

For Immediate Release to Taco Account Managers, Tech Services, and Sales Representatives

TSB# TB-IWORX-0001

DATE: January 6, 2012

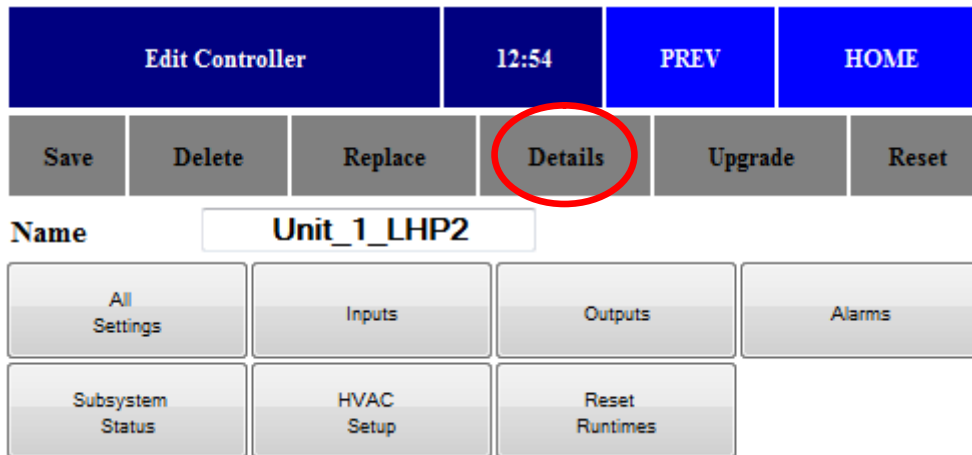
SUBJECT: Taco iWorX<sup>®</sup> LHP2-1 with Software Version 1.01

## WHAT IS THE ISSUE?

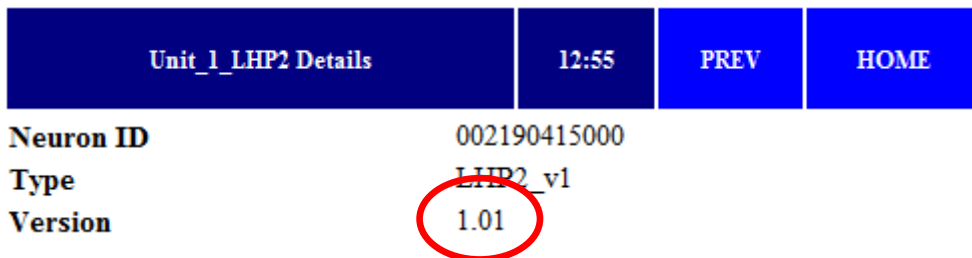
The LHP2-1 controller with software version 1.01 may report a false error condition when the outdoor air temperature is zero degrees Celsius (32 degrees Fahrenheit). The error results in a controller sensor alarm and shutdown, which may result in the loop temperature dropping below set point.

## HOW DO I FIND MY SOFTWARE VERSION?

1. Push the **Controllers** button on the main LCI screen.
2. Select the controller that you would like to check.
3. Push the **Details** button.



4. The software version will be displayed as shown below.



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## **WHAT IS THE SOLUTION?**

Taco has created a controller software update that will solve this problem. iWorX sales representatives can receive this software update in one of two ways:

1. Taco will provide via email an electronic version of the new controller software and upgrade instructions. Installers will need a SD card of 2 GB or less, and a device capable of writing to the SD card.
2. Taco will mail representatives an SD card preloaded with the updated software, and upgrade instructions. The upgrade kit part number is UK-TB-IWORX-0001.

Please contact your Account Manager to request a software update.

As a representative of Taco Electronic Solutions, Inc, it is your responsibility to contact your customers who have purchased the LHP2-1 and provide them with this controller software update.

All Technical Bulletins for iWorX Controllers can be found at [www.taco-hvac.com](http://www.taco-hvac.com).

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