

Climate Control Zoning System II Wireless Base Unit, 6 zones technical bulletin

Affected product

A3801165 Climate Control Zoning System II
Wireless Base Unit, 6 zones (X-165)

Issue

The base unit loses the thermostat-to-actuator configuration or setup when power outages or fluctuations occur. When this happens, no heating will take place.

How to Identify

The base unit is not opening the actuator or creating heating calls when room thermostats are below their setpoints. Confirm this by pressing and holding the “OK” button to show the current configuration. If no green LEDs are present, and the first LED is red, the configuration is lost and the thermostat-to-actuator linking must be set up again. Upgrading to the new firmware will keep the configuration in permanent storage.

Resolution

Load a new firmware file onto the base unit.

Requirements

Kingston 8 GB Micro SD card, SDC4/8GB
with loaded firmware file

Contact Uponor Technical Services at
888.594.7726 (U.S.) or 888.994.7726 (Canada)
to receive a Micro SD card containing the file.

For additional questions, please contact your
local Uponor sales representative.



Climate Control Zoning System II Wireless Base Unit firmware upgrade installation instructions

The following process will replace and update the Climate Control Zoning System II Wireless Base Unit firmware and prevent the configuration from being lost in the future.

1. Remove power from the controller.
The red LED in the upper right hand corner will be dark or unlit.
2. Remove the **Data Save SD** card from the controller. Put this aside and keep for later. **IMPORTANT!** Do not mix up the **Data Save SD** cards between controllers.
3. Insert the **Update SD card** with the firmware file. This card only contains the **X165_821.hex** file. Ensure the SD card is correctly installed.
4. Apply power to base unit and verify the controller start up LED sequence: LEDs will chase back and forth from green to red, ending with only the power light on solid red.
5. Press and hold the < key for 10 seconds to start the upgrade.
6. Verify the upgrade process:
 - Red LEDs will scroll up as the upgrade file is stored in the controller. The Power LED will remain solid. (This will take approximately three minutes and 30 seconds.)
 - After the file has been successfully transferred to the controller, all the LEDs will cycle green and then red (same as when the controller powers up).
 - Red LEDs will scroll up as the controller firmware is upgraded. The Power LED will blink or flash quickly during the upgrade (for approximately one minute and 30 seconds).
 - The Power LED will go off and on quickly.



IMPORTANT! If all LEDs on the room controller flash once and exit to run mode, the software on the **Upgrade SD card** and the room controller are already the same version.



IMPORTANT! This entire process can take up to five minutes. It is important to confirm this process has occurred correctly. If not, the process can be started again at **Step 6**.

7. Power off the controller and remove the Upgrade SD card. Replace it with the controller's Data Save SD card.

8. Press the “OK” button to view the registration. Verify the registration pairing is correct. If only one red LED is lit, this indicates no configuration was saved on the Data Save SD card, and the thermostat-to-actuator pairing will need to be set up again. It may be necessary to test each thermostat to ensure the registration is correct.

Troubleshooting

The Upgrade process stopped before completing

If the Upgrade process stopped before completing:

1. Power off the controller.
2. Remove the **Upgrade SD card**.
3. Power on the controller.
4. The upgrade process as detailed in **Step 7** will begin again and then complete.
5. Power off the controller.
6. Replace the **Upgrade SD card**.
7. Power on the controller.

8. Press and hold the < key for 10 seconds to start the upgrade. All the LEDs on the room controller will flash once and exit to run mode if the software has been correctly upgraded.

9. Power off the controller.
10. Replace the Data Save SD card.

Registration data is lost after a field upgrade

If the registration data is not restored after the field upgrade process, try the following:

1. Power off the controller.
2. Ensure the **Data Save SD card** is installed.
3. Power on the controller.
4. Check the thermostat operation with the actuators.

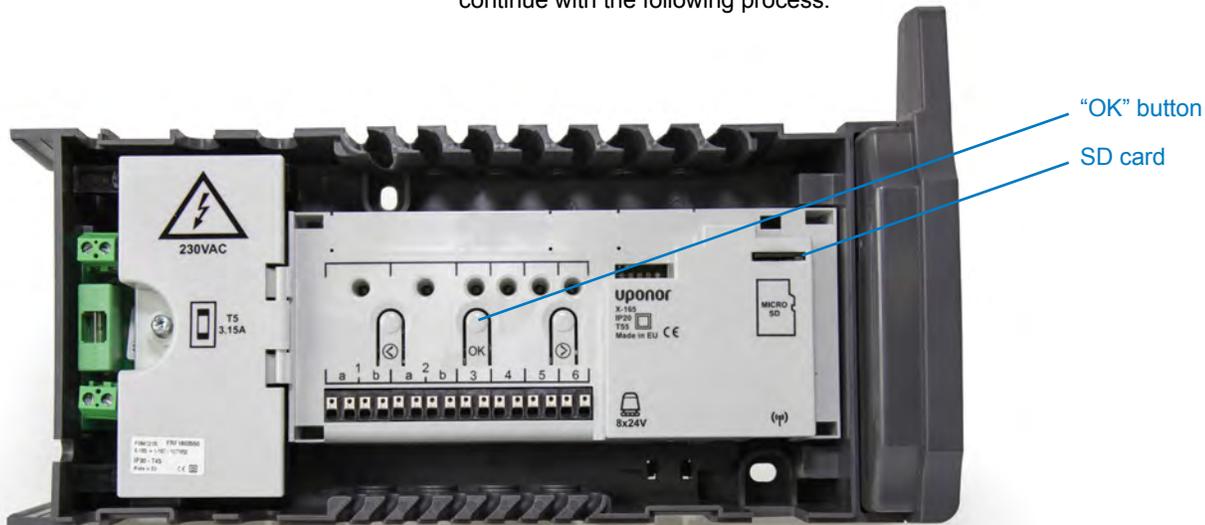


IMPORTANT! Do not press and hold the “OK” button for approximately five seconds to enter registration mode as this will overwrite the registration backup file. If the registration data is not recovered, continue with the following process.

5. Power off the controller.
6. Remove the **Data Save SD card**, and insert it into a computer (this will require a proper converter).
7. Save a copy of U_BACKUP.TXT to the computer.
8. On the **Data Save SD card**, rename the U_BACKUP.TXT to W_TEMP.TXT.
9. Insert the Data Save SD card into the room controller again.
10. Power on the controller.
11. Verify the registration pairing has been successfully restored.



IMPORTANT! If the registration is not restored after this process, ensure the steps were done correctly first, then factory reset the controller and manually recreate the registration data.



Uponor Inc.
5925 148th Street West
Apple Valley, MN 55124
USA

T 800.321.4739
F 952.891.2008

Uponor Ltd.
6510 Kennedy Road
Mississauga, ON L5T 2X4
CANADA

T 888.994.7726
F 800.638.9517

uponor