Instruction Sheet

Follow these steps to update the fryer and install FQLink.

Subject: FQ4000 Chick-fil-A FQLink Installation Instructions

Models affected: Chick-fil-A FilterQuick 4000 (Touch Screen) Fryers

06.18.25

STEP 1: CONFIRM COMMON CONTROLLER IS INSTALLED

1. The fryer **MUST** have at least **ONE (1)** Common Controller (see Figure 1) installed in the battery. If a Common Controller is installed, continue to step 2. The Common Controller can be identified by the large silver metal bezel that surrounds the touch screen. If the fryer **DOES NOT** have a Common Controller installed, **DO NOT PROCEED**. **A controller conversion kit 8263725 will need to be installed prior to continuing to STEP 2 for installation.**

Figure 1

STEP 2: UPDATE THE FRYER SOFTWARE

1. Locate the USB with the **FRYER SOFTWARE FILES** and follow the enclosed instructions to update the fryer software using the USB port on the **FAR-LEFT** side of the fryer, just inside the left fryer door (see Figure 2). The software versions after update should be: UIC – 10.00.141; VIB – 01.03.003; FIB – 10.00.061

Figure 2

STEP 3: DISCONNECT KCCM (IF INSTALLED)

1. Disconnect power from the fryer.
2. Remove the two screws attaching the controller to the fryer (see Figure 3).
3. Disconnect the RJ11 KCCM CAN/power harness (see Figure 4) from the FIB board.
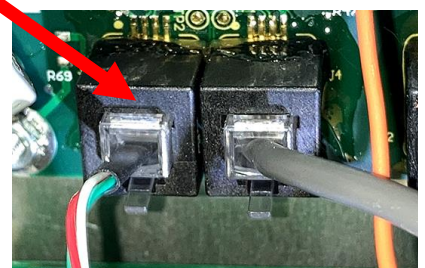

Figure 3

Figure 4

4. Connect the supplied RJ11 CAN terminator to the connector on the FIB board from step 3 above (see Figure 5).

Figure 5

Figure 6

Figure 7

5. Trace the **BLACK** wire in the power harness in step 3 back to a Wago snap connector. Remove the **BLACK** wire (see Figure 6).

6. Trace the **WHITE** wire in the power harness in step 3 back to a Wago snap connector. Remove the **WHITE** wire (see Figure 7).

7. Trace the **GREEN** ground wire back to the ground stud in the rear of the control box and snip the ground wire at the stud (see Figure 8).

Figure 8

Figure 9

8. Snip the green, white and red wires in the harness shown in step 3 (see Figure 9).

9. Disconnect the RJ45 connector on the other end of the harness in step 3 from the KCCM board (see Figure 10). The KCCM board will remain in the control box.

10. Remove the harness from the previous step and discard.

11. Reconnect power to the fryer.

Figure 10

STEP 4: INSTALL THE RIoT AGENT SOFTWARE

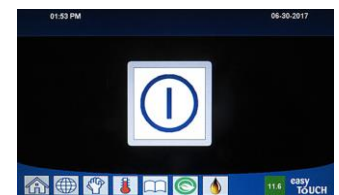1. Ensure all controllers are OFF and in the standby mode (see Figure 11).

Figure 11

2. On the left screen, press 🏠 → ❌ SERVICE → 👷 SERVICE → 3000 → ✓ → **TECH MODES** ⬇ → **SOFTWARE UPGRADE**

3. Locate the USB with the ==**RIoT AGENT SOFTWARE FILES**== and insert the USB drive into the USB port, just inside the fryer door (see Figure 12). The USB port may differ in appearance based on date of manufacture.

4. Follow the onscreen instructions.

5. Press **YES** when the screen displays **READING COMPLETED.**

6. Press **YES** when the screen displays **ALLOW 30 MINUTES FOR SOFTWARE UPGRADE. NO FRYING. UPDATE NOW?**

Figure 12

7. While updating the controller displays various messages. Once the update is finished it will either reboot the left controller, if deploying for the first time or display instructions to remove the USB and power cycle.

Figure 13

Figure 14

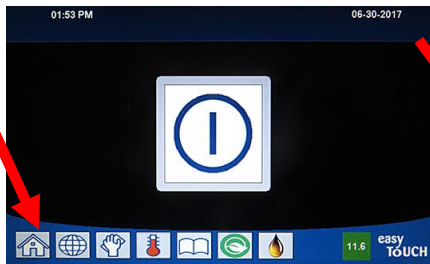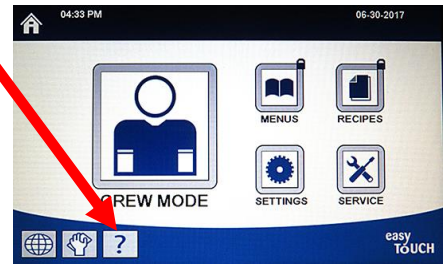8. Remove the USB flash drive and lower cover over the USB slot.

Figure 15

Figure 16

9. Press the **YES** button to confirm.

10. The screen displays **UPGRADE COMPLETED, POWER CYCLE SYSTEM**.

11. Power cycle the system for <mark>60 SECONDS</mark>. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**

Figure 17

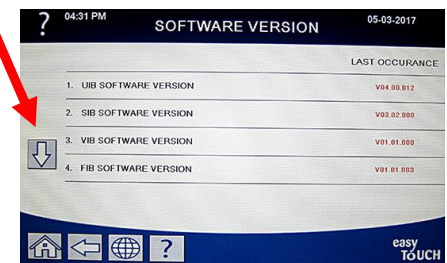12. Wait two (2) minutes and press the "**HOME**" button on the (see Figure 13).

13. Press the **?** button (see Figure 14).

14. Press the down arrow button (see Figure 15).

15. Press the software version button (see Figure 16).

16. Press the down arrow button **TWO** (2) times (see Figure 17).

17. The **GATEWAY SOFTWARE VERSION** should be **63.00.043** (see Figure 18).

18. Press the "HOME" button (see Figure 8) when finished.

19. This concludes installing hardware and updating software. The instructions on the following pages are for techs that are connecting the fryer to the cloud.

10. GATEWAY SOFTWARE VERSION   **V63.00.043**

Figure 18

Appendix A

STEP 1: EDIT THE CONFIG SETTINGS

1. Press ⌂ → ⚙ (**SETTINGS**) → 👷 (**SERVICE**) → **9000** → ✓ → ⬇ **6X→ CONNECTIVITY**

2. Select **SERIAL NUMBER**.

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3. Enter the serial number located inside the door of the far-left fryer. Ensure no spaces are entered after the serial number.
4. Press √.
5. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
6. Press √.
7. Select **MODEL NUMBER**.
8. Enter the model number located inside the door of the far-left fryer.
9. Press √.
10. Select **NUMBER OF UIs**.
11. Select the number of controllers in the battery of fryers and press √.
12. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
13. Press √.
14. Press 🏠
15. Power cycle the entire fryer by **PRESSING** and **HOLDING** the black toggle reset switch for **60 SECONDS**. The reset switch is located either under the USB port, near the USB port or under the control box (see Figures 19 and 20).

Figure 19

Figure 20

==This concludes what a service technician will perform. The next steps will be performed by CFA, as they will have to apply certificates and online device approvals prior to advancing.==

STEP 2: CONFIRM THE IP ADDRESS

1. **WAIT FIVE (5) MINUTES** before proceeding to the next step.
2. Press the "**HOME**" button on the (see Figure 21).
3. Press the **?** button (see Figure 22).
4. Press the down arrow button (see Figure 23).
5. Press the software version button (see Figure 24).
6. Press the down arrow button **TWO** (2) times (see Figure 25).
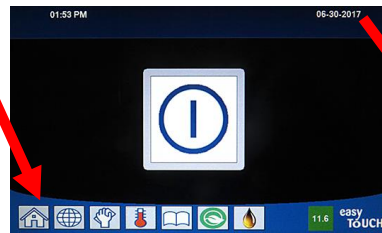7. The **GATEWAY CONNECTION STATUS** should be **CONNECTED (see Figure 26)**. If not, wait 5 minutes and recheck
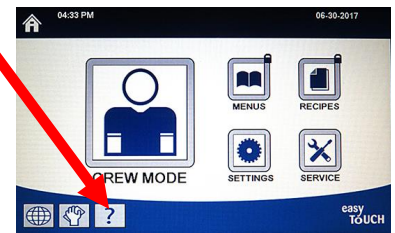
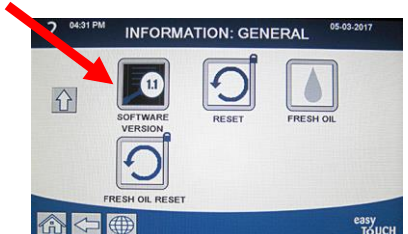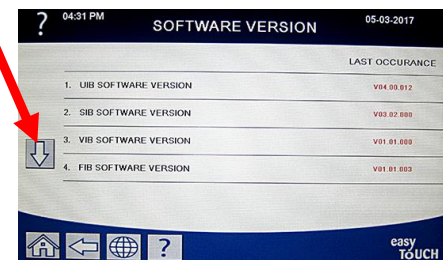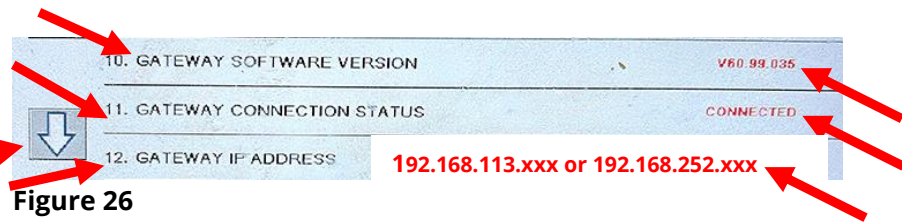**Figure 21**

Figure 22

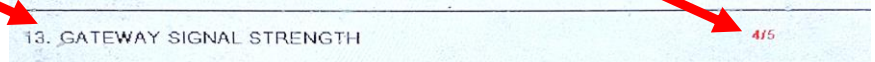**Figure 23**

Figure 24

Figure 25

8. The **GATEWAY IP ADDRESS** is shown. The **GATEWAY SOFTWARE IP ADDRESS** should initially connect and display 192.168.113.xxx. After the device is approved it will display 192.168.252.xxx (see Figure 26). <mark>If only zeros are shown, power cycle the entire fryer battery and wait 5-10 minutes before checking the software version and IP address again. **NOTE: An IP address should <u>NOT</u> start with 4 or 82**</mark>. If so, then it is not connected. If is not connected, repeat steps 1-7 of this section. If after two tries of loading the software and the version above is **NOT** displayed, go to STEP 5 (Troubleshooting) on the last page.

Figure 26

192.168.113.xxx or 192.168.252.xxx

9. Press the down arrow button (see Figure 26).
10. View the Gateway signal strength (see Figure 27).

Figure 27

It should show a strength of 1/5 to 4/5. The higher the number the better. If it displays 0/5, it does NOT have a connection to cell or Wi-Fi service. See item #2 on page 5.
11. Confirm the IO address matches with what the router displays.
12. Press the "HOME" button (see Figure 21) when finished.

STEP 3: CONFIRM THE UNIT APPEARS IN THE CLOUD
1. Confirm that the unit appears online in the cloud.

STEP 4: VERIFY DATA IN THE CLOUD
1. Perform a cook on the fryer.
2. Perform a filter on the fryer.
3. Confirm that the cloud displays the proper cooks and filters performed on the fryer.

STEP 5: TROUBLESHOOTING
1. If the software version is all zeros (0), **<u>WAIT AN ADDITIONAL FIVE (5) MINUTES and recheck using steps 1-7 in STEP 2 (Confirm the IP address).</u>**

Figure 28

2. The first number on gateway signal strength (refer to Figure 28) (Gateway Signal Strength Quality) which is shown at 4/5.
   Below is breakdown of first number:
   a. 4 = Excellent signal; always associated; lightning fast.
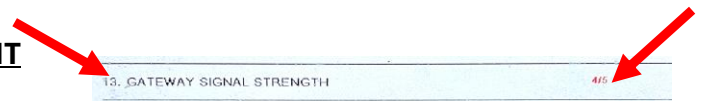   b. 3 = Good signal; always associated; very fast.

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       c.   2 = Fair signal; always associated; usually fast.

       d.   1 = Poor signal; mostly associated; mostly slow.

       e.   0 = No signal; not associated; no go.

3. If the IP address is not being displayed but the link quality and signal strength are good, then the modem or KitchenConnect has some issues and/or configuration file needs to be confirmed for accuracy and updated again.