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**Technical Advisory Notice: 04012021**

**The release and installation of V5.000.000 Firmware for the following eikon model "e2s" Only**

This notice is to confirm the release of the version 5.000.000 SRB firmware on the Merrychef e2s 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 than 5min.

**Background**

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

**De-bounce the door signal – e2s only.**

- The door switches were still double counting on the close of the door if the door was slammed. The close signal coming from the door switch has been debounced to 300ms After the first close signal is read, the counters will not log the next signal until after 300ms from the first door count.

**The firmware package will consist of 4 files for each oven,**

- QTS file, 4.000.004
- SRB file, 5.000.000
- 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 contact you regional Welbilt technical representative.

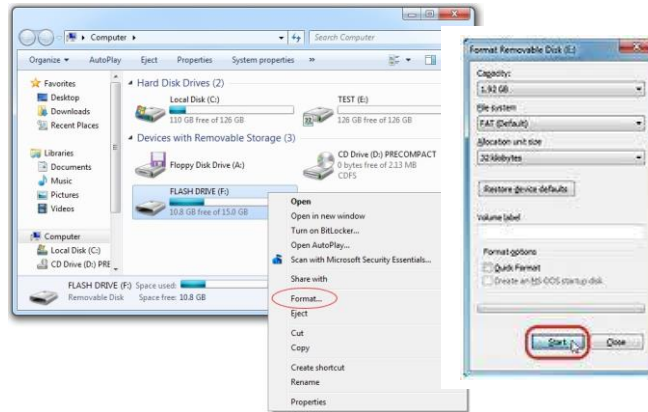
**How to download and install firmware:**

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

- Ensure you have a USB key that is newly formatted, ideally 2 / 4GB  
*Please note this is for version 5.000.000 firmware upgrades.*
  - 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 key this will erase all content already on the USB.**

**Example 1.**



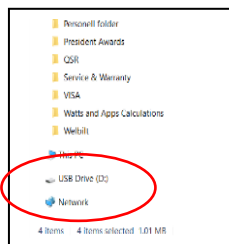
➤ <http://www.merrychef.com/Resources>

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 key. 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.

005.000.000_e2s_SRB_APP.BIN	✓	16/04/2020 14:07	BIN File	96 KB
autoupd.ate	✓	16/04/2020 14:07	ATE File	1 KB
QTS-e2s-V004.000.004.bin	✓	14/08/2019 13:42	BIN File	512 KB
V9-APP-e2s.cbr	✓	18/09/2019 09:09	CBR File	434 KB

**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.**

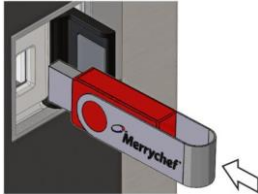


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1. With the oven in the “OFF” position



2. Place the USB drive into 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





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**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**





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**Updating Apps DO NOT SWITCH OFF or UNPLUG**



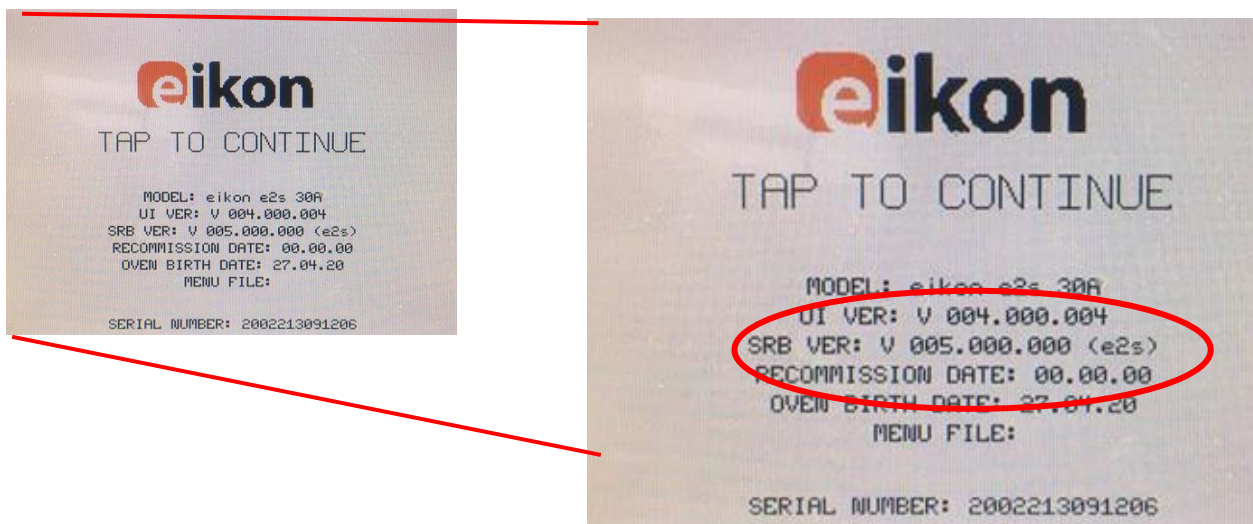
**App Icons updating DO NOT SWITCH OFF or UNPLUG**



**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 information has been documented on your FSR.***
- ***Please ensure the time and date are set correctly in the managers menu.***
- ***Please also ensure the recommissioning test is completed successfully should the update be completed by a service agent.***