

DEALER SERVICE BULLETIN

Number: DSB 10-0037

Date: 11/9/10

Supersedes: New

Title: Infinity® / Evolution® Control Install Mode
After Power Failure

MODELS AFFECTED:

Bryant: SYSTXBBUID01-B, SYSTXBBUIZ01-B
Carrier: SYSTXCCUID01-B, SYSTXCCUIZ01-B

Serial Number(s): 2609W00000-3610W99999

SITUATION:

A software issue has been identified that can cause Infinity and Evolution control UIs to “wake up” in installation mode after a power outage. This condition will only occur if the power outage exceeds 5 minutes in duration and if the UI is operating in non-programmable mode.

SOLUTION:

Controls marked with Version 18 or later software have updates incorporated to eliminate this issue. Any version 16 controls exhibiting the behavior described above should be replaced with a version 18 or later. As of 10-26-2010, controls being shipped are version 18 or greater.

Field Action:

Replace version 16 controls that exhibit this behavior with a Version 18 or greater. Do not configure version 16 Infinity or Evolution controls for non-programmable operation.

Warning: Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.