

Technical Service Bulletin:

DDC Controls – “-999” Display On ZS Sensors

Models: ZSP-1, ZSP-1H, ZSM-1H, and ZSM-1 Sensors (For United States Installations Only)



BOSCH



Please read this entire document prior to proceeding with any work.



This bulletin is intended to provide technical guidance to a professional who is licensed and qualified to work on heat pump products, components, and refrigerant. If you are not qualified to work on such equipment, please obtain the services of such a professional.

Background

We are aware of a software bug that results in “-999” being permanently shown on the LCD display of ZS model sensors that do not have Humidity and/or CO2 sensing capabilities, when used with Control Air 5600/5830 and SW version WAZ1.01.

This is simply a nuisance error display; the performance and operation of the sensor are not impacted in any way.

Affected Sensors

Part Number	Model	Description
8733951036	ZSP-1	Zone Sensor R1 - ZS-Push Temp KIT - (ZSP-1)R1
8733951039	ZSM-1	Zone Sensor R1 - ZS-Manager Temp KIT - (ZSM-1)R1
8733951037	ZSP-1H	Zone Sensor R1, ZS-Push Temp+Hum KIT - (ZSP-1H)R1
8733951040	ZSM-1H	Zone Sensor R1, ZS-Manager Temp+Hum KIT - (ZSM-1H)R1

Table 1

Resolution

As mentioned above, this is no more than a display error. The operation of the sensor is not affected, and therefore if you choose to take no action there will be no performance problems as a result.

We have of course developed a software update (version WAZ.1.02) that allows the “-999” display to be manually eliminated from the screen. If you choose to upgrade the software on your Control Air 5600/5830 controller, you must have a DDC control diagnostic cable (part# 8733927403) and a computer (customer supplied).

Please refer to the Apploder 6.5 instruction manual for more detailed instructions. The manual can be downloaded via this link;

https://www.bosch-climate.us/files/AppLoader_6.5_IOM_03.2020_US.pdf

The WAZ.1.02 software can be securely downloaded by logging on to <https://boschprohvac.com>, navigating to the “Software” menu, and then clicking on “DDC Control”.

Software Update Steps (Optional)

1. Plug USB-L cable into the computer and the controller before launching Apploder 6.5 (Note; The DDC controller MUST be connected to a 24vac source and powered on).
2. Navigate to the computer’s “Devices And Printers” screen and note the COM port used for the cable (it will be labeled “Silicon Labs CP210x USB To UART Bridge”).
3. Start Apploder (click Start > All Programs > Apploder, or browse to where you installed it if it was not the default location).
4. Verify “Enable Alarms Delivery” is checked under Options > Preserve Parameters. It should be enabled by default.
5. Select the connection protocol to the controller; “Rnet” should be selected as the default.
6. Select the COM port value that matches the port that you noted in step “2” (Note. This step is critical in establishing communication between the computer and the controller!).
7. Verify that the Baud Rate is set to 115200.
8. Select “File/Open” and browse to the location on the computer where you saved the downloaded clipping WAZ.1.02 file earlier.
9. Select the “Build” button (the build process takes approximately 1 minute).
10. Perform a Modstat to further verify correct communication with the controller.
11. After “Build”, a dialog box should indicate “Build Complete”. Choose next action.
12. Select “Download Memory” to initiate download process.
13. Confirm BACnet device instance number reads 528000 and click OK to begin the download (the download process will take up to 5 minutes).
14. A message will indicate “Download Successful”. Allow 30 seconds after the message is displayed for the program to be archived to flash memory. The green and red LEDs for RUN and ERROR on the controller will flash alternately during this process.

15. To verify that the download was successfully archived, run another Modstat and verify that the program was loaded successfully (at Application Software Version, it should read PRG: bosch_wa_wshp_waz_r2_all).
16. The software update is now complete.
17. To permanently clear the nuisance error display, allow minimum of 2 minutes to elapse after the software download and archive to memory is complete. Then turn off the power to the controller to deplete current to both the controller and the sensor. Leave the power off for 60 seconds and then turn it back on. The nuisance error display will be now be gone.

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