DATE: April 28, 2016   **ST-005-16**

TO: All York Branch Service Managers
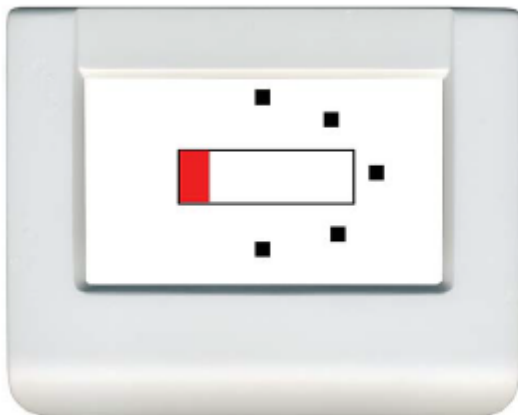All York Distribution Service Managers
All Regional Managers

SUBJECT: Communicating thermostat firmware – New platform communicating air handling units.

Product Models: AVC, MVC model single piece and modular blower communicating air handling units, S1-TTSCC0* model thermostats.

New platform communicating single piece air handling units began shipping in November 2015. New platform communicating modular blowers began shipping in January 2016.

If connecting the air handler models listed above to a communicating thermostat, the firmware version on the thermostat MUST BE revision 3.08nz (non-zoning applications) or 3.06z (for zoning applications) or later. If a communicating thermostat is connected to one of these new model air handling units and the firmware is not the correct version, the thermostat will not detect the indoor equipment.

We encourage all dealers installing these thermostats to be familiar with the firmware update process, and have access to the correct file and compatible USB thumb drive. Unzip the firmware version and copy only the 4 unzipped files to the USB drive. Plug the USB drive into the thermostat prior to applying power to it. When power is applied, the firmware update process should start immediately. An image of the update process is shown below.

During firmware installation, (approximately 3 minutes), a progress bar is shown with animated squares.
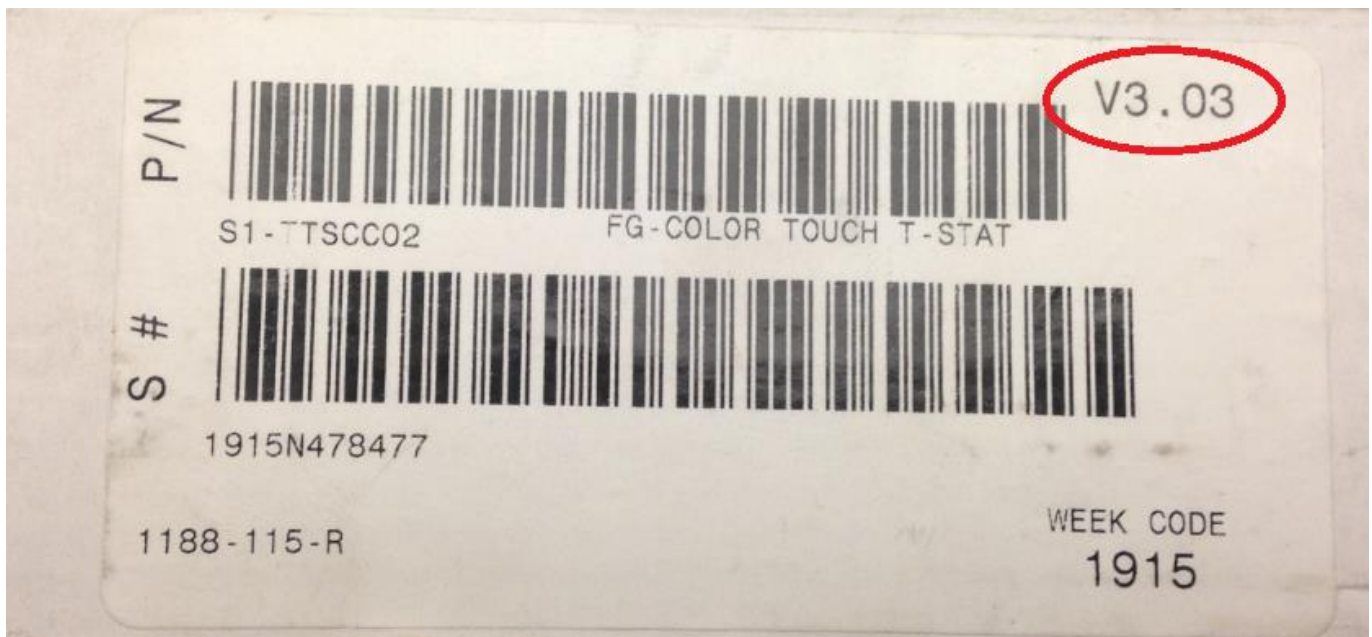
Once the firmware update is complete, you may remove the USB drive. An image of the completed process is shown on the next page.

This screen indicates that the firmware is now being loaded. This takes approximately 1 - 2 minutes. The USB drive should be removed at this point.

Distributors may choose to update the firmware on any thermostat(s) that may be in inventory. To accomplish this do not connect the thermostat to equipment. Connect a 24VAC power supply to the R and C connections on the thermostat sub base. Insert a USB thumb drive containing the latest firmware version into the thermostat. Plug the thermostat onto the sub base and the firmware update will start. Remove power from the thermostat when you see the loading screen as shown above. After the update is complete, the thermostat is ready for use on any current residential UPG communicating model.

Communicating thermostats are shipped with firmware already loaded. The version loaded can be identified by referencing the label on the thermostat shipping container.

All thermostats that ship from Source #1 contain non zoning firmware. The firmware that is loaded on thermostats shipping from Source #1 is the latest version which is 3.08nz. Zone panels ship with a firmware update USB drive containing the most current version of zoning firmware which is 3.06z.

Communicating thermostat firmware updates are found on upgnet.com by going to: UST and Technical Services Center / Tech Services Software Updates / Communicating Controls Software Updates. An image of the firmware update location is shown below.

	Generation II (Wifi) Residential Communicating Control (Non-Zoning)	Rev 3.08nz	Software Release 3.08nz.zip
	Generation II (Wifi) Residential Communicating Control (Zoning)	Rev 3.06z	Software Release 3.06z.zip

Download the appropriate version for zoning or non-zoning applications. If using multiple communicating controls in a zoning system all controls must contain the same version of zoning firmware regardless if the thermostat is a WIFI model or not.

Keep in mind as of the date on this service tips letter, there are NO communicating model outdoor units that are matched with ANY of the new platform air handling units. However, if mismatched equipment is connected the controls will operate properly.

If you have any questions, feel free to contact UPG Residential Technical Services at 1-877-UPG-SERV (1-877-874-7378).

Sincerely,

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