TECHNICAL INFORMATION COMMUNICATION

Carrier

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.