

PRODUCT NOTICE

PN# 25-04 | October 23, 2025

Aircore EC: Latest firmware and software release

Summary

The latest version of firmware and software for the Aircore EC is now available. In addition to new performance features, this revision incorporates targeted enhancements and improved selection and integration tools.

The latest firmware and software package (Gen4.2) for Aircore EC and Aircore HD consist of:

- CIM Firmware v4.9.0
- INV Firmware v4.8.0
- I-con desktop v2.99.0.0 and I-con Mobile App 2.2
- Motor Selection Tool (MST) and API v4.1.4

The Gen4.2 package is compatible with Infinitem’s Aircore EC and Aircore HD families.



Latest Features & Enhancements	
CIM and INV Firmware	
Input RMS Voltage and Current values	Calculated values available on MODBUS RTU, MODBUS TCP as well as on BACnet MS/TP communication. The values are displayed on I-con as well.
Output Power and Torque values	
Improvements to Analog Failover	Added ‘Stop option’ and selectable timeout for Analog Failover condition.
Speed Override Input Source	Added new option for ‘DI1 and Start’.
Serial Communication Settings	Added option for 2-stop bits.
Fault States	Stores the last 10 fault states in non-volatile memory.
Other changes	Enhancements to the non-volatile memory allocation
I-con Software	
Save State and Statistics	New statistics and encrypted diagnostics file for enhanced factory diagnostics. Save State file includes previous 10 fault states.

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FSF Clone and Recovery	FSF Clone function and recovery for error-free firmware updates. Configuration settings saved and reloaded after FSF update.
New display fields	Now displays Input RMS voltage, DC Bus Voltage, output power and output torque.
Error Message for Incompatible Bootloader	Alerts users of incompatible Gen4.2 motors and recommends next steps
MST (Motor Selection Tool)	
Aircore, HD (Heavy Duty)	Production ready SKUs now added to MST
Aircore, MC (Mission Critical)	Gen4.2 package is NOT Compatible with Aircore MC hardware. However, pre-Production SKUs are added to MST for project planning, evaluation and budgetary purposes only.
Enclosure Rating	Allows IP54 or IP65 options for Aircore EC family
Voltage Selection	Now supports 460V, 415V and 575V for applicable SKUs
Datasheets	Supports new datasheet formats for Aircore EC, Aircore HD and Aircore MC
API Support	Supports new optional parameters including 'parent motor' selection for right-sizing.

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Applicable and Compatible Products

The Gen4.2 features and enhancements are only compatible with Gen4 hardware with some exceptions.

- Gen4.2 is not compatible with earlier Gen2/3 hardware. See table below for more details.
- Gen4 motors manufactured prior to October 2024 may run into an error while upgrading to Gen4.2 using I-con v2.99. Refer FAQ section for more details.

New Features & Enhancements in Gen4.2	Gen2/3 Hardware	Gen4 Hardware Aircore EC and Aircore HD
CIM (v4.9.0) and INV (v4.8.0) Firmware ¹	NC	C ¹
I-con Software v2.99.0.0 (Desktop version)	C ²	C ^{1,3}
I-con App v2.2 (Mobile version) ⁴	C ²	C ^{1,5}
MST v4.1.4 (Motor Selection Tool, Web Version)	NC	C
MST v4.1.1 (API Version)	NC	C ²

C: Compatible as per Notes. NC: Not Compatible

Notes

1. Gen4.2 firmware update MUST use the compatible I-con Desktop v2.99.0.0. or App v2.2. Previous I-con version such as v2.96.x could cause irreparable harm to the motor system.
2. Only limited compatibility. Contact Infinitum prior to design, installation or usage.
3. I-con 2.99.0.0 will support Gen4.1 firmware (CIM 4.8.0 and INV 4.7.0). However, Gen4.1 will not support the new CIM and INV features, Save State, HEX Diagnostics or the Statistics Files.
4. App version 2.2 is only compatible with Apple IOS.
5. App v1.2 is generally compatible with Gen4.2 but firmware update functionality is disabled.

Firmware and Software Availability

Deliverables	Source and Earliest Availability Dates
CIM (4.9.0) and INV (4.8.0) Firmware	Contact Infinitum 10/24/2025
I-con Software 2.99.0 (Desktop version)	Support.goinfinitum.com 10/24/2025
I-con App V 2.2 (Mobile version)	Apple App Store 10/24/2025
MST V 4.1.4 (Motor Selection Tool, Web Version)	mst.goinfinitum.com Available as of 10/08/2025
MST V 4.1.1 (API Version)	

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Documentation

The following documentation has been updated to reflect the above-mentioned changes

Document Title/Rev	Availability
MODBUS Parameter List	Support.goinfinitem.com 10/24/2025
Aircore EC, IOM Manual	
Aircore EC, BACnet Manual	
Aircore EC, Aircore HD and Aircore MC: Family Datasheets	
Aircore EC, Aircore HD and Aircore MC: SKU specific datasheets (Standard and Right-Size Models)	mst.goinfinitem.com Available as of 10/08/2025
MST API Docs	mst.goinfinitem.com Available as of 10/08/2025

Update Recommendation and Availability Date

We recommend Gen4 units currently in the field be upgraded to the latest version to benefit from the above features and enhancements.

Product Category	Firmware Availability
Units to be shipped from Infinitem factory	The targeted ship date for units carrying Gen4.2 CIM and INV firmware is November 2025. ¹
Units currently installed in the field and running Gen4.1 version of firmware (Gen4 installed base)	Contact support@goinfinitem.com for the Gen4.2 package (CIM, INV firmware, I-con software) to discuss compatibility, update process and special instructions.
Units currently located in a warehouse carrying Gen4.1 firmware	
Units currently installed in the field and running Gen2 version of firmware (Gen2 installed base)	Gen4.2 not applicable.

¹ Note: Customers who must retain an existing firmware revision, including those with PPAP requirements, must submit a written request prior to shipment.

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Frequently Asked Questions

<p>Q1. How can I check the firmware version currently loaded on a motor?</p>	<p>A1. Use the I-con desktop or mobile app. Contact support@goinfinitum.com with the Serial number or nameplate image if I-con connectivity is not feasible.</p>
<p>Q2. Is I-con 2.99.0 backward compatible?</p>	<p>A2. Yes. I-con 2.99.0 is generally backward-compatible with previous versions of firmware and hardware except for Gen4 motors manufactured prior to October 2024. Gen4 motors manufactured before this date use an incompatible boot loader and therefore are not suitable for Gen4.2 upgrade using Icon 2.99. Icon v2.99 automatically parses the serial number and active CIM firmware version to determine compatibility. If incompatible, an error message will appear (see below). Please contact Infinitum support and refer to <i>PN# 25-05 Gen4.2, Special Upgrade Instructions</i> for additional information.</p> <div data-bbox="678 905 1433 993" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><small>Serial Number 4238UNX123456 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 for alternate solutions.</small></p> </div>
<p>Q3. How can I find more in-depth information or training about the new features in Gen4.2?</p>	<p>A3. Contact support@goinfinitum.com</p>
<p>Q4. The motor is working fine in the field. Is an update to the motor to Gen4.2 mandatory?</p>	<p>A4. Updating to Gen4.2 to benefit from the improvements in this release is recommended; however, the decision should be based on engineering judgment and an analysis of your specific installation. Please consult with Infinitum Support or the Application Engineering team prior to updating any production system.</p>
<p>Q5. How can I access the release notes?</p>	<p>A5. Contact support@goinfinitum.com for firmware and software release notes.</p>
<p>Q6. How does this release impact MST?</p>	<p>A6. All of the above changes are reflected in the latest version of the MST.</p>
<p>Q7. How can I distinguish a Gen2/3 hardware from a Gen4 hardware in the field?</p>	<p>Gen2/3 hardware has a circular shaped drive and catalog numbers on the nameplate start with the designator 'IES'. On the other hand, Gen4 hardware has a square shaped drive and Catalog numbers on the nameplate start with the designator 'AE or AH. More info on Gen2/3 is available on the Infinitum support site under the legacy section.</p>

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Contact

For more information on this Product Notice or for any other support needs:

Email: Support@GoInfinitum.com

Website: GoInfinitum.com

Support Center: Support.GoInfinitum.com