

# Flash

Sheet

**Affects: Wired and Stand-Alone TEC3000 Series Thermostat Controllers Only**  
**Do not apply the firmware upgrade described in this Flash Sheet to wireless TEC3000 Thermostat Controllers because it disables wireless communication.**

**Addresses: CR79742**

## **Subject: TEC3000 firmware update version 3.0.4.0100**

This Flash Sheet provides instructions for downloading and installing firmware update version 3.0.4.0100 to both wired TEC36xx and stand-alone TEC33xx Thermostat Controllers manufactured prior to July 23, 2018, with firmware equal to or lower than 3.0.1.0109.

**IMPORTANT:** Do not apply this upgrade to wireless TEC3000 Thermostat Controllers because it disables wireless communication.

### **Problem: Zone temperature reading is too slow to respond to changes in room temperature (CR79742)**

The zone temperature reading is too slow to respond to changes in room temperature. This firmware update corrects this problem.

To check your firmware version, complete the following steps:

1. Press the **Menu** icon.
2. Press **Controller Info**.
3. Press **Software Version**.

The firmware version is shown.

When upgrading a wired TEC3000 currently with firmware version 3.0.0.0128 or 3.0.0.0131 to the new firmware version 3.0.4.0100 that is connected to a BAS, the BACnet point LOADSHED-EN has a new object identifier (OID). You need to remap the point from OID 29724 to OID 29728.

### **Solution for staged equipment**

Install the software update according to the instructions in Accessing the latest firmware.

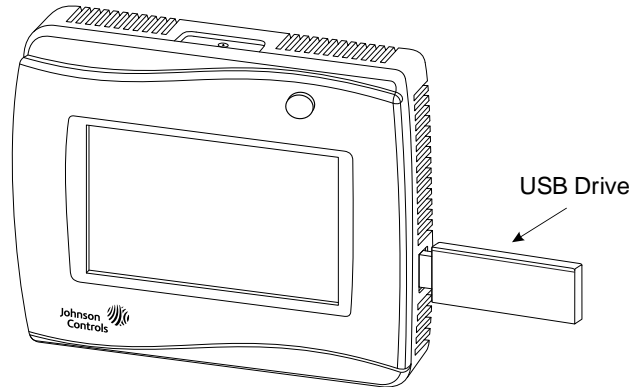
### **Solution for proportional or floating equipment**

1. Install the software update according to the instructions in Accessing the latest firmware.
2. Click **Control Setup > Tuning > Equipment Size** and select **Oversized**.

## Accessing the latest firmware

The TEC3000 Thermostat Controller design incorporates a USB port to load enhancements, update, back up, and restore firmware settings without the need to replace the thermostat controller.

**Figure 1: TEC3000 Thermostat Controller with Attached USB Drive**



## Preparing the USB drive for the TEC3000 upgrade

The TEC3000 identifies up to eight configuration files or firmware package files. The USB drive format must be FAT or FAT32. The drive cannot have an NTFS format. If the passcode is enabled, you must have access to the TEC3000 passcode to upgrade firmware or copy configuration files. The TEC3000 does not support USB 3.0 drives. Do not remove the USB drive until the upgrade is complete. After you upgrade the firmware, the TEC3000 restarts and may go offline to the Network Automation Engine (NAE). The upgrade takes approximately 3 minutes.

### Johnson Controls® system branch download

If you are a Johnson Controls Systems Branch, the firmware update is available on the FSC *Metasys*® Quick Patches page on the JCI portal at: <https://my.jci.com/sites/BE/NAFieldSupport/quick-patches>. Download and copy **3.0.4.0100.US.FR.ES.tecusb.pkg** to the USB drive.

You must save the file to the root directory of the USB drive for the TEC3000 to locate the file.

### ABCS contractor download

If you are an ABCS contractor, the firmware update is available on the Pro FX User connected community. Go to the **Resources + Tools > Software Downloads > TEC3000 Updates** section of <https://www.hvacnavigator.com> to download the latest firmware. Download and copy **3.0.4.0100.US.FR.ES.tecusb.pkg** to the USB drive.

You must save the file to the root directory of the USB drive for the TEC3000 to locate the file.

### UPG contractor download

If you are a UPG contractor, the firmware update is available on UPG Net under the *Verasys*® supported files.

Download and copy **3.0.4.0100.US.FR.ES.tecusb.pkg** to the USB drive.

You must save the file to the root directory of the USB drive for the TEC3000 to locate the file.

### ARW contractor download

If you are a an ARW contractor that is selling *Verasys*, the firmware update is available at [verasyscontrols.com](https://verasyscontrols.com) under the partner's login.

Download and copy **3.0.4.0100.US.FR.ES.tecusb.pkg** to the USB drive.

You must save the file to the root directory of the USB drive for the TEC3000 to locate the file.

## Loading the firmware to the TEC3000 Thermostat Controller

**Note:** Do not apply the firmware upgrade described in this Flash Sheet to wireless TEC3000 Thermostat Controllers because it disables wireless communication.

**Note:** Optionally, you can back up the TEC3000 Thermostat Controller before upgrading the firmware. For the steps, refer to *TEC3000 Series On/Off or Floating Fan Coil and Individual Zone Thermostat Controllers with Dehumidification Capability Installation Instructions (Part No. 24-10787-6)*, *TEC3000 Series Proportional Fan Coil and Individual Zone Thermostat Controllers with Dehumidification Capability Installation Instructions (Part No. 24-10788-0)*, and *TEC3000 Series Single- or Two-Stage Economizer Thermostat Controllers Installation Instructions (Part No. 24-10789-5)*.

1. Ensure that the TEC3000 screen is on.
2. Insert the USB drive into the right side of the TEC3000 controller.  
See Figure 1 for the USB port location.
3. Press the **Menu** icon.
4. Press **Update**.
5. Press **Load Firmware**.
6. Select firmware version **3.0.4.0100.US.FR.ES.tecusb.pkg**. The correct file name has the .pkg extension.

a. If the filename is scrolling on the screen, select the file again on the TEC display.

7. Press **Confirm**.

The firmware is loaded from the USB drive into the TEC3000 operating system. The TEC3000 locates the new firmware only if the new firmware is on the root drive of the USB.

8. Remove the USB drive from the TEC3000 controller when the update is complete. The TEC3000 firmware update is complete when the TEC3000 restarts and returns to the home screen.
9. Check your firmware version.

Additional information is available in the *TEC3000 Series On/Off or Floating Fan Coil and Individual Zone Thermostat Controllers with Dehumidification Capability Installation Instructions (Part No. 24-10787-6)*, *TEC3000 Series Proportional Fan Coil and Individual Zone Thermostat Controllers with Dehumidification Capability Installation Instructions (Part No. 24-10788-0)*, *TEC3000 Series Single- or Two-Stage Economizer Thermostat Controllers Installation Instructions (Part No. 24-10789-5)*, and *TEC3000 Series Field-Selectable BACnet MS/TP or N2 Networked and Wireless Thermostat Controllers Technical Bulletin (LIT-12011956)* located on QuickLIT at <https://cgproducts.johnsoncontrols.com>.



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