MERRYCHEF
A Welbilt Brand

Technical Advisory Notice: 191102
The release and installation of V4.0004 Firmware for the following eikon models: e2s; e3; e4; e4s & e5

This notice is to confirm the release of the version 4.004 firmware on the Merrychef platform of high-speed ovens. The firmware will need to be upgraded as and when a service technician visits the store, the upgrade should not take longer then 5min.

Please ensure the oven is fully updated before attempting:
- ➢ *Any repairs take place*
- ➢ *The oven will not reboot from the main screen*
- ➢ *Enter into preheating mode*

The V4.004 QTS contains important enhancements; a quick summary can be found highlighted below.
This document describes the updates that have been made in the firmware to enhance the performance of the Oven

Background
This document describes the updates that have been made to the firmware for the eikon QTS firmware. The updates in this new revision includes functionality improvements and bug fixes.

Kitchen-Connect supported– MODBUS updates
- The information sent to the KCCM has been aligned for improving data monitoring.
- For ease of operation with the Kitchen connect module the touch screen will no longer have an error log during the event of an error condition. The error is updated to the Kitchen-Connect module during normal operation.
- The network addressing on the touch screen has been updated to include the ability to manually input a DNS server address.

QTS
- The touchscreen has an advanced sensing profile of touch which over time can influence the sensing profile of touch and prevent the unit from preheating, this has been rectified with the firmware updates.

The firmware package will consist of 4 files for each oven,
- ➢ QTS file,
- ➢ SRB file,
- ➢ ICON v9 (new pictures and content) file,
- ➢ An auto-update file to allow these files to automatically update. Should auto-updating not work, please try an alternative USB drive and then contact you regional Welbilt technical representative.
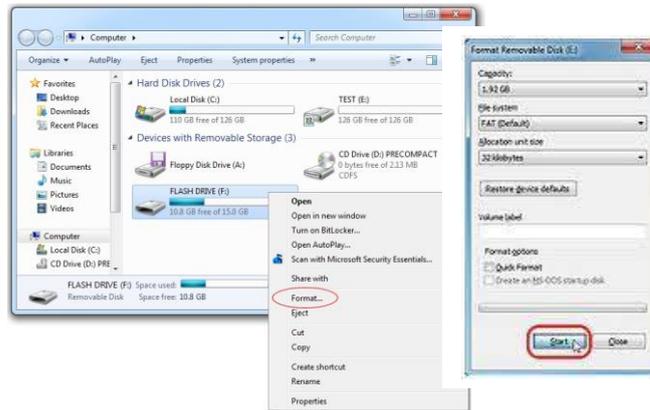
How to download and install V4.004 firmware:

For manual update follow all instructions in the Operational Manual updates section (page 40)

> ➢ Ensure you have a USB key that is newly formatted, any size from 1GB to 128G
>   *Please note this is for version 4.004 firmware upgrades.*
>   o To format a key, insert into any windows computer, select the USB flash drive right click and select format, select file Format FAT 32 or FAT (default). (see example 1)

Please note: When formatting the USB drive this will erase all content already on the USB drive.

Example 1.

> ➢ http://www.merrychef.com/Resources
>
>   Select Software/firmware in category and press GO, you will see the different oven firmware packages and Menu-connect software. Download the relevant firmware package and extract the files to the root directory of your USB drive. The files should not be placed in a folder on the USB drive as the oven will not read them.

Copy the files as shown below. The example below is the firmware for the e2s, the same principle applies
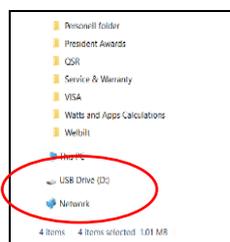
QTS-e2s-V004.000.004

Tools

> HOTSIDE FOLDER > Merrychef > Firmware > QTS Firmware > QTS-e2s-V004.000.004
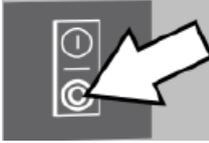
Name	Type	Compressed size	Password p...	Size	Ratio	Date modified
004.000.000_e2s_SRB_APP.BIN	BIN File	30 KB	No	96 KB	70%	24/05/2018 08:35
autoupd.ate	ATE File	1 KB	No	1 KB	0%	14/02/2019 13:29
QTS-e2s-V004.000.004.bin	BIN File	143 KB	No	512 KB	73%	14/08/2019 12:42
V9-APP-e2s.cbr	CBR File	63 KB	No	434 KB	86%	18/09/2019 08:09

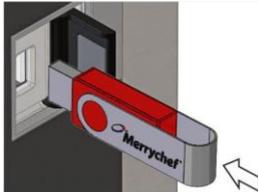**Paste the copied files to the USB drive on your PC as shown below**

Please follow the instructions bellow step by step. Do not attempt to switch the oven off or remove the USB stick until the oven starts the pre heat cycle.

1. **With the oven in the "OFF" position**

2. **Place the USB drive in to the USB slot**

3. **Switch the oven to "ON"**

Important information to be noted

- ➢ **The oven will not be ready for use while updating**
- ➢ **Updating process will take approximately 5min**
- ➢ **Please follow the onscreen process and do not remove or power cycle the unit**

QTS Firmware DO NOT SWITCH OFF or UNPLUG

Menu Update DO NOT SWITCH OFF or UNPLUG

Unit will cycle DO NOT SWITCH OFF or UNPLUG
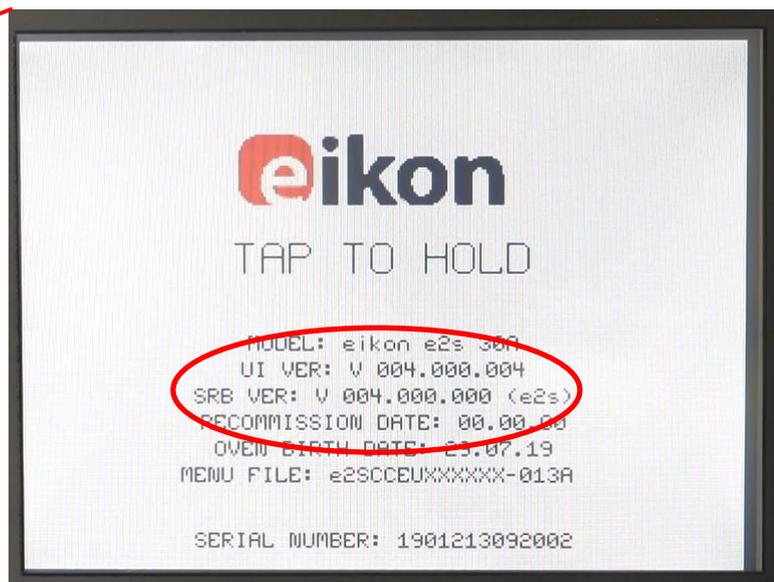

Updating Apps DO NOT SWITCH OFF or UNPLUG

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App Icons updating DO NOT SWITCH OFF or UNPLUG

Unit Reboots to the main screen DO NOT SWITCH OFF or UNPLUG

Tap to Hold for main menu and document the Model, Serial number and the Firmware, please ensure the versions have been updated

Safely remove the USB stick once the oven starts the preheating sequence

IMPORTANT:

➢ *Please ensure that all the infomation has been documented*

➢ *Please ensure the time and date are set correctly in the managers menu*

➢ *Please also ensure the recommisioning test is completed successfully should the update be completed by a service agent.*