

Ducted Systems Technical Services: YS Letter

Letter: YS-008-22

Date: September 22, 2022 Effective: September 22, 2022 Expires: January 1, 2024

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 4.3.1.24**

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

Summary: Technical Services is extending relief to customers who continue to see parameters reverting or altering during a power loss for 2020 to 2022 products and SEC BACnet equipment with 4.x.x.xx versions boards. **Supersedes Letter YS-005-22**

With the release of the commercial newsletter (C-020-22) on Feb 16th of 2022 and YS-005-22. Technical Services has extended the coverage date from previously ending on January 1st 2023 to now end on January 1st 2024. This revision has been provided to extend the coverage for one additional year in an effort to assist our customers. The warranty allowance has also been revised to further support our customers encountering the parameters reverting or dropping after a power loss.

Technical Services would like to offer relief to affected customers that may have to make return visits to upgrade firmware to 4.3.1.24. It is advised to perform this during equipment installation or when replacing a SEC to prevent callbacks for controllers showing a version 4.x.x.xx 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 November 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 BACnet communication on 4.x FWV.
- BACnet communicating SEC equipment within serial range N1A6-N2N2 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. It is also advised to bring more than one USB drive to allow programming multiple units at the same time to ensure efficiency of the update process for larger sites.

Warranty Allowances Revised:

The coverage allotted by this letter is broken into two groups:

1. Upgrading firmware only.
2. Upgrading firmware after replacing the SEC.

Technical Services is allotting coverage for the information listed below in Figure 1. Sites with more than one rooftop should follow the below chart for approved allotments. Any other additional warranty considerations will need to be approved by a Technical Services Agent via 877-874-7378 or cq-upgtechsupport@jci.com.

Warranty Claim Requirements:

1. For equipment with active or expired warranty having a replacement board upgraded. The claim will require an invoice of the SEC part purchased within 60 days of placing a warranty claim. Only the main SSE is authorized and components to exclude are listed as the Economizer, 4 stage boards, or other follower boards. They will not qualify for this letter and will only authorize the SSE (SEC). **These units will be required to be filed individually.**
2. All equipment will be required to be registered for a claim submission. All SSE models will have coverage within a serial range of N1A6 to N2N2.
3. For sites with more than one SEC having the update performed, each unit will need to be fully registered. Once they are fully registered a claim can be filed under one unit and a list must be attached to the claim showing all serial numbers the claim pertains to. It is also advised to bring multiple USB drives to ensure multiple units can be performed at once to meet the times listed below.
4. For sites with a single unit having the work performed, the equipment should be fully registered, and a claim filed against it per figure 1.

Note: If any tasks are not completed, the Warranty Department withholds the right to request the task be completed or they deny the claim within 60 days of filing. Previously enter claims will not be updated to the new concession amount. The new authorized concession amounts will take effect on any claims submitted after the effective date of this letter. Any older claims will require Technical Services review.

Figure 1:

Equipment With Firmware Upgrades Only	
Units Authorized	Hours Approved
1	2
2 to 4	4
5 to 8	5
9 to 10	6
> 10	6*

*Please contact Technical Services to provide a case by case review for additional allotments in the form of a warranty voucher.

Equipment Having A SEC Replaced		
Replacement Board	Active Labor Warranty	Expired Labor Warranty
Per Unit	4 Hours Total*	3 Hours Total

* Not in addition to current labor rates outlined in the Warranty Manual, will be used in lieu of the manual rates

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 **4.3.1.24.secusb.pkg.zip**.

Links for current firmware as of Aug 2022:

FWV 4.3.1.24: <https://www.solutionnavigator.com/s/downloadpage?id=a7S4w000000TgYMEA0>

Instructions: <https://www.solutionnavigator.com/s/downloadpage?id=a7S4w000000TgYREA0>

C-020-22: <https://www.solutionnavigator.com/s/downloadpage?id=a7S4w000000TbADEA0>

C-132-22: <https://www.solutionnavigator.com/s/downloadpage?id=a7S4w000000TgZyEAK>

Figure 2:

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 the communication card

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