

# Infinity® 26 Air Conditioner with Greenspeed® Intelligence Infinity® 24 Heat Pump with Greenspeed® Intelligence

## Version 4.00 Release Notes

Aug 5, 2020

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### **General**



This document is provided in conjunction with the “bex” file [GSPD0400.bex](#) and the “bin” files [VFDxA029.bin](#), which comprises the executable code for the following Carrier Infinity® 26 Air Conditioner with Greenspeed® Intelligence and Carrier® 24 Heat Pump with Greenspeed® Intelligence numbers:

- 24VNA624A0030050
- 24VNA636A0030050
- 24VNA648A0030050
- 24VNA660A0030040
- 25VNA424A0030050
- 25VNA436A0030050
- 25VNA448A0030050
- 25VNA460A0030040

This software is ONLY compatible with these model outdoor units.

Detailed instructions on uploading this software into the Infinity System Control are included in this document. The software release package is available through this link:

[http://cacbdpapps.net/marketing/eula/Infinity\\_24\\_Greenspeed\\_V0400\\_eula.html](http://cacbdpapps.net/marketing/eula/Infinity_24_Greenspeed_V0400_eula.html)

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### **End User License Agreement**

The user **MUST** read and accept the **End User License Agreement** included with this software package **BEFORE** downloading and using this software update package. If you do not accept the End User License Agreement, this software package must be deleted from your computer.

### **Revision History**

#### **Version 4.00 (August 2020)**

Version 4.00 software includes the following updates to the Infinity® 24 Heat Pump and Infinity® 26 Air Conditioner controls:

Major Updates:

- Implemented (Silencer System II™).
- Enhanced matrix display and STATUS LED display.
- Implemented compressor reverse wiring diagnostic and modified various diagnostic messages for consistency with service manual.
- Enhanced logic for model plug discrimination.
- Enhanced cooling capacity and indoor airflow to improve dehumidification control.
- Enhanced VFD temperature control and diagnostic.
- Modified 5 EXV diagnostics to be local.
- Allow reprogramming of the VFD in presence of various VFD active diagnostics.

Defect fixes:

- Reduced opportunity for high pressure during furnace transition to heating.
- Fixed defect of shutdown on 3T HP before or after defrost on code 85-xx or 82-xx
- Fixed defect related to loss of suction superheat at subzero ambient temperature
- Fixed defect where (83-57) “VFD Compressor Lockout - Current 1” was erroneously set

#### **Version 3.00 (April 2020)**

Version 3.00 software includes the following updates to the Infinity® 24 Heat Pump and Infinity® 26 Air Conditioner controls:

Major Updates:

- Enhanced communication stability with system control.
- Enhanced the reporting of diagnostic codes to system control and service technician mobile application.
- Enhanced reliability of EXV positioning.

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### Defect fixes:

- Reduced false diagnostic codes and adjusted recovery time for several diagnostics.
- Fixed defect for compressor speed control with low suction pressure during startup
- Fixed defect for outdoor fan slow ramp during startup/shutdown, as well as the fan starting after the compressor
- Fixed defect for stuck in startup compressor speed, and stuck in suction pressure control after defrost
- Fixed defect preventing VFD reprogramming in fault conditions.
- Fixed defect regarding reprogramming "serial flash erase error"
- Fixed defects for charging pump down, evacuation, and sub-cooling
- Fixed defect in incorrect fan speed control when outside temperature is above 115°F

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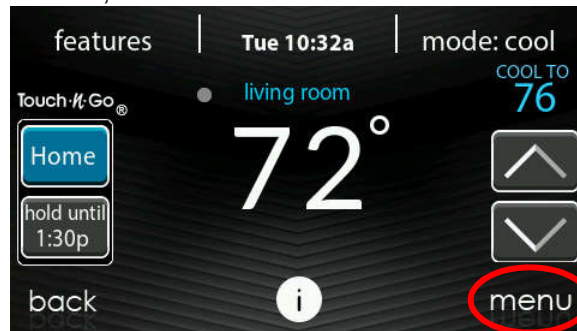
Aug 5, 2020

### Installation Instructions

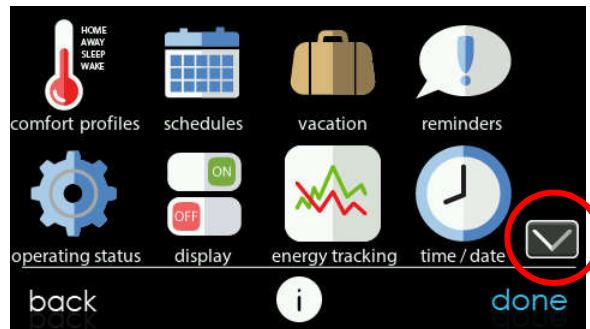
#### Finding the Current Software Version

Before starting the software installation process, the current software version may be determined as follows:

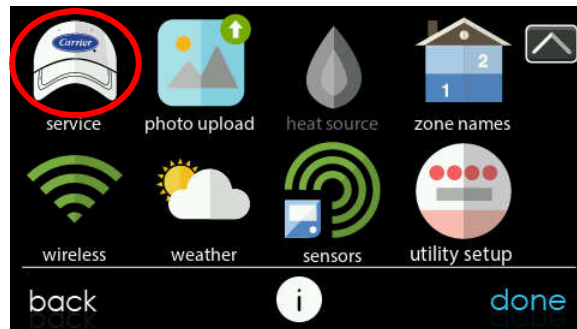
Press **menu** on the Main screen,



and then the down-arrow to go to the second menu screen.



Touch **service** icon.

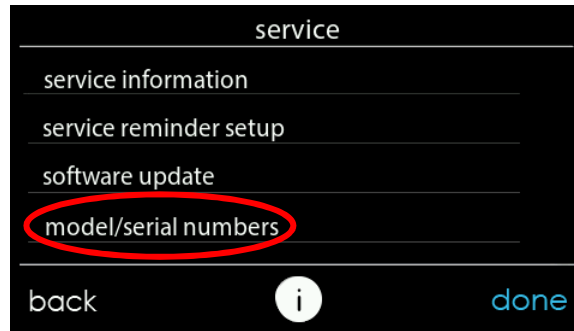


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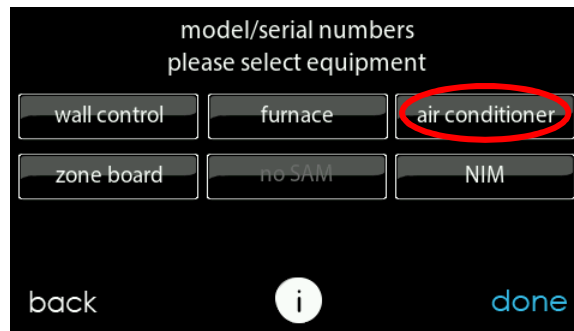
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Touch **model/serial numbers** on the resulting screen.

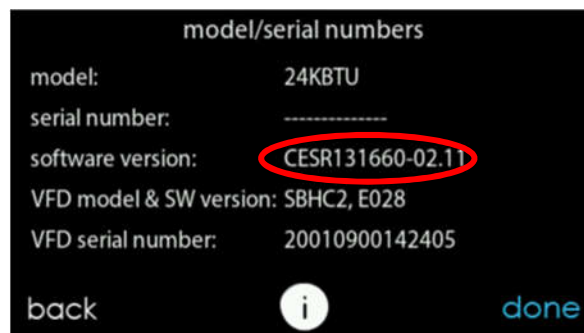


Touch **air conditioner** or **heat pump** on the resulting screen.



View the Software Version number.

Software Version 131660-02.11, for example, is the software version 2.11.



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### Downloading the Software Update

Software updates are provided over-the-air (OTA), or uploaded manually using a microSD memory device. The following instructions apply to the manual update process.

You will obtain best results using a MicroSD card that is between 4GB and 32GB in size, and formatted as a FAT32 device. Any other formatting (NTFS, exFAT, etc.) will result in an error of “please insert MicroSD card.”

To perform a control software update, follow these steps:

- Click on this link to obtain the updated software:

[http://cacbdpapps.net/marketing/eula/Infinity\\_24\\_Greenspeed\\_V0400\\_eula.html](http://cacbdpapps.net/marketing/eula/Infinity_24_Greenspeed_V0400_eula.html)

If the link does not work properly, copy the link into your browser web address window and open the link.

**NOTE:** You may NOT distribute the software itself. You may only distribute the link to the software, or this document.

- Read the End User License Agreement (EULA).

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- At the bottom of the EULA, choose “Yes” if you accept the agreement. If you do not wish to accept the agreement, you will not be able to download the software update.

**NOTE:** EACH user must accept the EULA each time the software is downloaded. You may NOT distribute the software itself. You may only distribute the link to the software, or this document.

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I agree to the terms of this License Agreement and desire to access the software.\*

[Yes](#)

[No](#)

- Use the Download link provided in the EULA document to download the software update package.



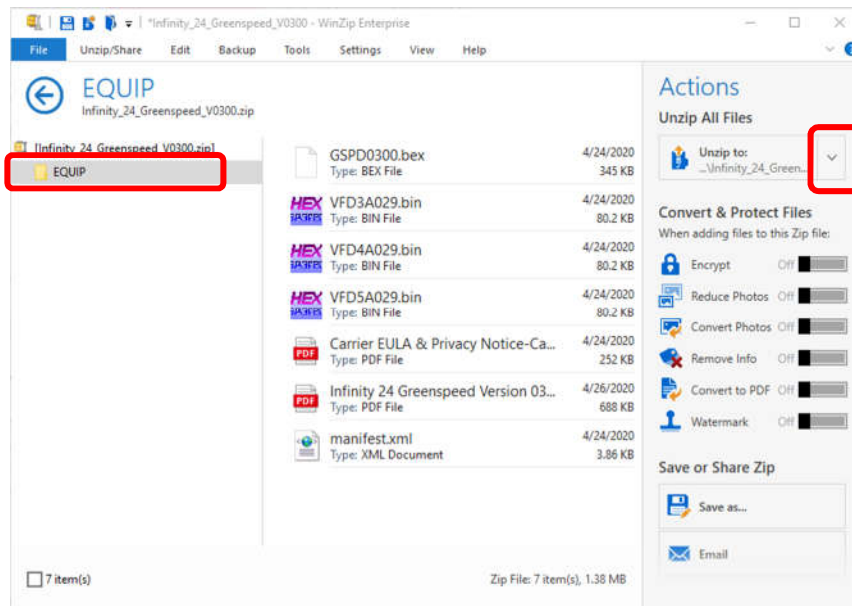
# Infinity® 26 Air Conditioner with Greenspeed® Intelligence Infinity® 24 Heat Pump with Greenspeed® Intelligence

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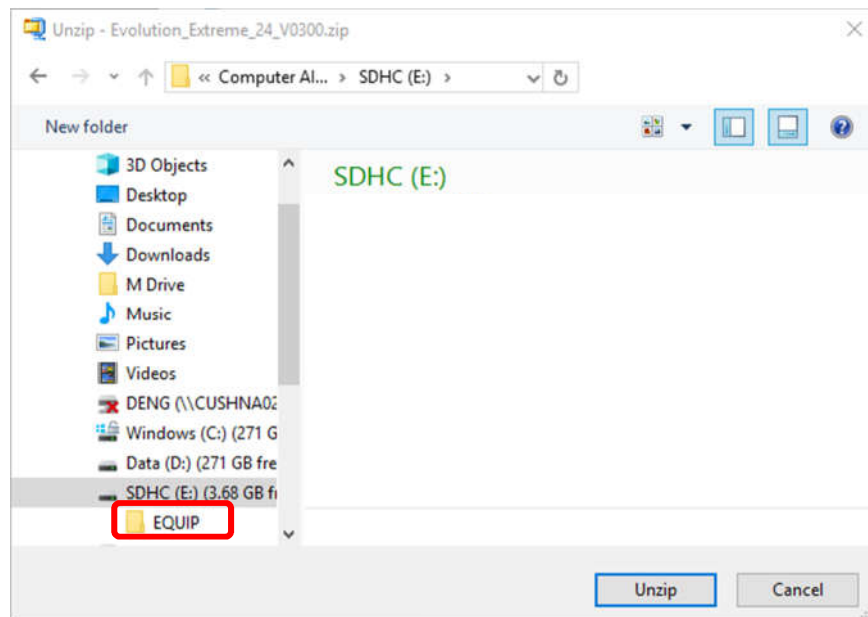
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- Once the file has been downloaded, open it in WinZip. Select the **EQUIP** folder, then the **Unzip to** action.

**NOTE:** The names of the files in the images below are examples, and will change with the latest version numbers.



- Choose the MicroSD memory device as the location to which to extract the folder from the zip file. This will create a new **EQUIP** folder, or over-write the existing **EQUIP** folder and any files contained within it. Click **Unzip**.





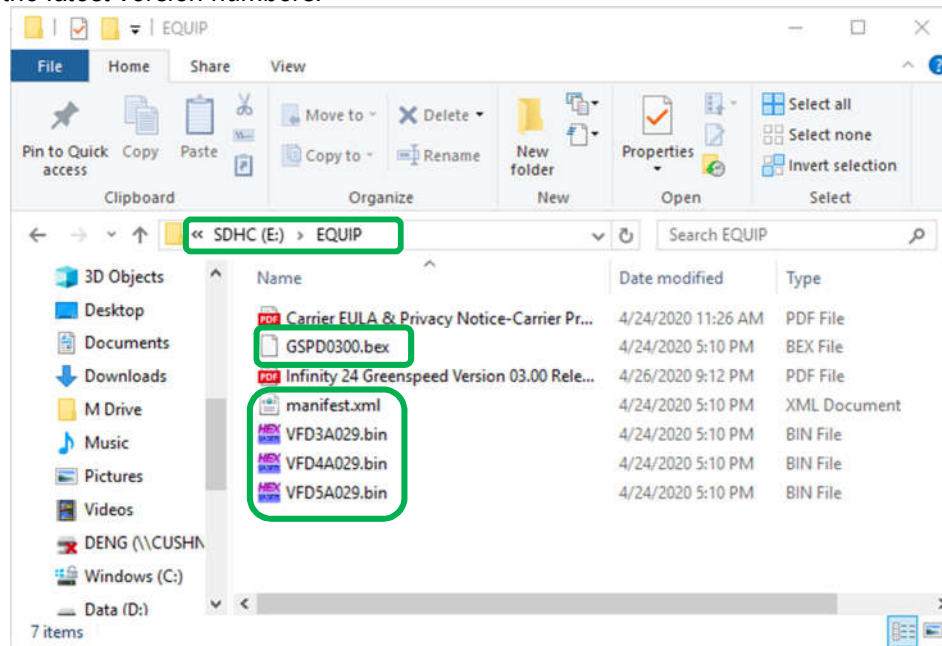
# Infinity<sup>®</sup> 26 Air Conditioner with Greenspeed<sup>®</sup> Intelligence Infinity<sup>®</sup> 24 Heat Pump with Greenspeed<sup>®</sup> Intelligence

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- Verify that the files, including the [manifest.xml](#), [GSPD0400.bex](#) and [VFDxA029.bin](#) files, have been extracted into the EQUIP folder of the MicroSD device.

**NOTE:** The names of the files in the images below are examples, and will change with the latest version numbers.



Next, eject the MicroSD from the PC and go on to the installation, below.

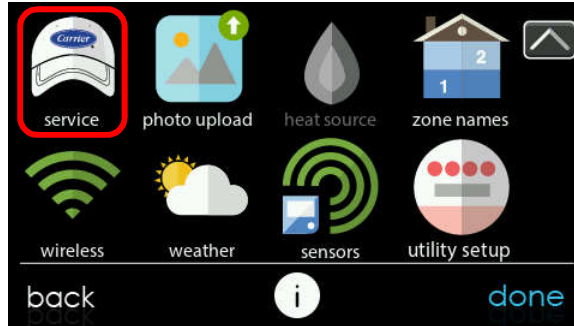
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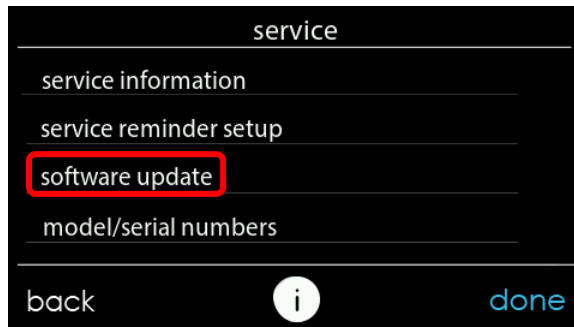
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### Installing the Software Update

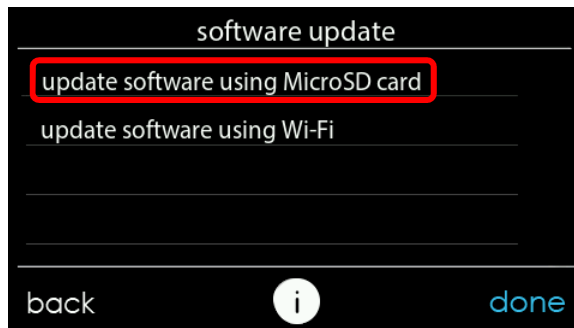
- From the **MENU** screen, select the **service** icon.



- Select **software update**. If this option does not appear, your dealer will need to install your software. Contact your dealer for assistance.



- Select **update software using MicroSD card**.



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- Select **air conditioner software** or **update heat pump software** update



- Plug the MicroSD card into the bottom of the control.

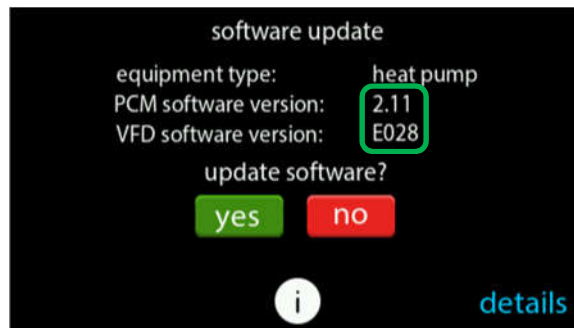
*If this screen continues to appear, recheck the device and formatting. See the download section..*



- If the .bex file is stored properly on the MicroSD device, this screen will appear. If the screen says, "Please insert MicroSD Device", remove the MicroSD device and re-insert. If it still does not show the screen, below, go back to the download part and retry.

**NOTE:** The names of the files in the images below are examples, and will change with the latest version numbers.

Press **yes** to continue with the software upgrade. The upload to the air conditioner or heat pump may take a long time, up to 45 minutes. During this time, the air conditioner or heat pump will continue to operate as normal.

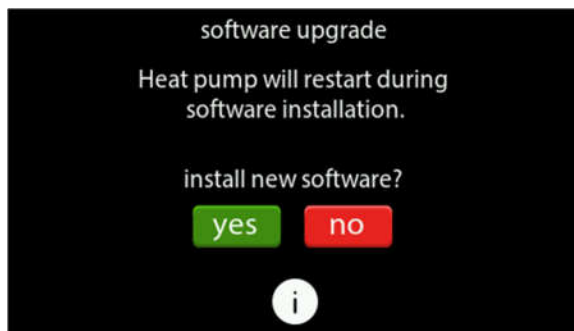


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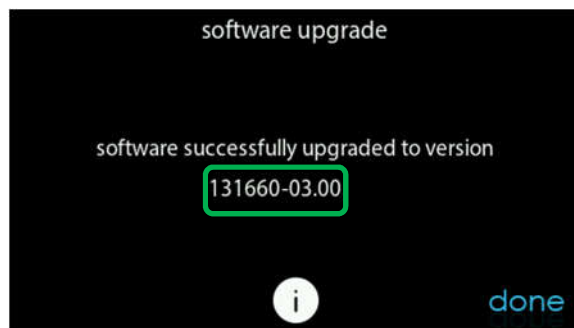
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- When the software is downloaded to the air conditioner or heat pump, the following screen will appear. Press **yes** to install the new software. The air conditioner or heat pump control will restart to complete the installation. This should only take a few minutes.



- When the software upgrade is complete, a “successful” message will appear.



- This completes the software upgrade process.  
You may want to confirm the new software version, as described above.