



***Ducted Systems
Technical Services
Service Tips Letter***

Letter: **ST-009-2020**

Date: May 21, 2020

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

Subject: **SSE FW Version 4.0 Occ Mode**

Product: **Simplicity Smart Equipment, UCB Version 4.0**

Effective: **May 21, 2020**

Summary: This letter addresses SSE version 4.0. Previous firmware versions of SSE firmware came with OCC Mode set to external. We have seen cases where 4.0 has the Occ Mode set to schedule. Unless you are implementing a schedule you will need to change this setting to **External**.

Failure to change this setting will cause the system to operate on the unoccupied setpoints. This will also prevent the economizer from operating as it is **only active** in the **Occupied Mode**.

Manufacturing has been made aware of this issue and they are addressing it at this time. However, we wanted to make you aware of this parameter change since a number of these boards are currently in the field or our distributors warehouses already.

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