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Technical Bulletin regarding v02 software upgrade

Models: iQ2001 & iQ3001

Description:

In Intellihot's effort to provide the best interactive and communication with all models of water heaters, a new version of the software, v02, is released for iQ2001 (v502) & iQ3001 (v702). This software is factory installed in iQ2001 & iQ3001 models with a manufacture date after October 28, 2020.

What's new with software version v80:

- Improved temperature control that eliminates random overheat error
- Added a new "blower speed signal fault" to differentiate signal fault (due to noise) from a typical blower fault.
- Improved freeze condition checks
- Improved air filter alert when cascade ID is 2 or 3
- Improved cascade alerts if units are disconnected
- Removed slider usage for temperature change – plus/minus buttons only
- Flow/Temp Screen – if the flow and the firing rate are zero, the text will show "heat exchanger on standby."
- Password required, only when navigating screens that change system settings.
- Any alerts (not faults) will have a notification bubble on the menu icon, helping the user to understand alerts are not critical, and the heater operates at rated capacity
- Added skip button to bypass telliCare marketing screen, and these screens only show once per day
- Separated water valve faults into four categories for more precise diagnosis (flow sensor fault, water valve opening fault, water valve closing fault, & water valve switch fault)
- Added software compatibility check between units and will alert which software needs to be updated.

Bug Fixes:

- Fixed cascade issue where ID could not be set to 2 (iQ3001)
- All cascaded units are now visible in telliCare
- When changing the cascade ID on a multi-unit setup, a 20 second wait period introduced to ensure all control boards update their settings.
- Fixed the case when the setpoint temperature resets to 120°F

To contact Intellihot product support, please call us at 877-835-1705 or email us at support@intellihot.com