



Is there any thing to guide me through the first time setting up a BBWC?

Yes, there are 2 documents. "BBWC Installation Instructions" (AM-HBBWC-IM Rev AA) deals with the physical installation of a BBWC on a battery and is included with each new BBWC. "BBWC Report Quick Start Guide" (I.B. WCQS) walks a user through programming and downloading data using the WC Report PC software. Both documents are available in the protected area of the HAWKER® website (www.hawkerpowersource.com).

Does the BBWC Report software have a seat or site license?

It's a seat license. The BBWC USB dongle is not only a wireless adapter; it's also a license key. The software can be installed on as many PCs as you want, but software won't run unless the dongle is plugged in. HAWKER® has special package pricing for software with 5 or 10 licenses (dongles).

Why does BBWC Report software cost so much?

HAWKER® invests a lot of resources in creating, maintaining, and updating BBWC Report software. The price we charge is commensurate with those costs. It is a one-time cost; HAWKER® includes support, updates, and training at no additional cost. Additionally, HAWKER® has special package pricing for software with 5 or 10 licenses (dongles).

Can I sell BBWC software to my customers?

Yes. However, your customer does not have the battery experience and knowledge you do. While your customer may think it's a good idea, most do not have the time or expertise to download, analyze, and interpret BBWC data. This software is a tool for our dealers to use to offer a value-added service.

What is the "Balance" probe for?

The balance probe is used to measure the "battery balance", which is one way to monitor the health of the battery. The balance probe is connected to one of the center cells of the battery and measures the voltages of the two groups of cells. The Vpc values of both groups are compared; if the values are not equal, the battery is considered "out of balance". Out of balance indicates a weak or damaged cell. While the BBWC won't be able to pinpoint the exact cell, it will indicate which group the suspect cell is in. It also has a blue, flashing LED indicating an out of balance condition.

Is there a visible low electrolyte warning for the operator, like a "blinky"?

Yes. Besides recording when battery electrolyte is low, there is a blue LED on the face of the BBWC that will be solid blue if low. In addition, when the BBWC is used with a TC3-W charger or one of the compatible MOD chargers, a low water icon will appear on the charger screen.

What is the difference between Profile, Event, and Cycle modes?

Profile Mode is simply a measurement logging mode. BBWC will record Date/Time, Current, Battery Vpc, Temperature, and Balance Vpc at the selected time interval. The BBWC will store 36,000 lines of profile data and will stop recording when it reaches that limit. It can sample timestamps from 1 seconds up to 10 minute intervals. Profile data will remain in memory until mode is changed or profile data is reset. This mode can be used to record data for obtaining charge or discharge curves.

Event Mode collects the measurements, and compiles and organizes them into Charge, Discharge, and Idle events. Parameters such as Ah, temperatures, and voltages are recorded for each event. The BBWC will hold 2,550 Events – when it reaches that limit it will delete the oldest event for each new event added (First In First Out, or FIFO). Event mode is used primarily for opportunity or fast charge qualification and sizing.

Cycle Mode mode collects and summarizes events into cycles which is a discharge followed by a charge. The BBWC will hold 2,550 Cycles, when it reaches that limit it will delete the oldest cycle for each new cycle added (FIFO). Cycle mode has the most comprehensive collection and summation of data and is used for continuous monitoring of batteries.



What version of BBWC Report software should I use?

The minimum compatible version of BBWC Report software is 5.3.5. Always run the latest version to get all the latest features and bug fixes.

When I change modes, a warning appears that prior data will be erased. Is there any way to save the data?

When you change modes or reset data in the BBWC, it clears the internal memory in the BBWC. But the data is saved in a database on the PC unless it is deleted or overwritten. Next time download the BBWC data to a new site and the original data will not be overwritten but is saved in the original site.

In BBWC Report, is there a way to clear older Alerts and Alarms?

No, BBWC Report keeps the entire history of the battery. However there are date filters in the BBWC report that allow you to filter out dates when alerts or alarms occurred. For example: customer tries to have operators water batteries and they are not keeping up causing BBWC low water alarms. Customer decides to sign a watering contract with your organization. A month in to the contract, you want to show the customer their watering issues are straightened out. Set the date filters in BBWC Report to when the watering contract went into effect, and it will only show alarms that occurred after that date. Reports will also only cover that date range as well.

How can I share BBWC data?

Data from individual BBWCs can be exported to a CSV file that can be imported into Microsoft Excel. The most comprehensive way to share data is the Site Export feature, which will store data in a CRP file. The CRP file can be transferred to another PC and imported to WC Report on that PC.

Does the BBWC work in conjunction with any chargers?

The BBWC will work with HAWKER[®]'s TC3-W and most of the MOD series chargers. The BBWC transmits data such as S/N and alarms wirelessly to the charger to be displayed and logged in the charger's memorizations. Parameters such as battery Ah capacity and temperature are also transmitted and used to supersede the charger's internal programming. In addition, and most importantly, the Battery Techno[logy] in the BBWC is transmitted to the BBWC and used to set the Profile of the charger. For example, if charger Profile is set to OPP and BBWC Battery Techno. is set to STD FLOODED, that battery will be charged in IONIC profile. If it is an opportunity charge application, the BBWC Battery Techno. should be programmed to OP CH. ***It is imperative that the BBWC be programmed correctly when used with these chargers.***

Why does my BBWC Report software show temperatures in degrees centigrade? Why does it not show "OP CH" in the list of Battery Technologies? Why is the month and day switched around in all the dates?

Because the software is set to the incorrect language: English! English in the language menu is for English speaking countries in Europe where metric units are used and opportunity charge is not. To get the language in English, temperatures in degrees Fahrenheit, date format in month/day/year, and OP CH as a Battery Techno, set the language to "US" (Software->Language).

BBWCFAQF. 04/21 Rev.AA

© 2021 Hawker Powersource, Inc. All rights reserved. All trademarks and logos are the property of or licensed to Hawker Powersource, Inc. and their affiliates. Subject to revisions without prior notice, E. & O.E.

