



**MERRYCHEF TECH ASSIST APP
AVAILABLE ON APPLE & GOOGLE**

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Tech Advisory Number: TAMCF00026

Merrychef® always strives to improve our products based on customer feedback and data.

This TA describes the new features, updates, and bugs in the latest firmware version for Merrychef connex.

Definitions

Initialisms / Terminology	Expansion
UI	User interface Touch screen
IO	Input/Output board Control PCB connex SRB
Firmware	Oven software
SD Card	Secure Digital card Memory card used in the UI
eMMC	Embedded MultiMediaCard Memory built into the UI Onboard memory
Comms / COMS / COMs	Communication

Firmware version numbers

UI	I/O
2.24.6b	000.008.084

1.0. New error code E75 Copy to eMMC fail

When the oven is powered on for the first-time during installation or has been updated to this new revision, the SD card contents is copied over to the eMMC. The UI will run the copy twice and if it fails after two attempts, an E75 error pop-up is displayed.

Merrychef asks if the witness of a failure could photograph the E75 error pop-up and forward the photo on to merrychef.techsupport@welbilt.com

If the eMMC copy cannot be completed, the oven will continue to run from the SD card as normal.



Figure 1 eMMC error pop-up

2.0. New error code E76 I/O X510 missing.

I/O input X510 is what would be used if the conneX oven had a power switch for the 12Vdc, like the e2s. On conneX, because there is no physical switch, the 12Vdc needs to be shorted using a link jumper. If the input is not shorted, an E76 pop-up will display.



Figure 2 E76 error pop-up

3.0. New error code E77 and updates to existing code E107 COMs error

E77 is triggered by the UI when no signal has been detected from the IO for 10 seconds and would most likely be caused by a failure of the UI comms cable.

E107 is triggered when the IO doesn't get a response from the UI within 1/3rd of a second, which can't be transmitted to the UI if comms are out. In this case, the UI will have also generated an E77.

It is possible the UI has become slow to respond, in which case the E107 will be recognised by the UI at some point and an error pop-up generated.

Slow UI response has been responsible for E107s being generated in previous firmware versions and we have dealt with a lot of the underlying causes of sluggish UI but there may still be more issues we haven't recognised yet.

We should be informed when a system is generating E107 because we'd want to understand the underlying issue. Contact merrychef.techsupport@welbilt.com



Figure 3 E77 error pop-up

4.0. E88 Supply voltage out of range

The E88 is not a new error code but has essentially been reinstated due to a bug in previous versions where the E105 took precedence, which was incorrect. In cases where the mains supply voltage was out of range or not detected (OVAC), instead of an E88 displaying, the system would display an E105 error.

This bug has been fixed, so in cases where we would expect to see an E105, an E88 will now be displayed. e.g. the IO resistors blowing.

5.0. E105 Supply frequency out of range

This is not a new error code, but will trigger as expected i.e. if the system detects mains supply frequency is out of range by $\pm 2\text{Hz}$.

6.0. Door open / close detection logic

The door open / close detection logic has been updated to look for a door cycle before every cook cycle. If the I/O has not detected a door open / close before a cooking cycle, the oven will display a warning pop-up requesting the door to be opened and closed. If the message does not clear after a door open / close, the door switches should be checked for any malfunctions.

7.0. SD card content

The SD card has been updated to retain the ovens factory setup. In the event of a UI failure, fit the existing card to the new UI and the setup will be transferred over too.

Note: Be aware, the customer settings will be lost as they are held on the eMMC (See point 1.0.) So please bear in mind, when a UI is being replaced, the customer specific setting will need to be updated to the oven.

8.0. Merrychef software Engineering analytical tools

In service settings, are two new features to help the Merrychef software team run diagnostics, Run Bash Script and Run Python script. Authorised usage of these features is limited to Merrychef software trained technicians. This feature will only be utilised under explicit instruction from Merrychef Technical Services, and any unauthorized access may result in invalidation of warranty.

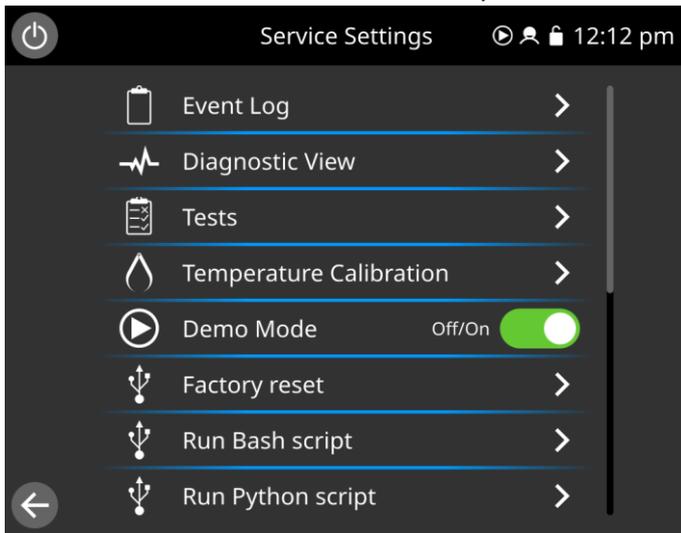


Figure 4 New diagnostic features

9.0. Bugs and issues

Despite our best efforts and thorough firmware regression testing, a bug has been found which will be fixed in our next release of firmware. When updating the firmware to the latest release, in some cases we have found the new UI firmware version number is not displayed after the update has been completed.

The following guide will explain what the issue looks like and how to understand if the oven update has been successful by identifying differences in the old vs new version.

In the Old firmware updates page, both the UI Version (1) and the IO version (2) are visible.

After completing the update, the version number might not be displayed. In the New firmware updates page, the IO Version (2) has updated.

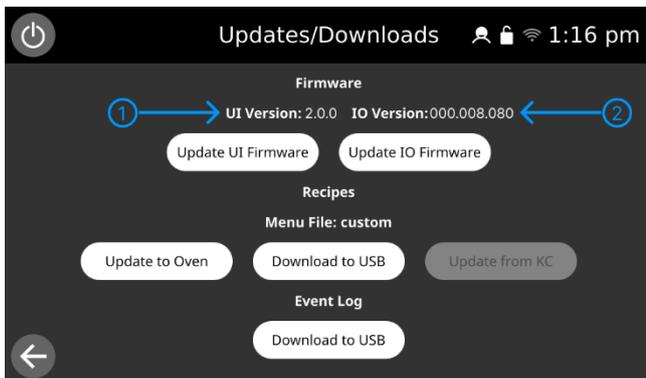


Figure 5 Old Update Page

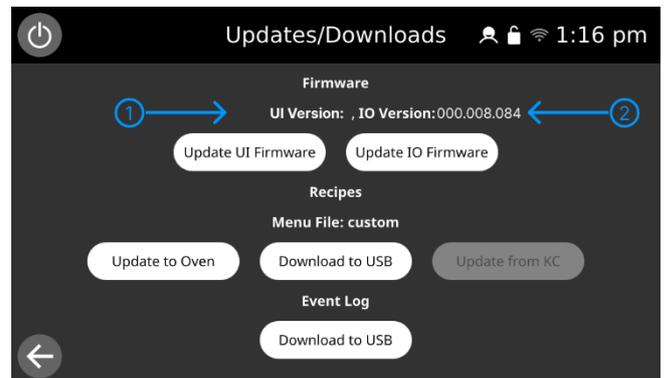


Figure 6 New Updates page

To confirm the UI firmware has updated, the about page can be referenced before and after the update.

The About screen before the update does not include oven model number (3), as this was not a feature in the older version of software.

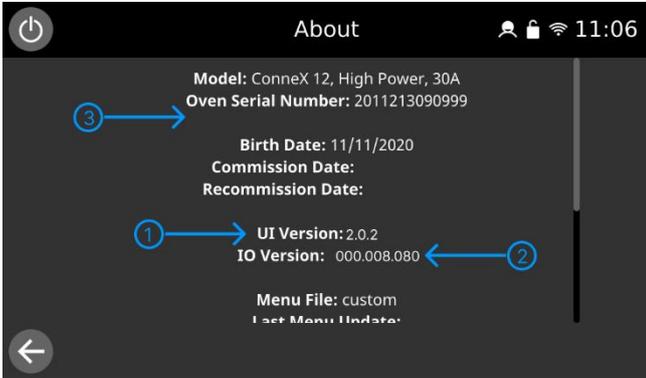


Figure 7 Old About page

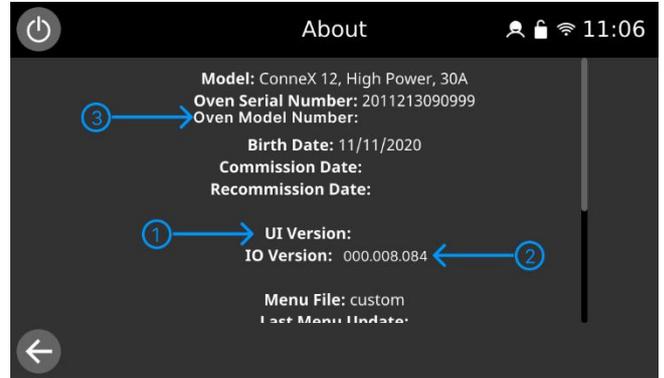


Figure 8 New About page

(Note: The model number gets populated during the factory setup process. It's blank because this feature did not exist in older versions of the oven firmware when the oven was built. It has no impact on the operation of the oven.)