

Advisory Wire

REFERENCE NO:	AW300-38-0260 Rev. 1	INFORMATION TYPE:	Maintenance Operational
ATA:	38-60	EFFECTIVITY:	Challenger 350 (20425/20501 to20999)
SUBJECT:	Compact Water Module No Fault Found Issues		

REFERENCES:

- 1.1 International Water Guard Technical Manual 38-10-ND (TM500000-002 and -004), Rev 02 or later.
- 1.2 Completion Cabin Handbook (CH 350 COMP CH) (Specific to each aircraft)
- 1.3 Troubleshooting Guide and Techniques for Compact Water Module (attached)

INTRODUCTION:

This Advisory Wire has been completely revised to advise Operators and Service Centers that there have been many recent cases reported where Compact Water Modules (CWM) were removed for operational issues and when tested by the vendor, they were determined to be No Fault Found (NFF). It also provides details of available trouble shooting tools.

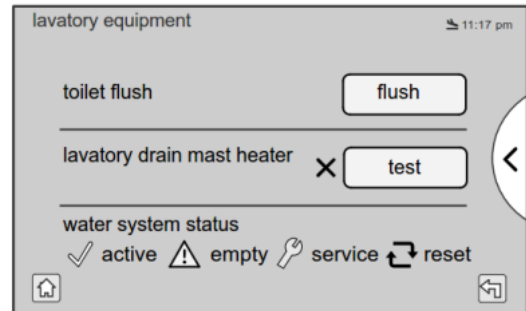
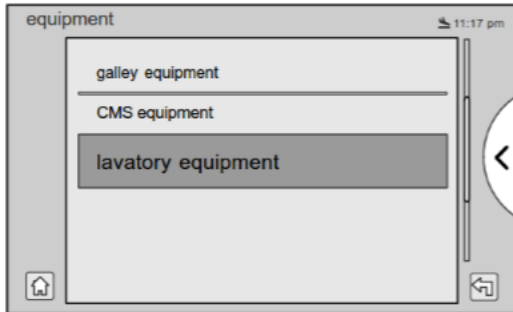
DESCRIPTION:

Several cases have been reported where the CWM was replaced because the water pump stopped working after multiple resets. Most of the replaced CWM were investigated and determined by the vendor to be NFF.

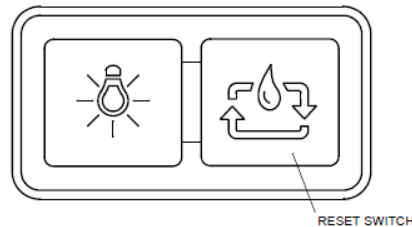
To avoid unnecessary removals of the CWM, personnel that operate, service or troubleshoot the water system should be aware of the following information about the CWM operation;

- On the Galley Control Panel (GCP), only the water system status is displayed, there are no means to control or troubleshoot the water system. Troubleshooting is carried out using information that is seen on the CWM display. Some GCP pages may be different from illustrated figures.

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- CWM 09-500000-002 is designed to operate at water pressures of 35 psig +/-5 psig at 0.5 US GPM. The pump maintains pressure in the system as required. Even when there is no flow, the pump continues to run at idle speed to maintain pressure. A continuously running pumps is not a cause for removal. Refer to Section 3.3 of the Reference 1.1 technical manual.
- CWM 09-500000-004 operates differently than CWM 09-500000-002 in that the pump does not continue to run to maintain pressure, it runs only when the faucet is open.
- When the faucet lever is opened, the water will flow for a maximum of 30 seconds. The CWM will shut off the water flow after 30 seconds of continuous use to safeguard against water leaks. To start the water flow again, the “RESET” switch (at the right side of the sink) must be pressed to re-activate the water flow again for another 30 seconds. Refer to the Reference 1.2 (Completion Cabin Handbook).



- When the aircraft is parked outside and the temperature may go below freezing, the water system must be drained completely to prevent freezing which can cause damage to hoses or to the water module components. Refer to the Ref. 1.1 Technical Manual, Section 6.1 Draining and 6.6, preparing the IWG-M1 for Cold Weather and Long Term Storage as well as the Ref. 1.2 Completion Cabin Handbook for instructions.
- Note that it may take more than one flush cycle to empty the tank. Always check the tank after the cycle is completed to ensure the water is completely drained. While draining, insure the faucet is open to allow air flow.

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The Reference 1.3 Troubleshooting Guide is available to maintenance personnel to help them to perform a more efficient troubleshooting.

ACTION:

In order to avoid unnecessary removals of the CWM and possible NFF, Operators and Service Centers should ensure all personnel that operate, service or troubleshoot the water system understand the operation of the water system and are aware of the procedures found in the Reference 1.2 Completion Cabin Handbook and/or the Reference 1.1 Technical Manual. We recommend also that crews inform passengers on how the system operates in particular that the reset button need to be pressed once the flow stops in order to restart the water flow.

Maintenance personnel should use the procedures found in the Reference 1.3 Troubleshooting Guide before removing the CWM, validate the water pallet fault.