



*Ducted Systems
Technical Services
Service Tips Letter*

Letter: **ST-008-2018**

Date: May 17, 2018

To: All Ducted Systems Branch Service, Sales, and Training Managers
All Ducted Systems Distribution Service, Sales, and Training Managers

Subject: **S1-THXU280 Hx™ Thermostat Communicating Software
Update for 19 SEER communicating controls**

Product: S1-THXU280 (B, W) Hx™ Touch Screen Thermostat with Proprietary Hexagon Interface.

This service tips letter is an update to ST-002-2017. To use the first generation (S1-THXU280) Hx™ thermostat communicating connections with legacy communicating equipment it must have at minimum front software version 2.00nz installed. Hx™ thermostat models ending in “B” or “W” already have this software installed. The Hx™ Touch-screen Thermostat is **NOT** compatible if using our communicating zoning panel with communicating equipment.

With the introduction of variable capacity equipment in early 2017, another software version was released as front software version 2.10nz. An update was made to this variable capacity version making it 2.11nz. For the Hx™ thermostat to function with variable capacity heat pumps and air conditioning units, the Hx™ thermostat **MUST** have at minimum front software version 2.10nz. Refer to ST-002-2017 for further information.

Our latest communicating capable outdoor equipment just recently introduced is the 19 SEER 2 stage air conditioning models and will be followed shortly by the heat pump version. This latest equipment can be conventionally wired but is also communications capable. For the Hx™ thermostat to communicate with these new models, a new software update is required. The latest Hx™ front software version is 2.12nz.

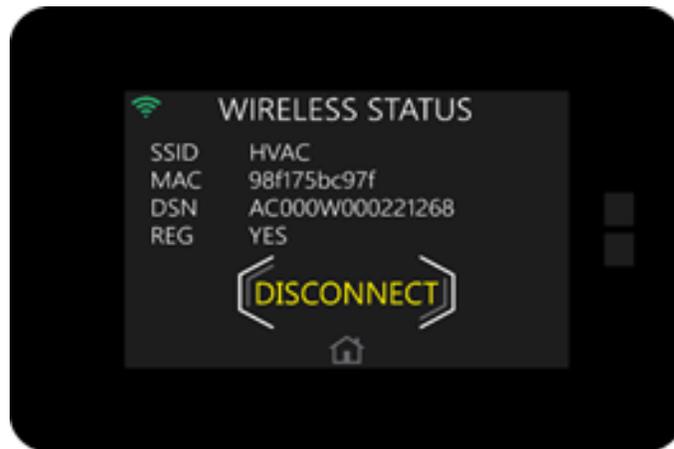
The Hx™ thermostat can only receive software updates “over the air.” Software updates are pushed to the Hx™ model thermostat automatically any time it is connected to the internet over a WiFi connection.

The S1-THXU280 thermostat was not shipped with **ANY** communicating software. S1-THXU280B and S1-THXU280W shipped from Source #1 on April 2, 2017, and prior contain front software version 2.00nz.

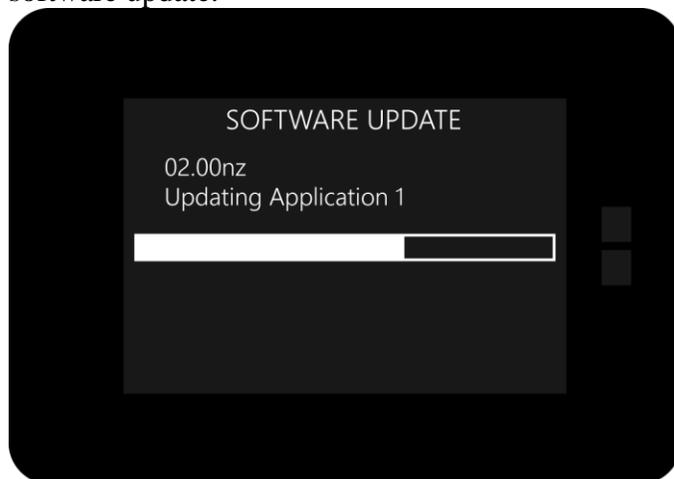
S1-THXU280B and S1-THXU280W shipped from Source #1 on April 3, 2017, and later contain front software version 2.10nz.

NONE of the Hx™ thermostats will be shipped with front software version 2.12nz, therefore, they **WILL NOT** communicate with the new 2 stage air conditioning or heat pump units until connected to WiFi and receive a software update.

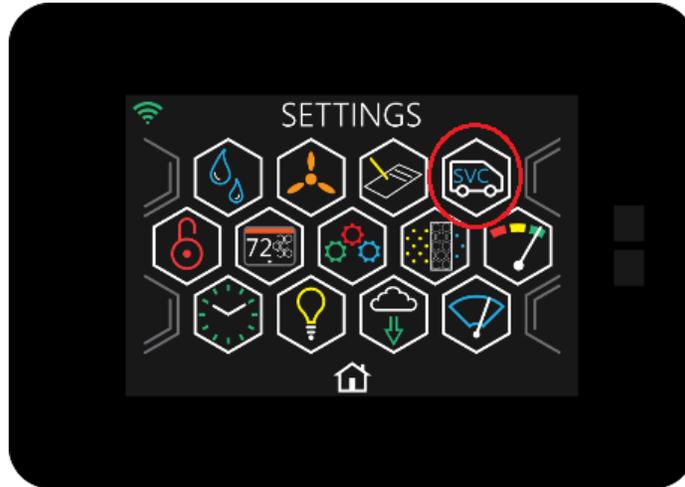
To receive a software update install the thermostat and connect to WiFi using the homeowner mobile application. See Hx™ thermostat instructions and supplemental materials such as ST-006-2018. With the thermostat wired, power the equipment and go through the auto-setup even though the Hx™ thermostat may not see some or all of the communicating equipment. The next step will require connecting the thermostat to the WiFi internet connection at the installed location. Instructions on connecting the thermostat to WiFi are located in the homeowner's quick reference guide shipped with each thermostat. If the thermostat is connected to the internet the WiFi status indicator will be green in color. See the image below for an example of a WiFi connected thermostat.



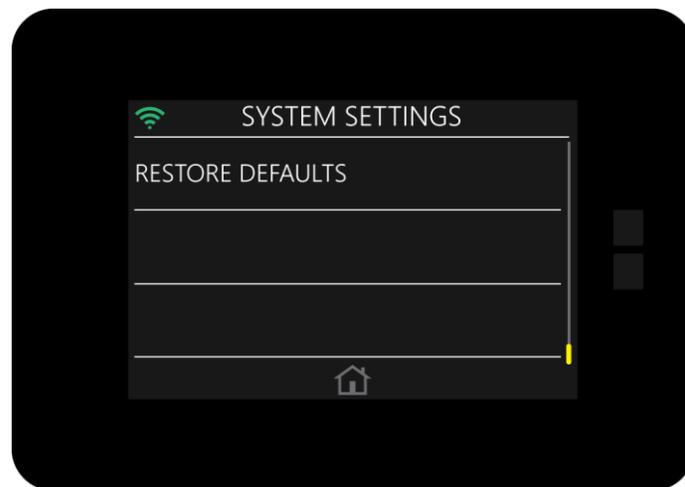
Once the thermostat is connected to the internet through WiFi and after a 5-minute delay, it will automatically download the most up to date communicating software available. See the image below of a thermostat software update.



This software update should take approximately 1 minute. Depending on the version of software on the thermostat, there may be several software downloads until 2.12nz is installed. Once the software update(s) are completed, restore factory defaults. To restore the thermostat factory defaults enter the installer service menu by pressing the gear icon on the home screen then press and hold the service van icon as shown below.



Once service mode is entered scroll down to the bottom of listed setup options and choose “restore defaults” as shown below.



Once “restore defaults” is selected, you will enter the “restore defaults” screen. This screen is shown on the following page. Press and hold the 5 icon as shown below for 5 seconds and defaults will be restored.



After factory defaults have been restored, the thermostat will find the previously wired communicating equipment and it will enter the auto setup mode.

This latest software update applies to all Hx™ Touch-screen Thermostat models that have already been shipped from Source #1 and may be in your inventory. The original S1-THXU280 Hx™ thermostat model does not contain ANY software for communicating equipment and must be updated to use it as a communicating thermostat. The S1-THXU280B and S1-THXU280W Hx™ thermostats already contain some version of communicating software. **All three Hx™ thermostat models require a software update if applied with the new 2 stage communicating air conditioner or heat pump models if wired for communicating control.**

To check the front software version currently installed on an Hx™ thermostat press the gear icon to view the SETTINGS screen. Once in the SETTINGS screen, press the cloud icon as shown below.



This letter refers to the front software version as shown below. In the example below note that the thermostat front software version is 0.03nz.



The Variable Capacity systems and new 2 stage communicating model air conditioners or heat pumps are **NOT** compatible in a communicating zoning application at this time and **will not** communicate with the current communicating zone panel. The new 2 stage models can be applied in a conventionally wired zoning system.

If you have any questions on this feel free to call Ducted Systems Technical Services at 1-877-UPG-SERV and speak with a technical support representative.

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