

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-007-21

Date: May 18, 2021 Effective: May 18, 2021 Expires: January 1, 2023

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Delegated Administrator.
Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams.

Subject: **Factory Inputted SSE Parameter Update**

Product/s: 3 to 6 tons Small Sunline SSE with UCB Version 4.0

Summary: To provide an informational update on a factory parameter change

Ducted Systems Technical Services has found through field reports that some units would have nuisance faults occur during installation. We have found that the new logic in the 4.0 firmware version allowed formally dormant settings to activate fault codes. This primarily affected Small Sunline units, and as of April 1st, 2021 the factory has updated the number of refrigerant systems parameter input to reflect the number of evaporator sensors to alleviate these codes. In the event nuisance codes arise in your system please contact us for a review of your application and the systems programming. Please have the serial number and all present codes available.

Parameter changed: Commission > Quick Start > Number of Refrig Systems Installed [#RefrigSys]

Product Technical Services recommends performing a parameter check and full parameter backup of each unit when installed for all Norman-built equipment. This can be easily accessed and performed by following the steps below to ensure the system is set up to meet your application's specific needs.

Please contact us at 877-UPG-SERV or cg-upgtechsupport@jci.com with any questions.

Ian Boger

Ian Boger
Product Technical Support ENG I
Johnson Controls Ducted Systems
Tel: 1-877-874-7378

Backing up the parameters:

NOTE: You require a flash drive to back up the parameters. A USB Stick is required for firmware updates on versions 2.0 or newer. The USB stick must be formatted to FAT32 or FAT and be 16 gigabytes or less

1. Connect the USB flash drive to the USB port on the UCB.
2. When USB OK appears on the LCD screen, use the joystick on the UCB to select Update and press ENTER.
3. Select Backup and press ENTER. When BKP: OK appears on the LCD screen, press CANCEL to go back to the main menu.

Recommended SSE Parameters:

Commission > Quick Start

- >Number of Cooling Stages Installed [#ClgStgs]
- >Number of Heating Stages Installed [#HtgStgs]
- >Number of Heat Pump Stages Installed [#HtPumpStgs]
- >Number of Refrig Systems Installed [#RefrigSys]
- >Fan Control Type [FanCtl-Type]
- >Thermostat Only Control Enabled [Tstat-Only]
- >Economizer Minimum Position Setpoint [Econ-MinPos]
- >Cooling Mode Enabled For Operation [Clg-En]
- >Heating Mode Enabled For Operation [Htg-En]

Details> Cooling > Setup

- >Low Ambient Enabled [LowAmb-En]
- >Low Ambient Cooling Stages 10 on 5 off Setpoint [LowAmb10On5OffSp]
- >Lead/Lag Equalize Cooling Stage Runtime Enabled [LeadLag-En]
- >OAT Cooling Cutout [ClgOATCutout]

Details > Heating > Setup

- Number of Gas Valves Installed [#GasVlvs]
- Number of Limit Switches [#LimSwtchs]
- Cool Allowed During Heat Limit [CoolDuringHeatLimit]

Details > Indoor Fan [Fan] > Setup (Intelli-Speed units only)

- >Occupied: No Heat or Cool % Command [FanOnly-%Cmd]
- >Occupied: One Stage of Cool % Command [1ClgStg-%Cmd]
- >Occupied: Two Stage of Cool % Command [2ClgStg-%Cmd]
- >Occupied: One Stage of Heat % Command [1HtgStg-%Cmd]
- >Occupied: Two Stage of Heat % Command [2HtgStg-%Cmd]

Details > Fan VFD > Setup (Variable Air Volume units only)

- >Use Occupancy Schedule [UseOccSched]
- >Discharge Air Static Pressure Minimum [DAP-Min]
- >Discharge Air Static Pressure Alarm Delay [DAP-AlmDly]