

TECHNICAL INFORMATION COMMUNICATION



**United
Technologies**

Climate | Controls | Security

Quality and Continuous Improvement

Number: TIC2017-0008

Date: 11/21/2017

Title: Infinity® / Evolution® Series B Software Release V1.3

Product Category: Residential Controls

Products Affected

SYSTXCCITC01-B, SYSTXBBECC01-B

Situation

Software version 1.3 has been released for the Series B Infinity® and Evolution® wall controls. Instructions to download and install this software are available in the Product Catalog of HVACpartners under Products and Solutions, Product Catalog, Residential Controls, System Controls, select your brand, Documents, Software, Firmware Installer. The software update package can be accessed at these links:

[Infinity System Control Version 1.3 EULA](#)

[Evolution Connex Control Version 1.3 EULA](#)

As always, only the links to the End User License Agreements (EULAs) may be distributed; NOT the software packages themselves.

Note, all future software update packages for the Series A (-A and previous) and Series B (-B) Infinity and Evolution controls will include software for both series of products in the same download package. There is no need to try to separate the software HEX files into separate folders. The wall controls themselves will pick the appropriate software from the two HEX files in the TSTAT folder.

Further, software for the Series B controls is not the same as the software for the Series A controls. The Series A controls cannot use Series B software and vice-versa. As noted above, the software download .zip files will include both Series A (INFIxxxx.hex) and Series B (BINFxxxx.hex) software versions. The wall controls will choose and update using the appropriate software.

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.

TECHNICAL INFORMATION COMMUNICATION



**United
Technologies**

Climate | Controls | Security

Technical Information

Version 1.3 software includes the following updates to the Infinity® and Evolution® Series B controls.

Internet Connection Improvements:

- Internet connection to the Infinity/Evolution server is more robust, leading to fewer server disconnects.
- Connection to local wireless networks is more robust, leading to fewer local network disconnects.

Occupancy Detection:

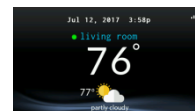
- On-board occupancy detection algorithm is more responsive to occupancy changes.
- Changed default occupancy sustaining time to two hours (once occupancy is determined, it maintains for two hours) Previously, the occupancy sustaining time was one hour.
- Unoccupied overrides have been added. Previously, the occupancy algorithm would only override the Away or Vacation activities to the Home activity when occupancy was detected. Now, when the space is detected to be unoccupied, a comfort activity (Home, Wake, Sleep) can be overridden to the Away activity.
- A Hold or Hold Until setting temporarily disables occupancy detection.
- More information can be found in the sequence of operation descriptions;

[Evolution® Connex™ Control Occupancy Operation](#)

[Infinity® System Control Occupancy Operation](#)

Forcing a Reboot:

- If needed, the homeowner may force a reboot of the wall control by pressing anywhere on home screen and holding for at least 10 seconds.



Improved Temperature Compensations:

- Enhanced the temperature compensation algorithms causing inaccuracy of up to 3°F.
- **The offset value should be removed when upgraded to Version 1.3, if it was changed from the factory default setting in prior versions.**

ENERGY STAR® Connected Thermostat (CT) Certification Preparation:

- Data collection and reporting for ENERGY STAR compliance has been implemented. The EPA requires 12 months of data collection before certification may be applied for. That means that the earliest we expect ENERGY STAR certification is January 2019.
- Note, the Environmental Protection Agency (EPA) has not finalized the ENERGY STAR CT requirements for multi-stage systems like Infinity and Evolution. Therefore, further updates for collecting ENERGY STAR data may be required.

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.