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Inside this Issue

- 1 Message from Lenz Agency
- 1 Upgrade News for Version 3.6
- 2 New Products
 RailCom now delivered on the Standard+ and Silver+
- 2 New LK200 Reverse Loop Module
 New Lenz Programmer
- 3 Manual availability
- 3 Overlooked Capabilities of LZV100
- 4 Trouble shooting the system
- 4 Warranty Procedures

Message from Lenz Agency

“Serving Lenz Customers in North America”

Welcome to our 2010 Newsletter! We are starting this newsletter again after several years to keep our customers, potential customers, and dealers informed of the Lenz news and product information. Experienced Lenz customers, please take note of the sections: **New Products “Overlooked Capabilities Column” and “Trouble-Shooting”**. We find many of our users often are unaware of the variety of features of our systems. Yes, believe it or not, we can do some things the others can't.



Yes, I really do build railroads☺ I am digging out a new tunnel for the SJR&P, our Fn3 scale garden railroad.

Best Regards,
 Deb Ames
 Director of North American Sales

Version 3.6 Upgrade news

As many of you know, since Dec 2008 our upgrade to Version 3.6 has been underway. We estimate that we are about two thirds complete. Please check out the new feature set, if you are uncertain whether to upgrade or not. However, in order to retain the value and full range of capability for your system, it is a good idea to be at the current version. The new feature list for 3.6 is on the web site linked from our homepage.

The expanded recall address stack (now 2-12) on the LH100 has been the most popular improvement, even over the F0-F28 function increase.

If any of you are unsure about your system's status, please check out the version number. Current shipping version is V3.6.

On the LH100: F, 9,8 for LZV version, and F 9,9 for the LH.

On the LH90:

Shift Om until you see , SYS, then press "A", then enter Y 13 for the LZV version, and Y 11 for the version of the LH90.

Anything lower then 3.6, contact us for the upgrade details.

Please note that in order to get the current RailCom on your LV102 or the LZV's internal LV102 in the LZV, then LV102 and LZV must come in here to Chelmsford for the update.

We thank you for your patience on the Eprom and Micro swap outs when there have been delays. We have to wait for old Micros and Eproms to be returned for reprogramming. Recycling Eproms and Micros has saved our customers in North America, quite a lot of money. Please do note that although the price is right, \$30, if you do the work yourself, you take on the responsibility for following the correct directions, for safe upgrading and resetting your system.

We would appreciate a timely return of the old Eprom and Micros, so that others can be updated.

Call if you have upgrade questions. Due to our train show schedule and supply factors, reservations are a required if you are sending any equipment in for upgrading.

If you have an older LZ100 that is less then Version 3 (earlier then 1998), contact us for specifics, since the LZ missed several upgrades.

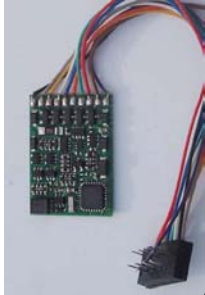
Please note that we are serving only Canada and U.S. for upgrades.

New Products:

NEW! Lenz FLEET decoder hits the DCC market!

STANDARD+MSRP \$24.95

Shipping for about a month now, the STANDARD+ decoder has received a lot of attention! It is delivered with the NMRA medium 8-pin plug and is sized very slim-lined, only rising to a height of .12". It is so flat that it fits in many locomotives.



Also of note, this decoder has the exact same Silent Back EMF motor drive as our premiere GOLD and SILVER decoders.

We call the STANDARD+ our new Fleet decoder, because of the economical price of \$24.95!!!

The new features include:

- * Full RailCom NMRA DCC Bi-directional support
- * Each function output supports F0-F28 with simplified function mapping
- * 3 functions outputs

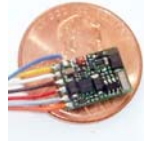
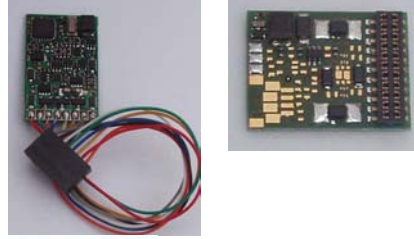
Naturally the STANDARD+ decoders come with our industry leading 10 year warranty.

NEW! SILVER+ , SILVERmini+ , SILVER21+ Decoders- Now Shipping!

The new SILVER+ Series has begun to ship. Fortunately, the prices have stayed the same from the old Silver series decoders. But again there are some new features:

- * Full RailCom NMRA DCC Bi-directional support
- * Each function output supports F0-F28 with simplified function mapping
- * 5 Function outputs

Pictured below are the SILVER+ and the SILVER21+ with the 21 pin socket on board. MSRP \$38.98



The new SILVERmini+ (above) is narrower than the old Silvermini and fits in even tighter places. MSRP on the SILVERmini+ is \$49.95

- * Size: L 0.42" x W 0.30" x H 0.11"
- 10.6mm x W 7.5mm x H 2.6mm
- * 2 Function outputs

NEW! LK200 Reverse Loop Module

Our old reliable workhorse, the LK100, was getting a little long in the tooth and has been retired. It was successfully in the market for over 15 years!

We have just released the new electronic LK200 Reverse Loop Module. It is in dealers' hands now! Maximum Load is 5 Amp. MSRP \$84.95



The newly developed module LK200 is very safe, due to fault current principle. Polarity change takes place at 100 mA residual current. The polarity of the track indicated by an LED.

Switching is carried out electronically without any relays.

Therefore there is no mechanical wear and very high speed polarity change.

Wiring is very simple. Two wires connect to the track in the loop

and two wires go to the main line, out of the loop. There is no need for additional control connections, adjustments, or sensor tracks. Of course, it will operate on any NMRA DCC system.

Connections are made with the normal screw down terminals. This unit, of course can be used for turntables, K's, Wye's, etc.

New Lenz Digital Plus Decoder Programmer Expected March 2010



DCC features continue to evolve. One problem to date is that existing decoders cannot take advantage of these new features because they cannot have their firmware changed.

Starting with decoder version 7.0, all Digital plus by Lenz decoder are designed to be able to be re-programmed. The Digital plus Decoder Programmer is designed to update decoder firmware with the latest software release.

This firmware update can occur on the programming track even when the decoder is already installed in the locomotive!

The Digital plus decoder programmer can also be used as a full featured NMRA DCC CV programmer using the supplied computer applications.

In addition, the Digital plus Decoder Programmer has a built in 2.0 amp power station allowing the Decoder Programmer to also be used to test out the complete operation of the locomotive before or after it has been programmed without removing the locomotive from the programming track.

MSRP \$199.95

Expected delivery March 2010

Is your Lenz system registered?

Several times a month, we encounter Lenz system users, who are not in our data base. Either a registration card was not sent, or has gone missing. Being registered in our data base helps with speedier warranty service and upgrades.

If you are uncertain or if you have relocated, please update your address and phone.

Send by email to support@lenz.com

Name:
Address
Phone
Approximate date of purchase
Dealer name
Version Number of your LZ/LZV

Rest assured we do not share your contact information with ANYONE!!

Having you in the data base facilitates warranty support. For example, registered customers can get system a replacement parts if definite diagnosis can be made over the phone.

If you have contacted us in the last few years or received warranty support or upgrades, you are probably all set!

Manual Availability

Please note that we provide on-line downloads of manual and encourage customers to download manuals. We are trying to keep our costs down and we rather put

money into supply and development rather than postage. The fresh North American (January 2010) Catalog is also, at the top of the list.

We even retain manuals for old products here.

You can find the manuals at <http://www.lenz.com/online manuals>

Over Looked Capabilities of the LZV100/LZ100

In the coming year this column will highlight commonly overlooked capabilities of your Lenz system. This section will be based will be based the LZ/LZV's current Version 3.6.



Sending Commands during "E" Stop

In the blink of an eye, your favorite K27 is rolling too fast toward your newly painted 2-8-0, on the same track. No need to panic! Press E stop- your red button on your LH100 or the bull's-eye on your LH90. "E stop" stops everything dead in their tracks!

Did you know that with your Lenz system you can send correction commands to your locomotive during "EMERGENCY STOP"? Change of speed, change of direction, or speed to zero can all be sent to the problem locomotive

during Emergency Stop. This is can all happen while the LH is display is flashing "STOP" or the LH90 is flashing "Off."

Practice first:

Controlling a unit (the offending unit), apply some speed, and press the red emergency "ST" or bulls-eye on the LH90.

Adjust the command stream by doing the following.

Pres ESC on the LH100 LH90- no button push necessary

Next you will see the engine address that is actively being controlled. Now change the command, pressing either speed steps, or the double point directions key (which returns to speed step 0).

As soon as you press one of the speed arrows, the speed step will show on the right side of the screen.

For the LH90 it is REALLY easy, just adjust the dial or directions key as needed. The LH90 only can correct the current "on-screen" address, while the LH100 can go to another address, using the CL, address number, sequence.

After you have made the correction or adjustment, press the red "ST" button on the LH100 and bring the system track power back on. For the LH90 press the bull's-eye to restore track power.

This procedure is covered in the LH100 Manual Sections 5.7.2.

Product Availability

As with most of us, 2009 was a little bit of a challenge, as numbers have been up and down on both ends of the supply chain. Currently we are pretty well stocked at the Lenz Agency; however, the more unusual items might take a little longer coming in from Germany.

Our mainline products: throttles, systems, computer interfaces, and decoders are well stocked for this season with more on the way.

The bad news is that we are still waiting for the new GOLD+s decoders to be produced and shipped. These new GOLD+s will have the capability of extended mapping to F0-F28 NMRA defined function.

Headquarters tells me the new layouts, screens, supplies are in house and we are now waiting for production to start.

As noted earlier, the STANDARD+ series is now in stock. The SILVER+ MP, SILVER 21+, SILVERmini+ are also in stock here in Chelmsford and have started shipping.

However, we are currently experiencing a long delay on the SILVERdirect+, which has the NMRA Medium plug embedded directly into the decoder.

Trouble Shooting

“MY LZV won’t stop flashing?”

The flashing LZV100’s LED means a short is detected, however, sometimes this is hard to believe when a short cannot be seen or heard. This can be frustrating and after a little bit of time, operators sometime assume that “It must be my LZV!” Installed, operating DCC systems very rarely spontaneously fail. And it is natural to get a little stumped, when after the Red STOP is pressed, the system remains in the OFF state.

While this can could a LZV failure that is usually not the case. Customers even remove all suspect locomotives, remove all extra throttles, but there is a faster way to check out your system.

The quickest route to trouble shooting is eliminating possible

causes with the following check list.

- 1) Check your connections to UVJK, check to make sure green connectors on the rear of the LZV are pushed in thoroughly.

- 2) Look/ listen for obvious shorts:

- Tools across the track**
- Faulty Switches**
- Metal frame eye glasses**
- Sleeping wet cat**
- Crossed JK feeders**
- Can of Coke**
- Stop Watch**
- Spilled Coffee**
- Spiral note book**
- The LZV itself**
- Freshly glued ballast**
- Soldering station**
- Leaf Rake (this was me)**
- Painted wheels (I kid you not) etc, etc***

- 3) Now power down
- 4) Unscrew JK, thus removing the layout
- 5) Power up and press the red stop key on the LH100 or the LH90 bulls-eye to turn your system back on
- 6) If the system stays on, then you do have a short on the layout

If the system’s LED remains FLASHING and “Off” call our help line, for further trouble shooting over the phone

****All actual shorts found from customers from the 16 years of operating the Lenz Agency. And you thought I made up the wet cat!***

Warranty Procedures

Lenz offers the DCC industry’s most aggressive warranty policy. Lenz GmbH asks that you familiarize yourself with the warranty policy.

If it is a decoder failure, please try resetting, or reading CV30 on your decoder. Modern decoders have superior short protection and CV30 will help diagnosis what has occurred. If CV30 has been tripped, find the short, correct it, and reset CV30 a value of 0.

Please contact us first for warranty support, so that we can check supplies and get the details. Every year we get 3 or 4 decoders with no name and address inside. We even have had systems come in with no name!

In order to provide warranty service, I need the following information.

- 1) Name
- 2) Address:
- 3) Phone number:
- 4) Product that failed:
- 5) Date of purchase:
- 6) Dealer:
- 7) DCC System you operate:
- 8) What locomotive installed in?
- 10) Nature of problem:

Once this information is received we can assign a return authorization which you can use to track the status of the repair.

Please note: increased sales result in increased warranty, consequently items that do not have a RA will be held up until the information above is received.

Calling first prevents unnecessary return and often time results in solving a problem at the customers end!



Comments or questions? Do not hesitate to call, email, or write! Talk to you later!

