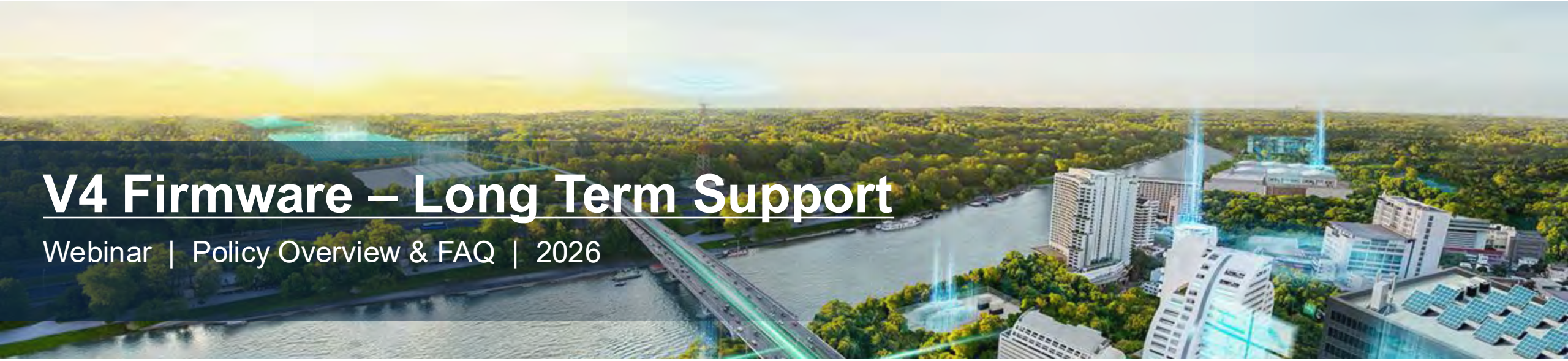


V4 Firmware – Long Term Support

Webinar | Policy Overview & FAQ | 2026

Delta Intelligent Building Technologies

Delta Confidential

A quick project question

Your site is working well on supported LTS.
A newer Feature Release appears.

What would you do?

A Schedule an upgrade because the version number is higher

B Check whether the changes apply to this site



Agenda

- Short introduction to Brad Wyers
- Why Long-Term Support — the strategy at a glance
- Two firmware paths: LTS vs. the Feature Release Train
- How long firmware is supported — and what an LTS release includes
- How security issues are handled
- Moving from one LTS version to the next (and why not to downgrade)
- Your role as a partner, notifications, and where to get help.
- Questions & Answers

Who is Brad Wyers



- Product Manager for enteliBUS & V4 Firmware. Part of the Delta IBT, SBS business unit serving the Delta Controls product lines.
- 20+ years of experience in Building Automation, Smart Buildings, and Building Controls Technology.
  - Installation
  - Service
  - Application Engineering
  - Project Management
  - Sales/Estimating
  - Sales Consulting
  - Product Management
- Based out of West Kelowna, BC, Canada. Surrey HQ is my home base.
- Wife and 2 Boys (12 & 8 years old)
- Hobbies are:
  - Taking kids to sports (hockey & football [soccer])
  - Traveling with the family (planning a trip to Tokyo)
  - General Nerdy things. (Self-hosting AI tools and models on limited hardware)

Yep, I'm that guy. ;)

Why Long-Term Support? At a Glance



Often 15–25 years
V4 controllers have long lives. The beard is optional.

A security "booster"
Security and critical reliability updates, without new features.

Your wallet can relax
No additional cost for updates to supported firmware.

Most projects: latest supported LTS build
Use a Feature Release for needed features, product support or fixes absent from the current LTS.
Before your LTS version retires, Delta IBT notifies you and guides you to the next supported LTS.

FAQ | "Do I need to install every new firmware release?" No — LTS exists to eliminate upgrading just because a newer release exists. If your site runs a supported LTS with no applicable security or reliability updates, you can stay put.

Two Firmware Paths: LTS vs. Feature Release Train

LTS Release

- Known baseline: security updates and critical fixes only
- Minimizes firmware changes over the life of the project
- Recommended path for most existing projects

Choose when: "I value minimizing change — only ask me to update when there is an important reason."

Feature Release Train

- Delivers new features, new product support, improvements, and applicable fixes
- Review release notes for each release to see what applies to your deployment
- Fixes and features roll into a future LTS baseline

Choose when: "This project needs functionality or products not in the current LTS."

FAQ | "Should most projects use LTS firmware?" Yes — the latest supported LTS is the recommended path for most existing projects. Neither path is inherently better; the right choice depends on the project's requirements.

How Long We Support Your Firmware



15–25 yrs

Typical V4 controller service life the LTS strategy is built around



5+ yrs

Security & critical reliability updates continue after a product's End of Life



10+ yrs

Published security updates stay available for download after release

- Each LTS version is actively maintained for a defined period — we notify you and guide you to the next LTS version before support ends
- New products ship from the factory with the latest LTS build; a product released between LTS versions ships with the current Feature Release until the next LTS supports it

FAQ | "Does End of Support for an LTS version mean my controller is unsupported?" No — End of Support applies to the firmware version, not the hardware. Moving to the next LTS keeps the controller fully supported.

What an LTS Release Includes — and What It Doesn't

Included in LTS updates

- Security fixes for supported versions
- Critical reliability fixes for serious field issues (e.g., controller lockup, loss of I/O)
- Required certification or compatibility updates
- Maintenance updates that keep the firmware secure and dependable

Not included in LTS updates

- New product features
- Support for products released after the LTS version
- Minor fixes that can safely wait for a future release

These are delivered through Feature Releases and folded into the next LTS baseline.

FAQ | "Does LTS get every bug fix from the Feature Release Train?" No — LTS keeps a high threshold for change to preserve stability. Backports are weighed on severity, field impact, reproducibility, workarounds, and requalification risk.

How Delta IBT Handles Security Issues



Reports come in

Customers, partners, researchers, internal testing and third-party advisories.

We assess the practical risk

Exploitability, exposure and potential impact on controller operation.

The response fits the issue

Options include an update, supported LTS upgrade, temporary mitigation or customer advisory.

Controllers validate firmware and are designed to recover safely if an update fails.

Customers or operators normally plan and approve updates to live building systems.

FAQ | "Do Feature Releases receive security fixes?" Yes — a fix for an issue affecting 4.21 may ship in 4.22, so Feature Release customers should upgrade to receive it. Those fixes are then incorporated into the next LTS baseline.

Moving from One LTS Version to the Next



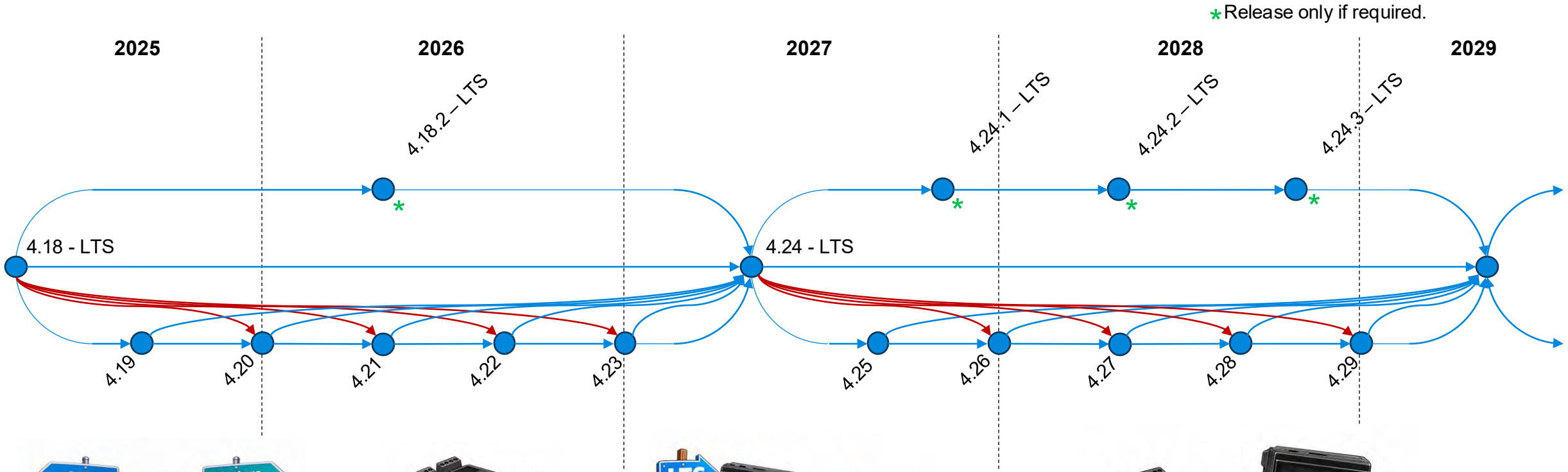
Feature Releases in between (4.19, 4.20, 4.21…) do not need to be installed

- Upgrade directly from one LTS baseline to the next — you do not need to install 4.19, 4.20, 4.21… first
- Grace period = one feature release cycle: on 4.18 LTS, we notify you when 4.24 LTS is released; 4.18 support ends once the 4.25 Feature Release is available
- Recommended steps: identify controllers → review release notes → back up databases → test on a small group → schedule a low-impact window → verify operation

FAQ | "Do I need to upgrade enteliWEB with an LTS firmware update?" Not necessarily — you only need an enteliWEB version that supports your LTS baseline. Always review the release notes and compatibility information first.

Firmware Upgrade Pathways

Firmware LTS provides lower cost operations and decouples features from fixes.











Downgrades: The Exception, Not the Rule

- **Not part of normal maintenance** — downgrades should only be used for troubleshooting or recovery
- **Database risk** — an older version may not understand database changes made by a newer version
- **Data-loss risk** — configuration or programming data may be lost without the correct backup
- **Security risk** — older firmware may reintroduce vulnerabilities fixed in later versions
- **Keep it temporary** — plan to return the controller to a supported LTS version as soon as possible

FAQ | "My site already runs a newer Feature Release — should I downgrade to LTS?" No — a site running successfully on 4.20 should not be downgraded to 4.18 LTS. LTS is simply another maintenance path.

Your Role: Keeping End Customers Protected

Your responsibilities

- Keep controllers on a currently supported LTS version
- Review firmware notices and release notes as they are published
- Plan and install recommended security and critical reliability updates in a timely way
- Controllers left on unsupported firmware stop receiving new fixes until moved to a supported LTS or up to date Feature Release.

Recommended upgrade steps

1. Identify which controllers need to be upgraded
2. Review the release notes and upgrade instructions
3. Back up each controller's database and configuration
4. Test on a small group of controllers or in a lab
5. Schedule during a low-impact maintenance window
6. Verify controllers are online and operating normally

FAQ | "How will I know when I need to update my LTS firmware?" Delta IBT publishes firmware notices and release notes, and communicates important firmware events by email and the Delta IBT Passport site.

Where to Get Help

- **Who to contact:** Delta IBT Technical Support — for firmware planning, upgrade paths, security updates, and downgrade questions
- **What to include:** controller model, current firmware version, target firmware version, and a brief description of the site requirements
- **Stay informed:** watch for notices by email and on the Delta IBT Passport site

Questions & Answers

15 minutes — let's talk about your projects



This policy is subject to change without notice. Delta IBT reserves the right to modify this policy at any time.