

Service Bulletin

Subject: Updating Firmware on GA Touchscreen Units

GA TOUCHSCREEN UNITS

PASSWORDS USED:

Managers Password (A):
211276

Manufacturers Password (B):
9014766419

FOLLOW THE STEPS BELOW TO PROPERLY UPDATE GA FIRMWARE FROM A USB DRIVE

Step 1 Power the unit up and set it to Stand by (System Off), password A.

Step 2 Note the Model Type and Serial Number.

1. Select the 3 bar 'Configuration' icon
2. Select the Diagnostics button
3. Select the Model Information button

Step 3 From the main screen press the gear (settings button) in the lower right corner of the screen, next select 'Firmware Update'

Step 4 Enter password A, and follow instructions onscreen. This process may take some time.

Step 5 Once the firmware is complete. Verify the model type and serial number is same as before by following *step 2*. If the serial number and model are correct, skip to *step 9*. If not, continue to *step 6*.

Step 6 If you need to adjust the serial number or model type, press the gear in the lower right corner of the screen, next select 'Firmware Update' again.

Step 7 This time, enter password B (only the first 6 digits will appear, once you input the proper password the control will auto enter).

Step 8 Select either 'Enter Model Info' and follow the onscreen steps or select 'Enter Serial Number' and enter the proper serial number then again to confirm the number.

Step 9 Go back to the home screen and cycle the power to the unit.

Step 10 Now the unit can be started and ran. Confirm the setpoint (password A) and the defrost type (password A) as some firmware updates may affect these settings.



TROUBLESHOOTING and FAQ

Zipped Files

The file above will come as a Zipped File. You will need to unzip the files contents into a flash drive which will then have 6 files. All 6 files are needed to update the firmware.

Unable to Connect Appliance to KitchenConnect

Confirm that the serial number is accurate and or entered. Follow step 2 of page one to identify whether the serial number is entered. If the serial number is missing (see example figure 1) or incorrect, follow steps 6 through 9.

Update Did Not Occur

Firmware update may take several attempts to upload depending on the current version of firmware you have.

Displays Error Message After Update

Error message: "Battery Dead" should be dismissed.

Latest Firmware Version

To download the latest version of the TouchScreen Firmware, visit:

www.delfield.com/Service/Service-Parts#Service-Information--Downloads



Figure 1
Model Information missing serial number



Figure 2
www.delfield.com/Service/Service-Parts#Service-Information--Downloads