Goodman
Air Conditioning & Heating

TSB G-GN-PC-0066

Date: February 25, 2025

To: All Service and Parts Managers

From: Technical Services Department

Subject: **GTST-CW-WH-A Firmware Update**

This is an important Technical Service Bulletin to be carried out by trained and certified service technicians. We've identified an issue that can impact the proper operation of the GTST thermostat. In certain instances, the indoor temperature is incorrectly reported, preventing proper space conditioning. To resolve this issue, a firmware update (**V3.5.8**) must be installed in the GTST thermostat.

For GTST thermostats connected to Wi-Fi, the update will be automatically pushed, and no action is needed from the end user. However, GTST thermostats must be connected to Wi-Fi to receive the firmware update. If Wi-Fi is unavailable, follow the steps below to connect via hotspot.

The instructions below will guide contractors through the process of connecting to a Wi-Fi hotspot using the secondary smartphone or tablet and then provide detailed steps to perform the firmware update on GTST thermostats that were not connected to Wi-Fi (see Steps 8-11a).

Required items:

- You will need a primary smartphone or tablet for direct connection to the GTST thermostat.

- You will also need a second smartphone or tablet for a dedicated Hotspot connection.

Step 1: Using the Goodman Installer App on your primary smartphone or tablet, log in with the Username and Password below in Step 1a.

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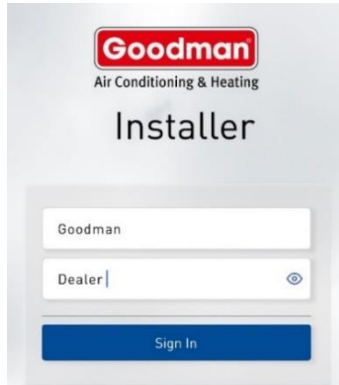**Step 1a:** Username is **Goodman**, Password is **Dealer**. (See Fig. 1 below)

Fig. 1

Step 2: Prepare the GTST thermostat by pressing the Fan button for 5 seconds to get to the Wireless setup mode. (See Figures 2 and 3 below)
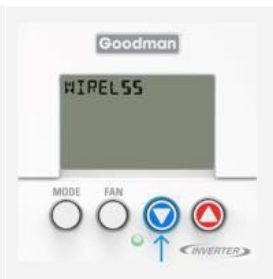

Fig. 2   Fig. 3

Step 2a: Press the down button on the GTST thermostat until you reach the "AP Mode" screen and wait for the screen on the GTST thermostat to change to AP "Active". (See Figures 4 and 5 below)

Fig. 4   Fig. 5

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Step 3: Once AP Active is established, select Setup Wi-Fi from the Goodman Installer App on your primary smartphone or tablet. (See Fig. 6 below)
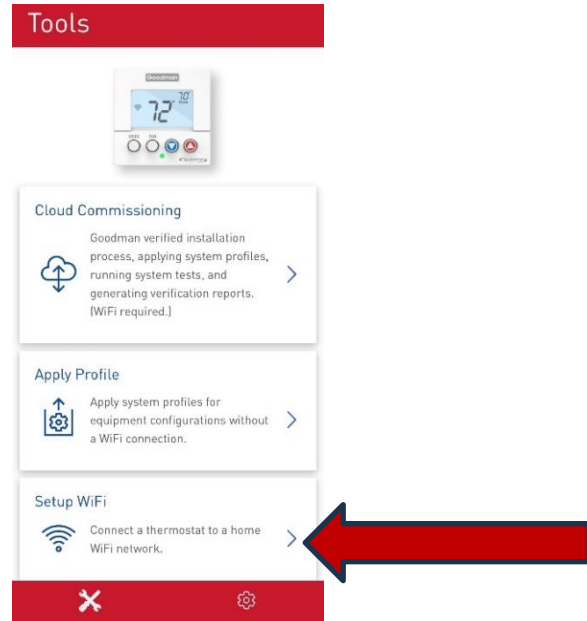

Fig. 6

Step 4: Make sure that the primary smartphone or tablet being used is within 2 feet of the GTST thermostat and click "OK", then press the "Continue" button in the Goodman Installer App. (See Fig. 7 below)
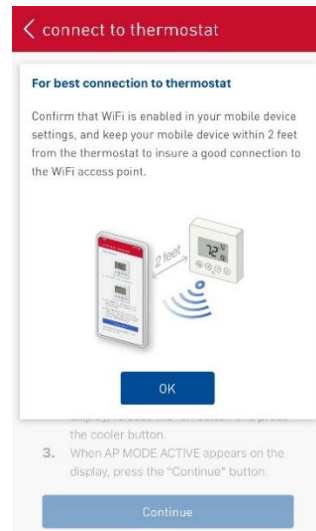

Fig. 7

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Step 5: Leave the Goodman Installer App (Fig. 8 below) and go to the Wi-Fi settings page of your primary smartphone or tablet.

Step 5a: From the Wi-Fi settings page of your primary smartphone or tablet, select Thermostat_XXXX and enter 123456789 as the password to connect the GTST thermostat to your primary smartphone or tablet.
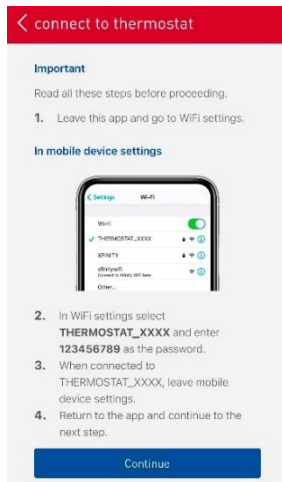

Fig. 8

Step 6: Using your primary smartphone or tablet, go back to the Goodman Installer App (See Fig. 8 above) and select "Continue." A message will pop up asking the Goodman Installer App for permission to use your current location. Allow location services to be active while using the Goodman Installer App, then you will connect to the GTST thermostat and the primary smartphone or tablet that has the Goodman Installer App.

Step 7: Select your secondary smartphone or tablet for set up as the Hotspot, select maximum compatibility, and Allow Others to Join.

Step 7a: The Hotspot should now show up as an available network in the Goodman Installer App on the primary smartphone or tablet that was connected to the GTST thermostat. From your primary smartphone or tablet, select the Hotspot network and enter the password provided by your secondary smartphone or tablet, then click "Connect." (See Figures 9 and 10 below)
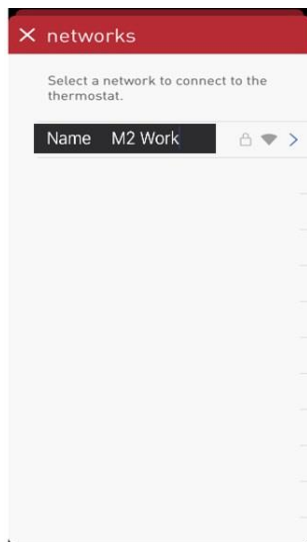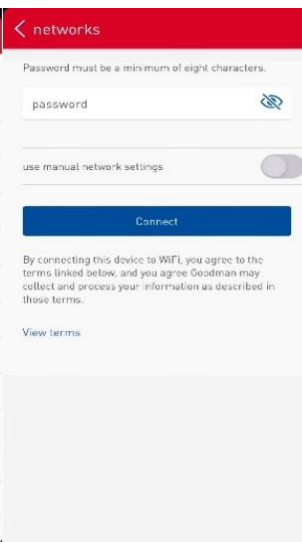

Fig. 9   Fig. 10

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Now that the Wi-Fi Access Point (Hotspot) has been established, you are now ready to update the GTST thermostat firmware.

Step 8: On the GTST thermostat, press the Mode and Down Arrow buttons simultaneously for approximately 5 seconds to access the service menu. (See Fig. 11 below)
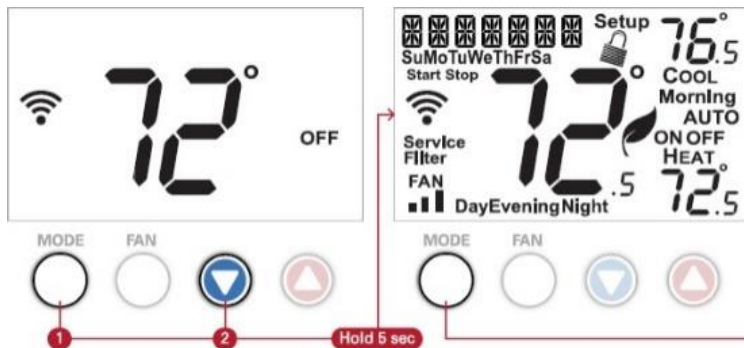

Fig. 11

Step 9: Press the Mode button until you get to the "Version Ud" screen. The current firmware version will scroll across the top of this screen. (See Fig. 12 below)

Fig. 12

Step 10: While on the "Version Ud" screen of the GTST thermostat, hold the Fan button for 2 seconds to start the update firmware process (You will see "seeking for new firmware" on screen followed by "Updating" while the new firmware is being downloaded). When complete, the GTST thermostat will reboot. (See Figures 13 and 14 below)
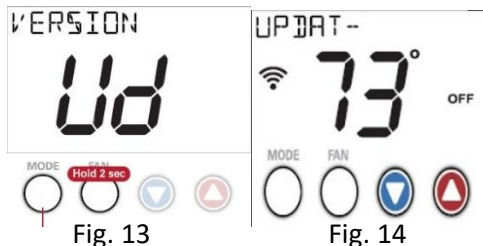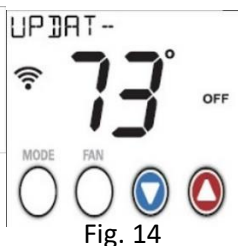

Fig. 13   Fig. 14

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After the reboot of the GTST thermostat has finished, verify that the GTST thermostat firmware update has been successfully completed.

Step 11: To verify that the firmware update has been successfully completed, press the Mode and Down Arrow buttons on the GTST thermostat simultaneously for approximately 5 seconds to access the service menu as done earlier in Step 8, then press the Mode button until you get to the "Version Ud" screen. (See Fig. 15 below)
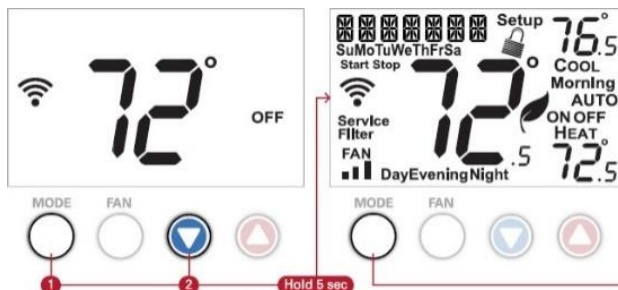
Fig. 15

Step 11a: Verify that the latest version **3.5.8** is scrolling at the top of the screen. (See Fig. 16 below)

Fig. 16

Daikin will provide labor at the servicer's Class "A" labor rate for the GTST thermostat firmware update procedure. The labor will only apply to field installed units not connected to Wi-Fi. Claims must be filed on Warranty Express as an Authorization type claim, using Authorization Code number 8838. When filling out the Warranty Express form, please provide the serial # of the GTST thermostat.

Please consult the Warranty Department if you need assistance with claim processing at warranty@daikincomfort.com.

If you have technical questions, please call 1-855-DAIKIN1, option 3, or e-mail TechnicalServicesDaikin@daikincomfort.com.

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