

	<b>Diplomat Dental s.r.o., Vrbovská cesta 17, 921 01 Piešťany, Slovak Republic</b>		
	<b>Change description:</b> <b>Chair movement error</b> <b>C2201 – CHES_GREAT</b> <b>version 1.0.10.17</b>	<b>Change is valid for:</b> Model One / Model Pro	<b>Technical information</b> <b>No.: 022</b>
		<b>Change is valid from:</b> 5/12/2024	<b>Revision:</b>

## Chair movement error and stop code 2201 – CHES\_GREAT version 1.0.10.17

Dear Valued Customer,

We would like to inform you about a potential issue affecting the movement of your Diplomat Dental chairs. This issue may cause interruptions or stoppages of the movement of the chair and it can affect both, Model Pro and Model One line.

However, resolution of the problem will be different, depending on the line. Please see below for further details.

### Identified Problem

The issue relates to the movement signal and may result in:

1. Chair stoppage during programmed movements with the error code C2201, requiring recalibration to restore functionality.
2. Incorrect memory of programmed or flushing positions.

### Resolution

To solve this problem, we have released a firmware update, but the installation procedure of the new firmware for the Model Pro line is different from that of the Model One line:

- For Model Pro units, it will be enough to install the new firmware **CHES\_GREAT version 1.0.10.17** included in the firmware package **1.1.24**.
- For Model One line, a hardware substitution of the **CHES\_GREAT** module is needed. We will provide the module free of charge. If you need it, please request it by sending a ticket at [ticket.diplomat-service.com](https://ticket.diplomat-service.com)

In summary, this is what you need to do:

1. Identify if your unit is affected: Check for issues such as chair stoppages or incorrect programmed positions.
2. Take corrective action:
  - Update the firmware (Model Pro).
  - Replace the module (Model One).
3. Verify functionality: Ensure the chair operates correctly and programmed positions are accurate after performing the update or replacement.

Thank you,

Diplomat Dental Solutions Team.