

Ducted Systems Technical Services: YS Letter

Letter: YS-005-22

Date: March 18, 2022 Effective: March 18, 2022 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: **4.x.x.xx Firmware Field Updating to 4.3.0.15**

Product/s: 2020-2022 Norman Built Equipment (N/S) Serial Equipment with a Smart Equipment Controller (SEC)

Summary: Technical Services offers relief to customers who continue to see parameters dropping during a power loss for 2020 to 2022 products and SEC BACnet equipment with 4.x.x.xx versions boards.

With the release of the recent commercial newsletter (C-020-22) on Feb 16th of 2022. Technical Services would like to offer relief to affected customers that may have to make return visits to upgrade firmware to 4.3.0.15. It is advised to perform this during equipment installation or when replacing a SEC to prevent callbacks for controllers showing a version 4 firmware in the menu or on the central processor in the middle of the board. (Please see Fig. 1 and 2 for reference)

SEC's for production and component replacement after October 1st of 2022 will have an equal or higher version of the 4.3 firmware. Coverage will be offered for all commercial products using the SEC that have experienced the listed items in C-020-22.

The below are advised to have this upgrade performed at installation or during SEC component replacement as needed and are listed as but not limited to:

- Equipment with parameters reverting to default settings after power loss or cycling
- Choice Product Nomenclatures (AD, AV, CD, CV)
- Select Product Nomenclatures (UH, UV, JH, JV, TH, TV, YH, YV)
- SSE replacement boards with and without a communication card for N2A0-N2N2 serial equipment using BACnet communication
- BACnet communicating SEC equipment within serial range N1A6-N1N9 with a 4.x FWV

It is advised that the Technical Support Manager or Agent of each branch and/or Distribution partner review with their customers that is not required for all equipment and should be viewed and implemented as a "fix on fail."

Note: Commercial Technical Services continues to advise confirming a firmware issue is present prior to updating any controller and then performing an update.

Warranty Allowances:

Technical Services is allotting 1 hour of coverage per unit at your customer's DOA rate to perform the firmware update to the affected equipment. Sites with more than one rooftop will allow 1 hour for the first unit and 15 minutes per additional unit. Any other additional warranty considerations will need to be approved by a Technical Services Agent via 877-874-7378 or cq-upgtechsupport@jci.com or Regional Technical Support Manager.

For equipment with expired labor warranty having a replacement board upgraded. The claim will require an invoice of the SEC part purchase within 60 days of placing a warranty claim.

For equipment with an active labor warranty (extended or standard) having a replacement board upgraded this letter cannot be used in addition to what the DOA allotment provides for a board replacement and labor would be limited to 1 hour.

For equipment with no replacement board being installed, 1 hour will be allotted for the firmware upgrade.

***All equipment will be required to be registered for a claim submission. All SEC models will have coverage within a serial range of N1A6 to N2N2**

Additional Information:

Instructions on how to upgrade units and the firmware upgrade are posted on Solution Navigator at **Resources>Product Tools>Ducted Systems>UPG Tech Service Software**. Please download the file **4.3.0.15.secusb.pkg.zip**.

MENU	▼Controller	
SUB MENU	🔑Firm	
SUB MENU	🔑UCB🔑	
FIRM-S	FIRMWARE VERSIONS OK	(FIRMWARE STATUS)
FIRMVER	4.0.0.XXXX	(FIRMWARE VERSION)
UCBMAINVER	4.0.0.XXXX	(FIRMWARE REVISION)
UCBAPPVER	4.0.0.XXXX	(SOFTWARE APP REV)
UCBHARDVER	001	(HARDWARE REVISION)



Note: Stickers may be located under communication card

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