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A Welbilt Brand

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Technical Advisory Notice: 191101
The release and installation of V4 Firmware for the e1s

This notice is to confirm the release of the version 4.003 firmware on the Merrychef eikon e1s platform of high-speed oven. It will need to be upgraded as and when a service technician visits the store, the upgrade shouldn't 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 V4.003 firmware release contains several important enhancements to the e1s range, a quick summary can be found highlighted below.
This document describes the updates that have been made to the firmware to enhance the performance of the e1s

Cooling fan start-up operation
➢ When the oven is switched on, if the cavity is 70°C/125°F or below, the cooling fan will operate at 100% for ten seconds.

Cooling fan operation during a cook cycle
➢ The cooling fan runs at 100% during a cook cycle to improve cooling capacity to the HV components

Overheat error conditions cooling fan operation
➢ In the event the oven displays an overheat error; i.e.
- E103 Ambient overheat
- E104 Magnetron overheat
- E115 Ambient overheat during magnetron operation

The cooling fan will now operate at 100% whilst the oven is operating in an error state.

Cooling fan operation when the oven is powered off with hot cavity
➢ When the oven is switched off at the on/off switch and the cavity is 70°C/125°F or above, the cooling fan will operate at 100% until the oven has cooled to below 70°C/125°F.

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. 003 firmware for the e1s:
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. 003 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
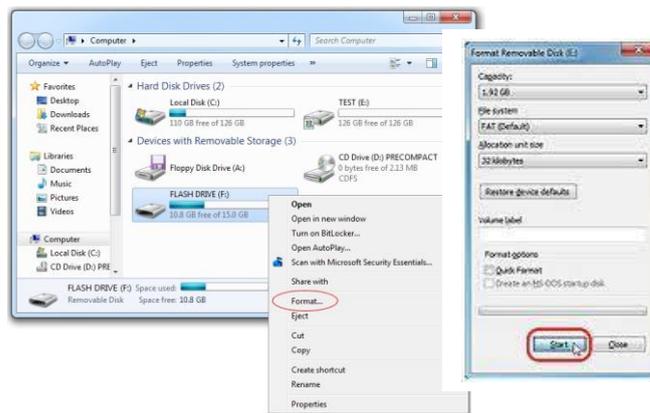
> Select Software/firmware in category and press GO, you will see the different oven firmware packages and Menu-connect software. Download the relevant firmware package and extract the files to the root directory of your USB drive. The files should not be placed in a folder on the USB drive as the oven 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

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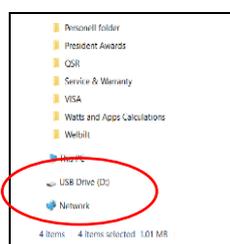
Please follow the instructions bellow step by step. Do not attempt to switch the oven off or remove the USB stick until the oven starts the pre heat cycle.

1. **With the oven in the "OFF" position**
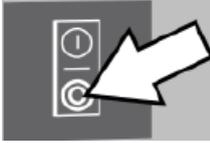
2. **Place the USB drive in to the USB slot**
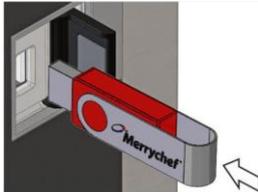
3. **Switch the oven to "ON"**

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

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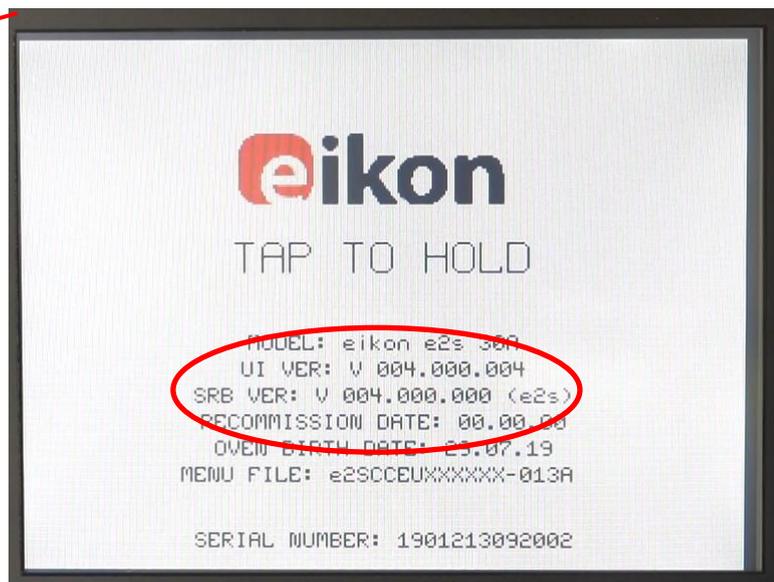
Safely remove the USB stick once the oven starts the preheating sequence

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.*