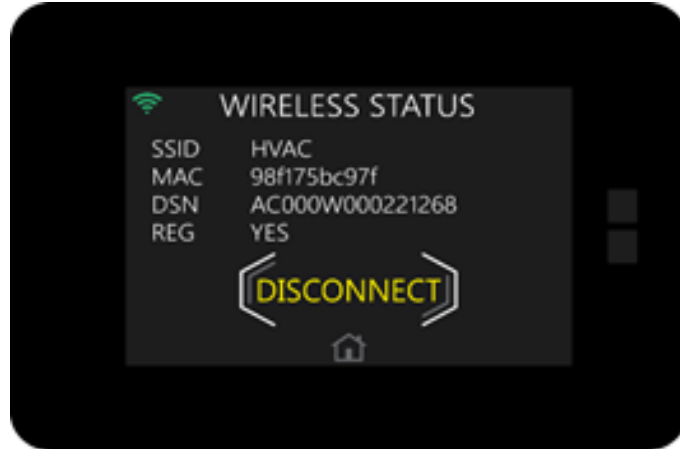|	
Letter:	**ST-002-2017**
Date:	April 6, 2017
To:	All Unitary Products Branch Service, Sales, and Training Managers All Unitary Products Distribution Service, Sales, and Training Managers
Subject:	**S1-THXU280 (B, W) Thermostat software update for Variable Capacity air conditioner or heat pump**
Product:	S1-THXU280, S1-THXU280B, S1-THXU280W Hx^{TM} Touch-screen Thermostat

This is an update to service tips letter ST-012-16 released on October 31, 2016.
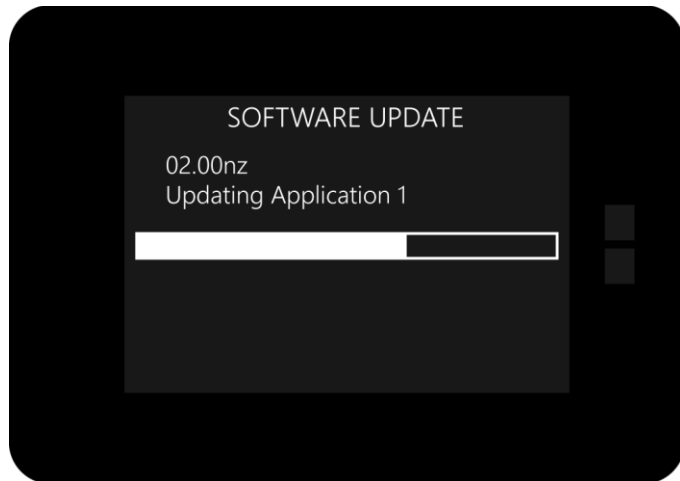
The S1-THXU280 Hx™ Touch-screen Thermostat released in May of 2016 previously required a software update to work with communicating equipment. The software update had to be manually pushed to the thermostat by the technical services group.

With the introduction of the Variable Capacity air conditioner and heat pump models the thermostats must have a software update to control these new models. The update will be done **automatically** if the thermostat has a WiFi internet connection.
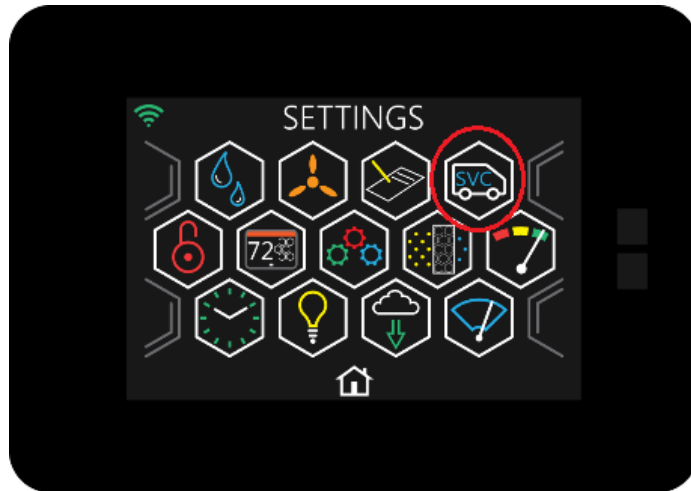
To use this thermostat in communicating mode install it at the customers location and wire the thermostat using A+, R, C, B- connections from the thermostat to communicating equipment. If using this thermostat with communicating equipment other than the new Variable Capacity air conditioner or heat pump, you must set all indoor and outdoor equipment jumpers. If using the thermostat with Variable Capacity outdoor equipment, the outdoor equipment will control airflow during heat pump heating or cooling. You must set the HEAT jumper on the indoor equipment regardless if you are using a TM*V gas furnace or an air handler with field installed electric heat. Once all equipment jumpers are properly set, apply power to the system and perform thermostat setup. The S1-THXU280 thermostat does not contain communicating software therefore it will not recognize the indoor equipment automatically. Set the thermostat up for conventional equipment operation even though it is not wired for conventional control. The next step will require connecting the thermostat to the WiFi internet connection at the installed location. Instructions on connecting the thermostat to WiFi are located in the homeowner's quick reference guide shipped with each thermostat. If the thermostat is connected to the internet the WiFi status indicator will be green in color. See the image below for an example.
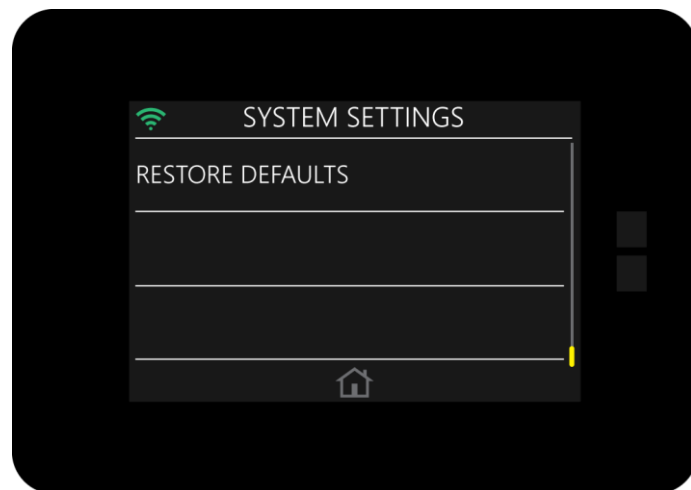
Once the thermostat is connected to the internet through WiFi and after a 5 minute period, it will automatically download the most up to date communicating software available. See the image below of a thermostat software update.

This software update should take approximately 1 minute. Once the software update is completely installed, restore factory defaults. To restore the thermostat factory defaults enter the installer service menu by pressing the gear icon on the home screen then press and hold the service van icon as shown below.

Once service mode is entered scroll down to the bottom of listed setup options and choose "restore defaults" as shown below.

Once "restore defaults" is selected, you will enter the "restore defaults" screen. This screen is shown on the following page. Press and hold the 5 icon as shown below for 5 seconds and defaults will be restored.

After factory defaults have been restored, the thermostat will find the previously wired communicating equipment and it will enter the auto setup mode.

This latest software update applies to all Hx^{TM} Touch-screen Thermostat models that have already been shipped from Source #1 and may be in your inventory. The S1-THXU280 model does not contain ANY software for communicating equipment and must be updated to use it as a communicating thermostat.

The S1-THXU280B and S1-THXU280W already contain a version of software that will allow them to communicate with communicating capable equipment with the exception of the Variable Capacity air conditioner or heat pump. ALL three thermostats WILL require a software update if applied with the Variable Capacity air conditioner or heat pump.

The Hx^{TM} Touch-screen Thermostat is **NOT** compatible if using our communicating zoning panel with communicating equipment. For communicating zoning applications continue to use the S1-TTSCC0* thermostat models with 3.06z firmware. The Variable Capacity air conditioner or heat pump is **NOT** compatible in a zoning application at this time and will **NOT** communicate with the communicating zone panel.

All Source #1 inventory of Hx^{TM} Touch-screen Thermostats shipped on or after April 3rd, 2017 contain communicating software that will operate with **ALL** communicating capable equipment including the Variable Capacity air conditioner and heat pump.

If you have any questions on this feel free to call Unitary Products Group Technical Services at 1-877-UPG-SERV and speak with a technical support representative.

Casey McConnaughy
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Johnson Controls Unitary Products