Resetting Nelevator Track Positions

1. Introduction

Occasionally part of the Nelevator's **memory** may get **corrupted** resulting in it being unable to determine which level it is supposed to be on. This effectively renders the Nelevator inoperable.

2. Possible Cause

To date it has been very difficult to determine the exact cause of this, but the current "working theory" is that an **electrical spike** on the system may cause this problem.

2.1. Potential Mitigation

As such, one possibly measure to try in an attempt to mitigate this would be to install a small **mains electrical filter** block on the incoming mains supply to the Nelevator.

This may help matters, although unfortunately this cannot be guaranteed at the moment. However, if this this solution is adopted and some success is experienced, please do let us know, as all feedback in this matter would be greatly appreciated.

3. Software Remedy

If the Nelevator appears to have the corrupted memory problem as described above, there is a possibility to reset its track positions with the remote control handset, but **ONLY** if the Nelevator has a **later version of software**.

3.1. Software Version Requirements

The minimum software requirements in order for this to work are:

- **Version 1.5**: from 07 September 2017 for **N-gauge** units.
- **Version 1.6**: from 29 August 2018 for **OO-gauge** units.

Unfortunately there is no simple way to determine which version of software the Nelevator is running other than to try the procedure outlined below to see if it works.

If your Nelevator was delivered after any of the above dates for the respective version (N versus OO), then it is highly likely your Nelevator will be running a later version of software that will satisfy the requirements for the software level reset fix.

3.2. Level Reset Procedure

1. **Press** either of the **set buttons** on the remote control to **enter calibration mode**.
    - The LEDs on the remote control handset should now be flashing to indicate that you are in the normal system **calibration mode**.
2. For N-gauge units:
    - Type in **4 4 7 2** on the left hand numbers of the remote control.
3. For OO-gauge units:
    - Type in **4 4 6 2** on the left hand numbers of the remote control.
4. If the code has been accepted, the LED on the main Nelevator control unit should now be flashing as well as the LEDs on the remote control handset to indicate that you are now in the **track reset mode**.
5. **Press** the button on the left hand side of the remote control according to where the Nelevator's left hand stack actually is.
    - E.g. button 3 for level 3.
6. **Press** the button on the right hand side of the remote control according to where the Nelevator's right hand stack actually is.
7. **Press set** again on the remote control to **exit track reset mode**.
8. All LEDs should now have stopped flashing indicating that the Nelevator should be back in its normal operating mode.

All being well this should reset the corrupted memory, enabling the Nelevator to operate as normal again.

However, you may still need to **fine tune** the **level calibration** of each stack of the Nelevator using the normal procedures.

4. Older Software Versions

If the above level reset fix did not work, then the Nelevator is probably installed with an earlier version of software that is incompatible with this procedure.

In this case, please contact us and we will make alternative plans in an effort to remedy your fault.

5. Revision History

Version	Date	Modifications
1	23 July 2020	Initial Draft

