

# UPGRADE INSTRUCTIONS

PN# 25-05 | October 23, 2025

## Aircore EC: Gen4.2, Special Upgrade Instructions

### Summary

Users attempting to upgrade motors using I-con v2.99 from Gen4.1 to Gen4.2 that were manufactured prior to October 2024 will encounter an error message (see Figure 1). The message indicates that the motor has an incompatible bootloader, as described in PA-25-04. The GEN 4.2 firmware (CIM v4.9.0) must be flashed using the XMC Link Isolated Debug Probe to enable uploading new firmware.

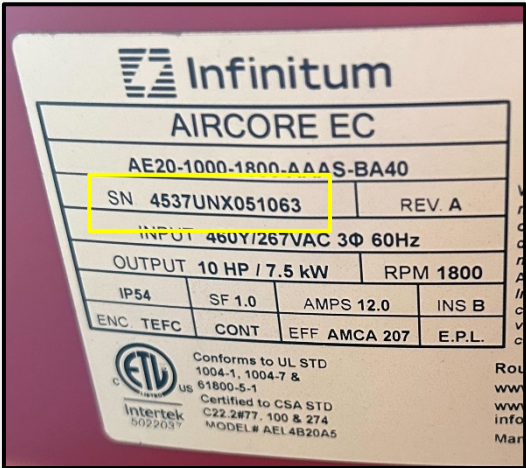
Figure 1: Error message

Serial Number xxxxxxxxxxxx has an incompatible bootloader, and therefore is unable to be upgraded to CIM FW v4.9 or later over I-con.

⚠ The Firmware Upload is Disabled until the bootloader is updated. Please contact [Support@GoInfinitum.com](mailto:Support@GoInfinitum.com) for alternate solutions.

A serial number with the first four characters less than “4438” and currently running Gen4.1 firmware indicates an incompatible bootloader, as described in PA-25-04. The prefix “4438” corresponds to motors manufactured during Week 44 of October 2024. The Serial number can be found on the motor nameplate as shown in Figure 2.

Figure 2: Serial number on motor



Under these circumstances, the motor cannot be upgraded to Gen4.2 firmware in the field using I-con v2.99. Please contact Infinitum at [Support@GoInfinitum.com](mailto:Support@GoInfinitum.com) and follow the below options.

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Based on the initial assessment and site conditions, the Infinitum Support Team will recommend one of the following options to upgrade the motor without using I-con v2.99.

## Option 1: CIM Board Replacement

Infinitum will provide a new CIM board preloaded with the latest firmware and a compatible bootloader from the factory. The replacement CIM board can be installed in the field by factory-qualified technicians. Once installation, testing, and verification are complete, the original CIM board should be returned to Infinitum for recycling.

This option eliminates the need for advanced programming tools or manual flashing of individual CIM boards.

## Option 2: Reflash CIM Board Using XMC Debugger Tool

Infinitum will ship an XMC debugger tool (see Figure 3) to the site. Upon receipt, contact Infinitum Support for instructions on how to connect the debugger to the motor and perform the reflash. After successful testing and verification, return the XMC debugger tool to Infinitum.

This option eliminates the need to ship CIM boards to and from Infinitum.

Figure 3: Debugger tool



### Contact

For more information on this Upgrade Instructions Document or for any other support needs:

Email: [Support@GolInfinitum.com](mailto:Support@GolInfinitum.com)

Website: [GolInfinitum.com](http://GolInfinitum.com)

Support Center: [Support.GolInfinitum.com](http://Support.GolInfinitum.com)