

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC 2019-0023

Date: 11/15/2019

Title: Software 2.30 Release

Product Category: Residential Communicating Systems

Products Affected:

Residential Communicating Systems –B touch controls only

Situation

A new software update is available for OTA (Over the Air) update.

Technical Information

Software Version 2.30 includes:

- Correction to FER furnaces airflow while in charging and or heat pump heating operation (Hybrid-Heat® Dual Fuel). This software update in conjunction with a furnace control board replacement will correct these operating conditions. Additional communication upcoming for furnace control board replacement policy.
- Geothermal systems with “Lake Loop” application. Update will allow the heat stage override setting to be activated. (Reference TIC2019-0024 for setup and technical details).

Updates are released for Over-The-Air update first, then posted to HVACPartners and the consumer websites later.

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.