

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-009-21

Date: July 9, 2021 Effective: July 1, 2021 Expires: July 1, 2022

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: **SSE 4.x FW Versions - Missing or Incorrect Parameters After Power Loss**

Product/s: Simplicity® Smart Equipment Controller (SSE)

Summary: This letter addresses inadvertent parameter resets during a loss of power on SSE all 4.x firmware versions and provides a corrective action.

It has been reported that some SSE boards with 4.x firmware versions and upgrades have reset parameters to default or lost parameters in a power cycle. This primarily affected fieldset parameters during bootup from a manual power cycle, or power loss to the SSE. We have found that the unit serial number information within the "Unit" submenu displays "Default_Serial" causing the board to reset to factory defaults each time.

To prevent the SSE from reverting to its default settings Johnson Controls advises using one of the three provided methods below to re-enter the serial information to the "Summary Menu" in its "Unit" submenu. The options provided will require either a USB stick and or a MAP Gateway Tool. Johnson Controls is currently working on developing a software patch that removes this occurrence in future versions. In the event this must be performed to your equipment please follow the Minor Component Repair/Replacement Allowance guidelines shown in the warranty manual. For systems with an expired labor warranty please contact Technical Services for a concession review thru your local distributor.

We apologize for any inconvenience this may have caused. If you have questions, please call us at 877-874-7378 and follow the phone-cue prompts for your products or have your distributor contact us at cg-upgtechsupport@jci.com.

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Product Technical Support ENG I

Johnson Controls Ducted Systems

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Serial Number Restoration Options

*For all options below we advise updating to version 4.1.0.10 or newer then performing the corrections below

Option 1 (Map Gateway):

Use the MAP Gateway to navigate the menu by going to (Summary > Unit > Unit Serial Number). Then you can either copy and paste the serial number from “Unit Name” listed above it or manually enter it by using the CSA data tag to verify the serial number.

Option 2 (USB Stick):

If you have a SSE backup file prior to the firmware upgrade you can perform a system “restore” by placing the USB stick onto the board and going to (Upgrade > Restore > Select the file > and confirm). After it is complete and the board reboots you should see the serial number now present in the “Summary” menu.

Option 3 (USB Stick):

Contact your local distributor with the unit’s serial number, and they will be able to pull a factory CSV file with the serial number information already included from HVAC Navigator in the “Smart Search”. This can then be placed on a USB stick for a system restore in the “Summary” menu (Upgrade > Restore > Select the file > and confirm). It is advised to not email numerous times and download directly to a USB stick to ensure no exterior corruption occurs.

HVAC Navigator > Applications > Parts ID > SmartSearch – UPG Products > **Enter Serial Number** > SSE Control Board Tab > Download file

