

**Date:** 09/07/2021

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**SUBJECT:** Important Software (in)compatibility for Altherma 3H HT (EPRA-D)

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Dear Madam,

Dear Sir,

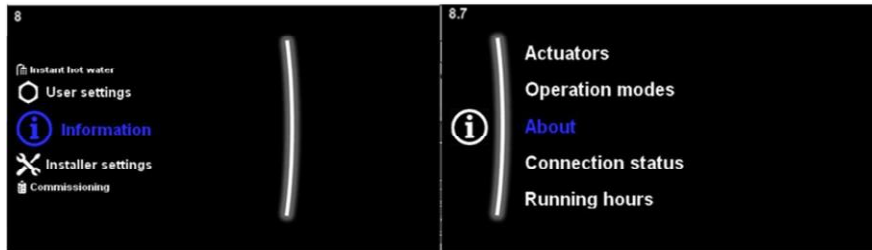
With this Rapid News we would like to inform you of an important software (in)compatibility notice between indoor & outdoor units for Altherma 3H HT (EPRA).

Due to several software improvements and for the launch of the new 3H HT E-series, there is risk that the software between indoor & outdoor unit is not allowed to be used.

The software versions for indoor & outdoor unit can be found in the Information menu on the “Man Machine Interface” (MMI) and is identified as MiconID.

### 1. Where to find the MiconID?

Go to MMI > Information > About:



On the below picture you can see Indoor & Outdoor MiconID.

Please note that this is an example picture and that “BR” is just an empty value for this case. Normally a certain number & letter combination should be visible instead of “BR”.



**2. Altherma 3H HT Software (in)compatibility MiconID's**

Please see below Matrix for the compatible software versions:

**Altherma 3H HT DA series**

(Top Grade Large DA series)



Daikin Altherma 3 H HT  
EPRA014-018DV ★  
Daikin Altherma high temperature split

<b>ETV-D, ETB-D, ETS-D</b>		
<b>Indoor software Micon ID</b>		
<b>Old software</b>	<b>Software since E/May '20</b>	<b>Software CM step 2</b>
Original SW	with E2-error & 89-03 warning CM	Capacity & BUH improvements
	<b>Micon ID</b>	
	<b>95D1</b>	<b>95D4</b>
	<b>95D5</b>	

<b>EPRA-D</b>	<b>Outdoor software Micon ID</b>		Old software	8026	OK*	NOT Allowed	NOT Allowed
			Software since E/May '20	8029	OK*	OK*	NOT Allowed
			June '21 (Software CM step 2)	802C	OK*	OK*	OK

Remarks:

**OK\*** Update is only required in case of claim / problems (but is recommended)

**NOT Allowed** It is MANDATORY TO UPDATE the outdoor unit to guarantee compatibility

Currently, Daikin is supplying new generation Altherma E-series 3H HT indoor units, but the outdoor unit series (EPRA-D) will only change later in the year. Only the latest version of the outdoor unit software is compatible with the new E-Series indoor units. Currently supplied outdoor units already have the latest version from the factory, but an update will be necessary in case the outdoor unit is an older one from stock supplies. Therefore it is very important to always check the software and update if needed.

**Altherma 3H HT E-series indoor with DA outdoor**

(Top Grade Large E series)



Daikin Altherma 3 H HT  
EPRA014-018DV ★  
Daikin Altherma high temperature split

<b>ETV-E, ETB-E, ETS-E</b>		
<b>Indoor software Micon ID</b>		
<b>Original SW</b>	...	...
	<b>Micon ID</b>	
	<b>0F41</b>	

<b>EPRA-D</b>	<b>Outdoor software Micon ID</b>		Old software	8026	NOT Allowed	...	...
			Software since E/May '20	8029	NOT Allowed	...	...
			June '21 (Software CM step 2)	802C	OK	...	...

Remarks:

**NOT Allowed** It is MANDATORY TO UPDATE the outdoor unit to guarantee compatibility

**Units in scope:**

- Altherma 3H HT Outdoor: EPRA-D
- Altherma 3H HT Indoor Floorstanding D & E series: ETV-D & ETV-E
- Altherma 3H HT Indoor Wall hung D & E series: ETB-D & ETB-E
- Altherma 3H HT Indoor HPSU D & E series: ETS-D & ETS-E



### 3. Improved awareness for the field for the 3H HT

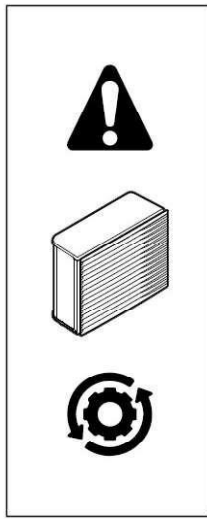
To improve the awareness of this check in the field, newer E-series produced indoor units (ETV-E, ETB-E & ETS-D) will have a sticker attached with a request to check the software. This sticker is referring to an addendum which is added in the documentation bundle that is delivered with the unit.

Sticker example 3H HT E:

The sticker features three icons at the top: a warning triangle, a software box, and a circular refresh icon. Below these are 24 lines of text in various languages, each starting with a language code in a circle. The languages include GB, DE, FR, NL, ES, IT, PT, TR, SV, EN, CZ, UK, RO, SK, PL, LV, LT, FI, HR, EU, EST, GR, DK, and BG. The text instructs users to verify the correct outdoor unit software version and refer to the 'Software compatibility' addendum. At the bottom right, the code '4P639137-1' is printed.



## Addendum example 3H HT E series + ETS D:



**Outdoor unit software compatibility**

This indoor unit has the latest software version installed. For correct operation, the outdoor unit software version must be compatible with this unit.

If required, perform an update of the outdoor unit software.

- Use the Updater Tool (v1.11.5 DB 1.11.5.1 or higher) and D-checker to perform the update. Make sure to use the latest software versions of these tools. Install the software using the Updater Tool. See the Daikin Business Portal (authentication required) for more information about the Updater Tool.
- OR, if you are not familiar with the above software tools, contact your local Daikin affiliate to perform the update.

**Compatibilidad del software para unidad exterior**

Esta unidad interior tiene instalada la versión del software más reciente. Para un funcionamiento correcto, la versión del software de la unidad exterior debe ser compatible con esta unidad.

Si es necesario, actualice el software de la unidad exterior.

- Utilice la herramienta de actualización (v1.11.5 DB 1.11.5.1 o superior) y D-checker para realizar la actualización. Asegúrese de usar las últimas versiones de software de estas herramientas. Instale el software usando la herramienta de actualización. Consulte el Daikin Business Portal (autenticación necesaria) para obtener más información sobre la herramienta de actualización.
- Si no está familiarizado con las herramientas de software anteriores, póngase en contacto con su distribuidor de Daikin para realizar la actualización.

**Programvarukompatibilitet för utomhusenhet**

Denna inomhusenhet har den senaste programvaruversionen installerad. För korrekt drift måste utomhusenhetens programvaruversion vara kompatibel med denna enhet.

Utför vid behov en uppdatering av utomhusenhetens programvara.

- Använd uppdateringsverktyget (v1.11.5 DB 1.11.5.1 eller högre) och D-checker för att utföra uppdateringen. Se till att du använder den senaste programvaruversionen av dessa verktyg. Installera programvaran med uppdateringsverktyget. Se Daikin Business Portal (verifiering krävs) för mer information om uppdateringsverktyget.
- Om du inte känner till programvaruverktygen ovan kan du kontakta ditt lokala Daikin-företag för att utföra uppdateringen.

**Utendørsenhets programvarekompatibilitet**

Denne innendørsenheten har den nyeste programvareversjonen installert. For korrekt drift må utendørsenhets programvareversjon være kompatibel med denne enheten.

Om nødvendig, utfør en oppdatering av utendørsenhets programvare.

- Bruk vår Updater Tool (v1.11.5 DB 1.11.5.1 eller høyere) og D-checker til å utføre oppdateringen. Sørg for å bruke de nyeste programvareversjonene av disse verktøyene. Installer programvaren ved hjelp av Updater Tool. Se Daikin Business Portal (autentisering er påkrevd) for mer informasjon om Updater Tool.
- ELLER, hvis du ikke er kjent med de aktuelle programvareverktøyene, kontakt din lokale Daikin-representant for å utføre oppdateringen.

**Software-Kompatibilität des Außengeräts**

Auf diesem Innengerät ist die aktuelle Software-Version installiert. Für den korrekten Betrieb muss die Software-Version des Außengeräts mit diesem Gerät kompatibel sein.

Führen Sie eine Aktualisierung der Außengerät-Software durch, wenn dies erforderlich ist.

- Verwenden Sie das Updater Tool (v1.11.5 DB 1.11.5.1 oder höher) und das D-Prüfgerät, um die Aktualisierung durchzuführen. Stellen Sie sicher, dass Sie die aktuellen Software-Versionen dieser Tools verwenden. Installieren Sie die Software mit dem Updater Tool. Informationen zum Updater Tool finden Sie im Daikin Business Portal (Authentifizierung erforderlich).
- Wenn Sie mit den oben aufgeführten Software-Tools nicht vertraut sind, wenden Sie sich an Ihren Daikin-Vertreter vor Ort, damit dieser die Aktualisierung durchführt.

**Compatibilità del software per l'unità esterna**

Questa unità interna ha installata la versione più recente del software. Per il corretto funzionamento, la versione del software dell'unità esterna deve essere compatibile con questa unità.

Se necessario, eseguire un aggiornamento del software dell'unità esterna:

- Utilizzare lo strumento Updater (v1.11.5 DB 1.11.5.1 o superiore) e il D-checker per eseguire l'aggiornamento. Assicurarsi di utilizzare le versioni più recenti del software di questi strumenti. Installare il software utilizzando lo strumento Updater. Vedere il Daikin Business Portal (richiede autenticazione) per avere ulteriori informazioni sullo strumento Updater.
- OPPURE, se non si ha familiarità con gli strumenti software suddetti, rivolgersi al centro di assistenza autorizzato Daikin di zona per fare eseguire l'aggiornamento.

**Compatibilita software venkovni jednotky**

V této vnitřní jednotce je nainstalována nejnovější verze softwaru. Aby byl zajištěn správný provoz, musí být verze softwaru venkovní jednotky kompatibilní s touto jednotkou.

Jei-říběž, zaktualizujte software venkovní jednotky.

- K provedení aktualizace použijte nástroj Updater Tool (v1.11.5 DB 1.11.5.1 nebo vyšší) a nástroj D-checker. Ověřte, zda tyto nástroje obsahují nejnovější verze softwaru. Nainstalujte software pomocí nástroje Updater Tool. Další informace o nástroji Updater Tool najdete na Daikin Business Portal (je vyžadováno ověření).
- NEBO pokud neumíte výše uvedené softwarové nástroje používat, požádejte místní pobočku Daikin o provedení aktualizace.

**Compatibilité logicielle de l'unité extérieure**

La dernière version logicielle est installée sur cette unité intérieure. Pour un fonctionnement correct, la version logicielle de l'unité extérieure doit être compatible avec cette unité.

Si nécessaire, effectuez une mise à jour du logiciel de l'unité extérieure:

- Utilisez l'outil de mise à jour (v1.11.5 DB 1.11.5.1 ou supérieur) et D-checker pour effectuer la mise à jour. Veillez à utiliser les dernières versions logicielles de ces outils. Installez le logiciel à l'aide de l'outil de mise à jour. Consultez le Daikin Business Portal (authentification nécessaire) pour plus de renseignements concernant l'outil de mise à jour.
- OU, si vous ne connaissez pas les outils logiciels ci-dessus, contactez votre affilié Daikin local pour effectuer la mise à jour.

**Compatibilidade do software da unidade de exterior**

Esta unidade de interior tem a versão do software mais recente instalada. Para o funcionamento correto, a versão do software da unidade de exterior deve ser compatível com esta unidade.

Se necessário, realize a atualização do software da unidade de exterior:

- Utilize a Ferramenta do Atualizador (v1.11.5 DB 1.11.5.1 ou superior) e o Verificador D para realizar a atualização. Certifique-se de que utilize as versões mais recentes do software destas ferramentas. Instale o software utilizando a Ferramenta do Atualizador. Consulte o Daikin Business Portal (necessária autenticação) para obter mais informações sobre a Ferramenta do Atualizador.
- OU, se não estiver familiarizado com as ferramentas de software acima descritas, contacte a filial local da Daikin para realizar a atualização.

**Softwarecompatibiliteit van de buitenunit**

Op deze binneneenit is de laatste software-versie geïnstalleerd. Voor een correcte werking moet de softwareversie van de buitenunit compatibel zijn met deze unit.

Voer, indien nodig, een update uit van de software van de buitenunit:

- Gebruik de Updater Tool (v1.11.5 DB 1.11.5.1 of hoger) en D-checker om de update uit te voeren. Zorg ervoor dat u de meest recente softwareversies van deze tools gebruikt. Installeer de software met behulp van de Updater Tool. Raadpleeg de Daikin Business Portal (authenticatie vereist) voor meer informatie over de Updater Tool.
- OF als u niet vertrouwd bent met de bovenstaande softwaretools, neem contact op met uw plaatselijke Daikin-filiaal om de update uit te voeren.

**Συμβατότητα λογισμικού εξωτερικής μονάδας**

Αυτή η εσωτερική μονάδα έχει εγκαταστήσει την πιο πρόσφατη έκδοση λογισμικού. Για σωστή λειτουργία, η έκδοση λογισμικού της εξωτερικής μονάδας πρέπει να είναι συμβατή με τη μονάδα αυτή.

Εάν απαιτείται, διεξάγετε ενημέρωση λογισμικού της εξωτερικής μονάδας:

- Χρησιμοποιήστε το εργαλείο ενημέρωσης (έκδοση 1.11.5 DB 1.11.5.1 ή μεταγενέστερη) και το D-checker για να διεξάγετε την ενημέρωση. Βεβαιωθείτε ότι χρησιμοποιείτε τις τελευταίες εκδόσεις λογισμικού των εργαλείων αυτών. Εγκαταστήστε το λογισμικό χρησιμοποιώντας το εργαλείο ενημέρωσης. Βλ. Daikin Business Portal (απαιτείται εξουσιοδότηση επαγγελματία) για περισσότερες πληροφορίες σχετικά με το εργαλείο ενημέρωσης.
- Ή, εάν δεν είστε εξοικειωμένος με το παραπάνω εργαλείο λογισμικού, επικοινωνήστε με τον τοπικό σας συντηρητή της Daikin για να διεξάγετε την ενημέρωση.



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### 4. What to do in case of incompatibility?

In case a software incompatibility has been found, please always update the indoor or outdoor unit or both to the latest software version by use of the Daikin Updater tool v1.11.5 DB v1.11.5.1 or higher.

In case you have any questions or remarks on this matter, do not hesitate to Contact your Daikin representative.

Information herewith provided is subject to change without notice.

