

May 20, 2026 | Titan Install & Titan Portal for FINCH III | Informational

Resolution: Software Fix Coming - Titan Install & Titan Portal Version 1.3 - June 2, 2026

WHAT IS THE ISSUE?

Titan Logix has identified a software User Interface issue in Titan Install and Titan Portal related to the Alarm Relay Mapping - Relay Polarity settings on FINCH III systems.

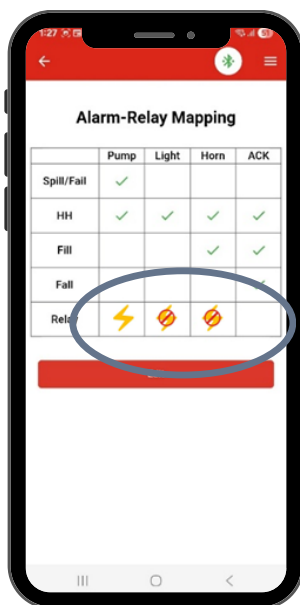
IMPORTANT NOTE

- This is **ONLY** a user interface issue on the screen.
- Your FINCH III system is still commissioning and operating correctly.

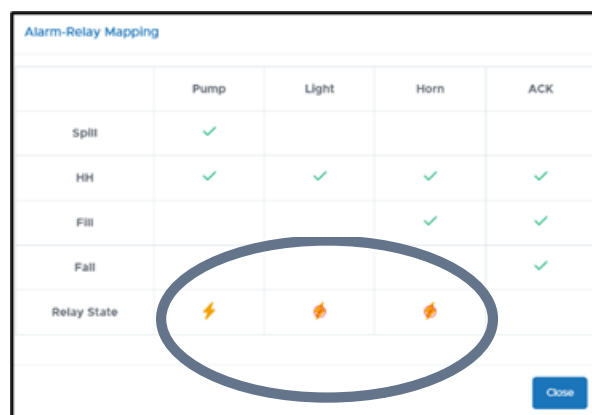
WHAT YOU WILL SEE

- The relay polarity values shown on the User Interface of Titan Install and Titan Portal (version 1.2.4) are currently shown as reversed.
- "True" and "False" values are displayed *opposite* of their intended state (energize/de-energize).
- This is strictly a user interface issue and does **not** affect actual FINCH III relay functionality during commissioning.

**Relay Polarity on Titan Install
version 1.2.4**



**Relay Polarity on Titan Portal
version 1.2.4**



The images above highlights the "energize/de-energize" icons showing the reverse settings

WHAT TO DO NEXT?

IF YOU DID **NOT** CHANGE RELAY POLARITY SETTINGS:



NO ACTION REQUIRED. Factory default settings and normal operation remain correct.

IF YOU **CHANGED** RELAY POLARITY SETTINGS:

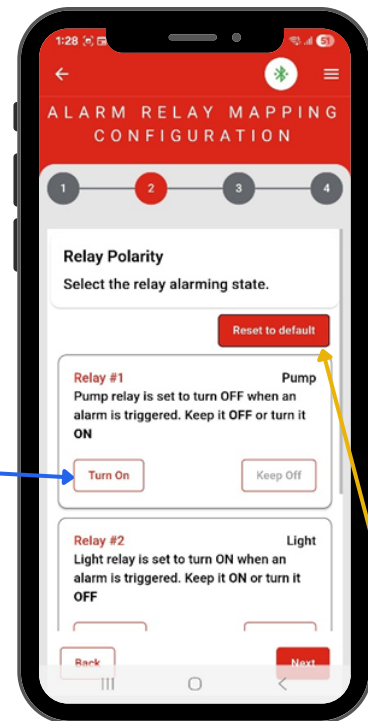
Current Workaround: Titan recommends restoring your Relay Polarity settings back to the default settings in Titan Install on any units you updated these values on.

From the **Alarm Relay Mapping** → **Relay Polarity Configuration Screen #2** page, complete the following:

Tap the following icons

- Relay #1 Pump = Turn ON
- Relay #2 Light = Keep OFF
- Relay #3 Horn = Keep OFF

This restores the correct default Relay Polarity FINCH III settings.



Make sure to **NOT** press the **Reset to default** button on this screen. Use the Turn ON and Keep OFF button series from above instead.

SOFTWARE FIX

Titan Logix will be correcting the relay polarity icons in our next release of **Titan Install & Titan Portal Version (version 1.3)**.

Planned Release Date: **June 2, 2026**

This update will only fix the User Interface reverse issue and does **not** change FINCH III operation.