

Genesis Duo™ USB Firmware UPDATE INSTRUCTIONS

INTRODUCTION

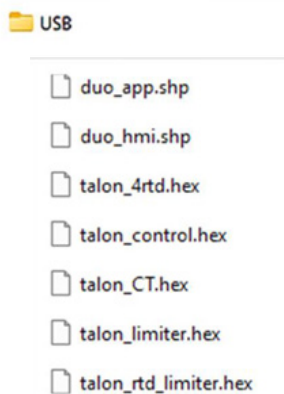
Thermon's Genesis Duo supports firmware updates over the internal USB port. Follow the instructions below to obtain and install new firmware on a Duo unit.

I. SOFTWARE PACKAGE DOWNLOAD and USB FLASH DRIVE SETUP

Go to the Software Portal to download the latest firmware (https://thermon.com/user_login.php).

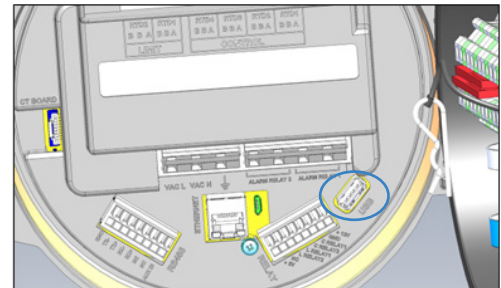
Note: If you are a new user, create an account.

II. COPY ALL FILES IN THE USB FOLDER ONTO A USB FLASH DRIVE



III. STARTING AN UPDATE

Open the front cover and locate the Type A USB port on the lower right of the inside of the cover (as shown in the blue circle below).



Insert the USB flash drive containing the 7 files (copied from the USB folder of the package to the root of the USB flash drive) into the USB port. Once inserted, if the USB flash drive has an LED, it will illuminate to indicate that the connection is made and that file transfer is ongoing.

As the files are transferring, the HMI display will show a pop-up progress indicator at the top.

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IV. UPDATE COMPLETION AND REBOOT

Once all the file transfers are completed, the Duo will reboot. During the reboot process, the light ring will go blank followed by a red and white spinning pattern.

This pattern has a typical duration of around 10 seconds during a normal boot, but will occur for up to 2 minutes on a boot cycle during an update. During this time, all the remaining processors in the Duo are taking their final firmware updates and booting. A pulsing Thermon logo on the splash screen on the display during an update is considered part of normal behavior.

V. BOOT COMPLETE

Once the update is completed, the LED Ring will return to operational state, either displaying green or blinking with the prior alarm or trip state(s). The screen will be replaced with the circuit gauge display, which should display RTD readings and the state of the circuits.

VI. REMOVE USB DRIVE

The USB Drive may be removed at any time after the reboot process is completed.

VII. FINAL STEPS

Close the front cover of the Duo and secure the locking latch.

To confirm the installation of the latest version, click on a circuit gauge on the HMI and access the settings menu. Select “Info” from the menu. Under the “SCM” heading, the “App Version” field should align with the version of the installed Duo firmware package.

Verify that the Duo is performing as expected by reviewing temperature readings and control setpoints.

