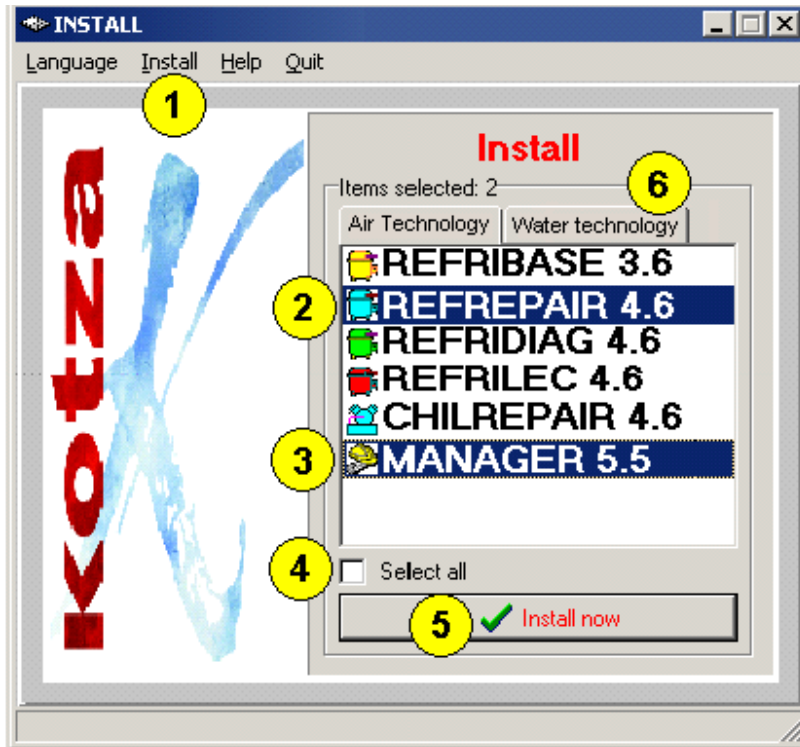
The warning message shown below will then appear, asking you whether you actually have the USB security key.

If you have an USB key for the Software item(s) that you wish to install, then click on [Yes] but **don't install the key for the moment.**





**WARNING:** If you click on [Yes] but do not possess the USB key for the Software that you wish to install, then installation will proceed, but when you try and run the program, an Error Message will be displayed.



**VERY IMPORTANT:** when the installation program is displayed on the screen, click on [Install] in the menu bar of the installation program (marker 1 opposite).

Select the Software you wish to install from the list. In this example, only REFREPAIR (marker 2) and MANAGER (marker 3) have been selected.

You can also click on [Select All] (marker 4) directly to select all the available programs.



**In order to install or uninstall HYDRAUREPAIR, first you have to click on [Water technology] (marker 6).**

IF AN ITEM OF SOFTWARE HAS ALREADY BEEN INSTALLED THEN IT WILL NOT APPEAR ON THE LIST.

In the example opposite, only REFRIBASE and REFRIDIAG appear (marker 3).



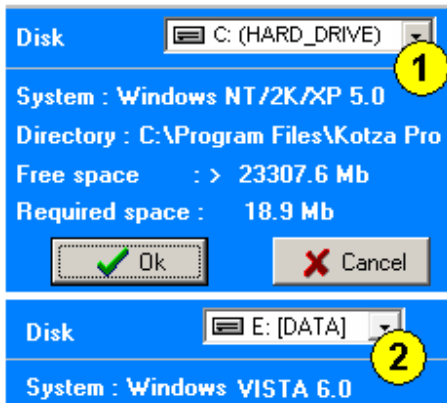
This means that the other Air technology Software packages (REFREPAIR, REFRILEC, CHILREPAIR and the MANAGER) are already installed.

Also, next to the **[Install]** option (marker 1 *previous page*, used to install REFRIBASE and/or REFRIDIAG in this example) there now appears the **[Uninstall]** option (marker 2, to be used if you wish to remove REFREPAIR, REFRILEC, CHILREPAIR, and/or MANAGER from your hard disk). Once you have selected the Software you wish to install, click on the **[Install Now]** button (marker 5 *previous page*).

The User's Licence window now appears with the name of the programs to be installed (marker 1) and the list of the licence and guarantee conditions. Use the slide bar (marker 3) to display all the conditions.

Tick the box (marker 2) to accept the terms of the licence, and then click on **[Yes]** to continue with the installation.

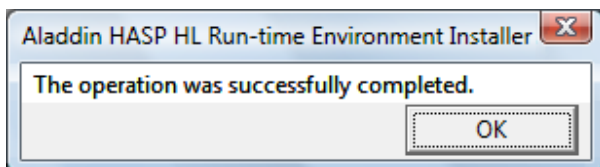
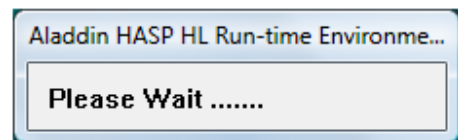
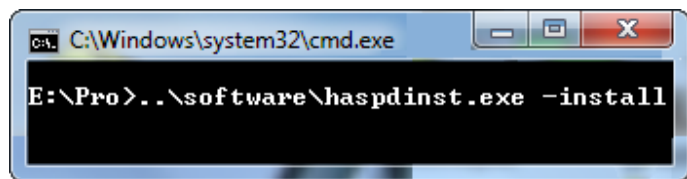
Another window will open. Some information about your PC will be displayed



If you have to install the Software onto a hard disk other than the default drive suggested (usually **C:**), then click on the small arrow (marker 1) to bring up a listing of the available drives, and choose the desired unit (**there must be sufficient space available on the chosen drive**).

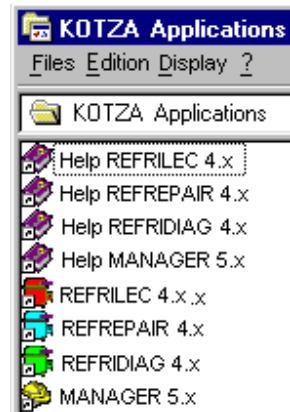
**If your Hard-disk is partitioned (marker 2), don't use C: in order to avoid any access authorization.**

To start the proper installation process, you should now click on the **[OK]**. After all programs has been loaded and extracted, the black screen opposite install the software utilities (**wait for the closing, some-times near of a minute**).



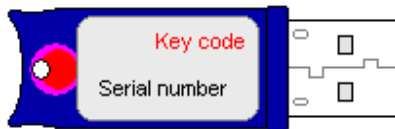
A message will inform you whether the installation has been successful. Click **[OK]** when this appears.

The **KOTZA Applications folder** has been created and appears on the screen (note that the help available is a condensed version of this manual).



*The time taken for installation of the Software will depend on the performance of your equipment, but it should never be more than two or three minutes for each program.*

Finally, when the program will install the MANAGER (this should only take a short time) **the installation procedure will then be complete.**



**At that time only, insert the security key in an USB port. Windows then install automatically the driver. When the USB key is recognized, then a red light switch on.**

*Below are the new icons that will appear on your desktop, depending on which Software has been installed.*

The **REFRIBASE, REFREPAIR, REFRI-DIAG, REFRILEC, CHILREPAIR** and **HYDRAUREPAIR** icons provide rapid access to the User Menu. The **MANAGER** icon provides rapid access to the Supervisor menu.



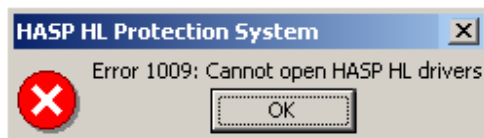
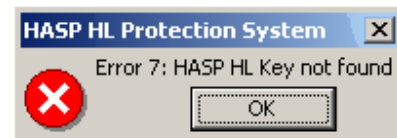
**EVERY TIME** you wish to start a program, you should click on the corresponding icon on the desktop.



**With VISTA or SEVEN, if an error message like opposite is**

**displayed when you click on any of the program icons, right-click on the icon of the program and then click on "Run as administrator", then allow the program to run.**

**Opposite, the security key is not properly installed in the USB port of your PC.**



**The error 1009 message indicates that the USB key driver is not correctly installed.**

**See question 6 page 53**

## Meaning of the key codes:

Chil Repair	Refri Lec	Refri Diag	Ref Repair	Refri Base	Key Code
				X	01
			X		02
			X	X	03
		X			04
		X		X	05
		X	X		06
		X	X	X	07
	X				08
	X			X	09
	X		X		10
	X		X	X	11
	X	X			12
	X	X		X	13
	X	X	X		14
	X	X	X	X	15
X					16
X				X	17
X			X		18
X			X	X	19
X		X			20
X		X		X	21
X		X	X		22
X		X	X	X	23
X	X				24
X	X			X	25
X	X		X		26
X	X		X	X	27
X	X	X			28
X	X	X		X	29
X	X	X	X		30
X	X	X	X	X	31

Hydrau Repair	Chil Repair	Refri Lec	Refri Diag	Ref Repair	Refri Base	Key Code
X						32
X					X	33
X				X		34
X				X	X	35
X			X			36
X			X		X	37
X			X	X		38
X			X	X	X	39
X		X				40
X		X			X	41
X		X		X		42
X		X		X	X	43
X		X	X			44
X		X	X		X	45
X		X	X	X		46
X		X	X	X	X	47
X	X					48
X	X				X	49
X	X			X		50
X	X			X	X	51
X	X		X			52
X	X		X		X	53
X	X		X	X		54
X	X		X	X	X	55
X	X	X				56
X	X	X			X	57
X	X	X		X		58
X	X	X		X	X	59
X	X	X	X			60
X	X	X	X		X	61
X	X	X	X	X		62
X	X	X	X	X	X	63

## How do I uninstall a program?

**The same program is used to install and uninstall all Software. To uninstall (or install) any other Software you MUST have administrator access rights. It is highly recommended that you close all other applications beforehand and return to the Windows desktop.**

**1) Place the installation CD-ROM into the drive of your PC and close the drive.** With most PCs, the drive will run automatically after a few seconds, and will load the installation program. ***If this does not happen, see page 6 the way to proceed.***

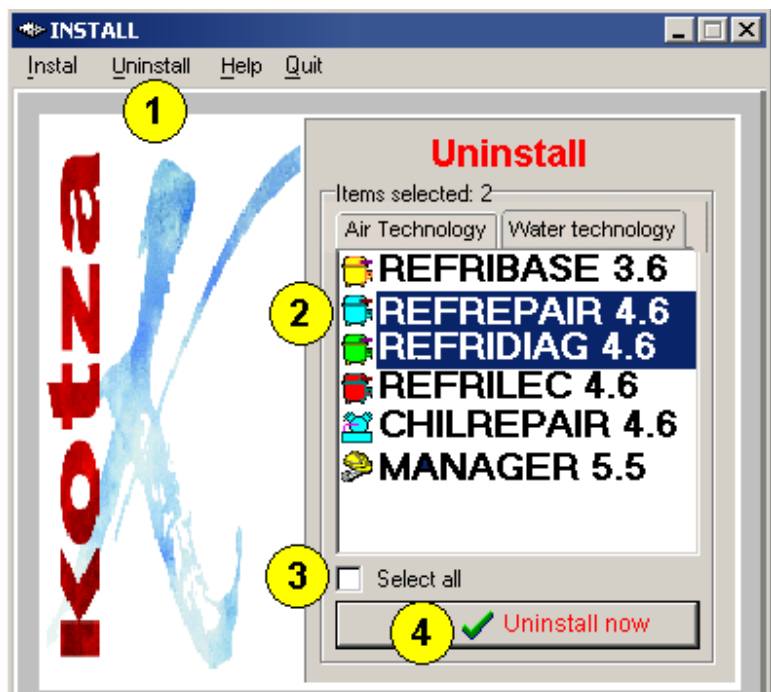
*The time the program takes to install will depend on the speed of your CD-ROM drive, but should be less than a minute or so.*

**2) When the installation screen appears, click on "Install commercial programs"**

A warning message is then displayed, asking you to confirm that you have the security key (dongle). Respond by clicking on [Yes] - **the key is not actually needed to install or uninstall programs.**

**A new screen will then be displayed** (If a program has not been installed, then it will not appear on the list.)

**3) Click on [Uninstall]** on the installation program menu bar (marker 1) then on the [Air technology] or [Water technology] tab according to the Software you wish to uninstall. Then **select the program(s) that you wish to uninstall from the list** (marker 2).



You can also click on [Select All] (marker 3) directly to select all the programs. When you have selected the program(s) to uninstall, click on [Uninstall Now] (marker 4).



**Unless you are not uninstalling all of the programs, DO NOT UNINSTALL the MANAGER utility. This will still enable you to use the MANAGER features for use with the programs that are still installed on your PC.**

If you have followed the instructions correctly, then towards the end of the uninstall sequence for each program, a message will appear telling you that the uninstallation has been successfully accomplished. *Otherwise, after a short period, the uninstallation will continue automatically. The total time taken to uninstall the Software will depend on the performance of your PC, but it should not take more than about 1 or 2 minutes per program.*



**Above all, always remember to retrieve the security key from the USB port of your PC. You will need it if you want to use the Software on another PC!**

**The screen colours are wrong and /or change suddenly.**

**The various parts of a refrigeration system appear randomly on the screen.**

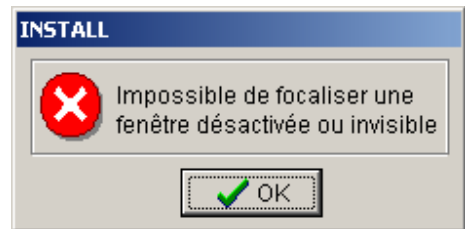
**This is actually a graphics problem. What do I do?**



**Remember that in order to operate correctly, all our Software needs a minimum of an 800 x 600 points in 65536 colours graphics card.**

- **If the colours are wrong and tend to change suddenly**, your system is configured for less than 65536 colours (e.g. it could be in 256-colour mode).
- **If the refrigeration system components seem to appear randomly** on your screen, your system is configured for a graphics resolution of less than 800 x 600 points (you are perhaps using a 640 x 480 points resolution), or you are configured for "large fonts" instead of "small fonts".
- **If this error message in French appears, the PC is set to large Fonts. Set it to Small Font (or 96 dpi) and it may working OK.**

If your screen is configured for 1024 x 768 points, then the Software will run quite normally in a slightly smaller window.



This is usually not a problem if you are using a 19" or larger screen.

Whatever configuration you are using, you should have experienced exactly the same graphics problems on your PC with the free demonstration version of the Software.

**High quality graphics will be produced on most screens in 800 x 600 or 1024 x 768 points mode with small fonts and 65536 colours.**

You can **check** your graphics configuration easily by right-clicking on the Desktop background (on any area where there is no icon).

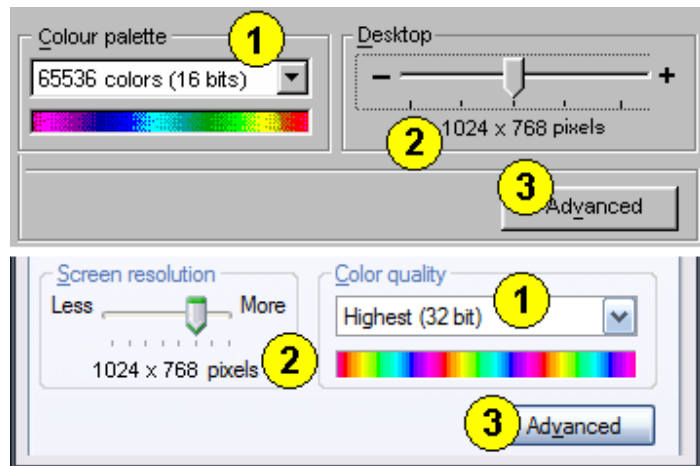
- **With W2000 or XP**, click on [**Properties**] and then on [**Configuration**] or [**Settings**]
- **With Vista or Seven**, click on [**Graphics Properties**] and then on [**Display settings**].

**Note:** Depending on the operating system of your PC, you might have slightly different terminology, but the general meaning will be the same. For example, you might see "Settings" instead of "Configuration", "Colours" instead of "Colour Palette", "Screen Area" or "Screen resolution" instead of "Desktop". You might then see:

**Marker 1:** "Colour palette" or "Color quality" 65536 colours or 16 bit, which is the *minimum required*.

**Marker 2:** "Desktop" or "screen resolution" 800 x 600, which is the *minimum required*.

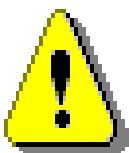
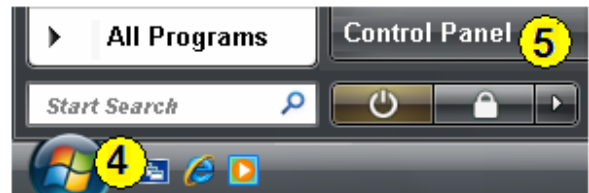
**Marker 3:** **W2000 or XP** the font size is accessed by clicking [**Advanced**] and then on [**General**]. Then click on "small fonts" or "96 dpi"



**With Vista or Seven**, Click on Windows icon (marker 4) then on [**Control Panel**] (marker 5).

Now type **Adjust font size** (marker 6) in the search box.

It will take you directly to the link for the **DPI Scaling Utility**, then Click on **96 DPI**



**If you have limited experience in using a PC then do NOT change your configuration, as under some circumstances this could cause your PC to "crash".**

*In this case you should consult the supplier of your PC about a new graphics card (these are now relatively cheap) or install your Software on a newer PC.*

**5) The bottom of the screen is hidden, and I can't see my score.**

With some PCs in 800 x 600 mode, the Taskbar (usually found at the bottom of the screen) can sometimes obscure the score.

To remedy this, right-click on the right bottom of the screen, then click on [**Properties**] and then on [**Auto Hide**].

The same problem can also occur with the tool bar (often found at the right of the screen). Click on the background of the toolbar and then click on [**Auto Hide**].

**6) When I try to run a program, an error message is displayed. What should I do?**

You should be able to avoid this problem if you have the minimum required configuration and have **precisely** followed the installation, operation and uninstall procedures described in this Manual.



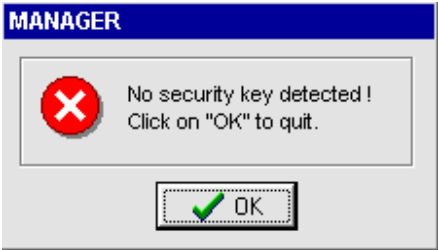
**If you obtain an error message whilst using any of the Software, you should first make a careful note of the complete message displayed and perhaps print a copy of the screen.**

An error message could originate in several ways:

- **Windows** error messages are generally obvious to see and are usually self-explanatory.
- **The error messages for our Software are also usually fairly explicit.**

**For example, the MANAGER may display the messages below:**

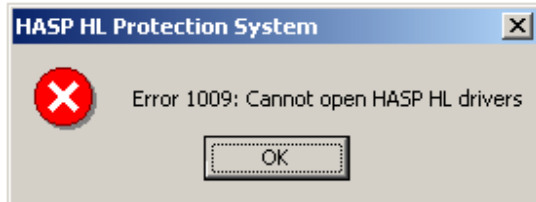
- *On the left, you are trying to review the results obtained by a User who hasn't started the program, and so this is impossible.*
- *Opposite you are trying to run an application when the appropriate USB security key is not present in the USB port of the PC.*



**Remember that without the USB key, the program will not run.**



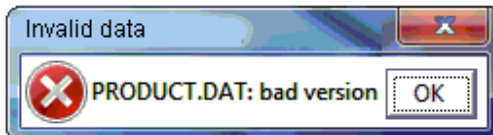
**A "REFRIBASE" KEY (FOR EXAMPLE) WILL ALLOW YOU TO RUN REFRI-BASE AND THE MANAGER ONLY, BUT WILL NOT ALLOW REFREPAIR, REFRIDIAG, REFRILEC, CHILREPAIR OR HYDRAUREPAIR TO RUN.**



**This error 1009 message indicates that the USB key driver is not correctly installed.**

**Try to take the USB key off and put it back in another USB port.**

**If necessary, uninstall and then reinstall the manager (in order to reinstall the key driver).**



**With VISTA or SEVEN, if an error message like opposite is**

**displayed when you click on any of the program icons, right-click on the icon of the program and then click on "Run as administrator", then allow the program to run.**

**On the right, the error message in French indicates the PC is set to large Fonts.**

**Set it to Small Font (or 96 dpi) and it may working OK (refer to question 4 on page 51).**



**A program will only run if the appropriate key is in the USB port of the PC and if all the files for the program concerned are present on your hard disk.**

If your PC "crashes" when you try to run a program, check that the correct dongle is properly connected to the USB port. **If you have Anti-virus Software installed on your PC**, try deactivating it in order to check that the Software is operating correctly (naturally all our Software is guaranteed to be virus-free). **You should ensure that the PC is not carrying a virus.**

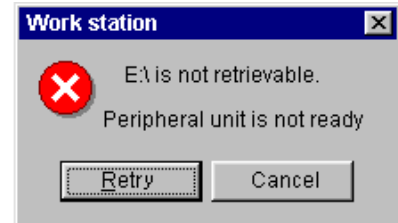


**This is not an exhaustive list. Always make a careful note of any error messages and send it to [Kotza@kotza.com](mailto:Kotza@kotza.com). Without this being done, we may not be able to help you.**

Other error messages may be displayed by other utilities running on your PC (e.g. anti-virus Software). These messages are frequently due to incorrect configuration of these utilities (consult the appropriate user Manual) or sometimes user error. Note that some messages can also be produced when Windows "crashes".

#### Some Examples of Error Messages:

You have inserted the CD in the wrong drive, or it is badly inserted (or upside down!) or you have made an error typing in a command (e.g. you have typed [E:demo] Instead of [D:demo]). Check that everything is correct and repeat the operation.



*In most instances, you will be able to remedy the problems yourself by following the instructions given by the error message or by consulting you PC operating Manuals.*

**You will naturally appreciate that we can only help you with a problem if we have all the necessary information.**



So if the fault persists, you should make a careful note of any messages that are displayed, of what programs were running at the time any faults occurred, the make and specification of your PC, the processor type, amount of memory available etc.

*You should only contact your supplier when you have done all this.*

Since our foundation in 1990, we have always taken our client's remarks and suggestions into account when making improvements to our products.

*For this reason, we will continue to welcome your comments.*

*Thank You.*



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