

Instruction Sheet

Follow these instructions to update software, menus or settings on Intuition Fryers.

Subject: Intuition Update Files Instructions

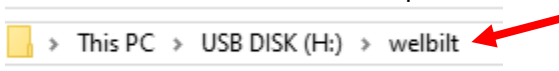
Models affected: Intuition FQIG30, MIG30, FQIE30 and MIE14 Fryers

06/1/2026

1. Use a blank USB drive.
2. Right click and click New and then click Folder



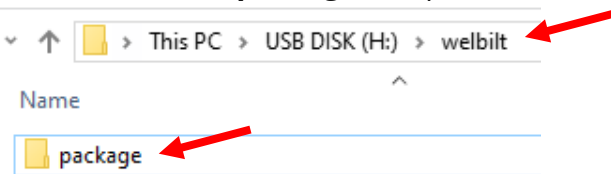
3. Name the folder **welbilt** and press enter.



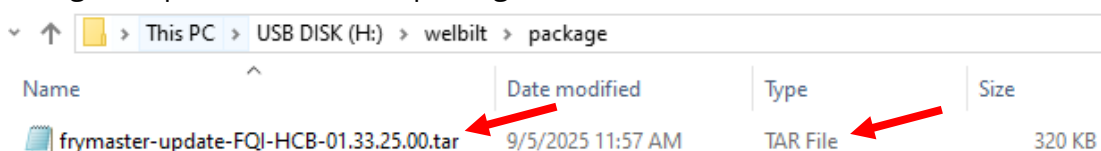
4. Double click on the welbilt folder to open the folder.
5. Right click inside the welbilt folder and click New and then click Folder



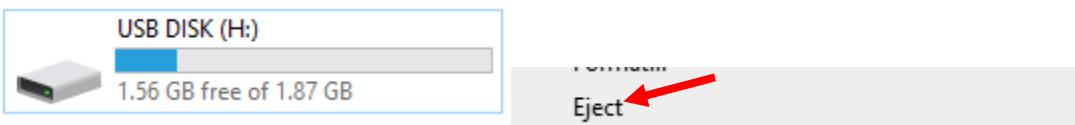
6. Name the folder **package** and press enter.



7. Double click on the package folder to open the folder.
8. Drag the update file into the package folder. The file should **ALWAYS** be .tar format.



9. Right click on the USB drive with the files and click on eject the drive.



10. Press the **Home** button at the top left of the screen to show the Home Screen (see Figure 1).
11. Press the **i** Information button.
12. Press the **Software** tab.
13. Take a photo of the software versions before proceeding.
14. Press the **Configuration** tab.

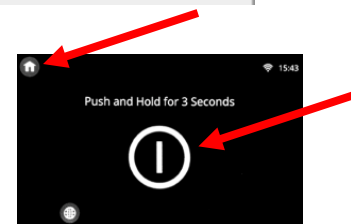


Figure 1

15. Take a photo of the Menus and Configuration versions before proceeding.
16. If the Software or Configuration files do not match and there is an upload arrow or transfer icon present, then see trouble shooting steps.
17. Press the back arrow at the top left to return to the Home Screen.
18. Perform a power reset to the fryer and wait for all the controllers to boot up
19. Confirm that vat 2, 3, 4, or 5 controllers are online, each represented by the white chain link (see Figure 2) on the top right-hand corner of each screen. If the chain link is yellow or red, then the controller is offline (It usually takes 60 seconds after a reboot). The fryer may need to be reset if controllers do not come online.
20. Insert the USB drive from step 9 in the update port on the fryer behind the left most door.
21. After several seconds an update loading icon should appear in the upper right corner of each UI in the battery representing the upload is in process to each controller. (see Figure 3). One may press the icon and see the status of the update at any time.
22. After several minutes depending on the size of the update, the update download icon should appear in the upper right corner of each UI in the battery representing the upload is complete to each controller. (see Figure 4).
23. Once the upload complete icon appears on each controller, you are ready to perform the update.
24. Press the update available icon to confirm that the update listed is the correct package specified in step 8.
25. Press the **X** button to exit.
26. Remove the USB drive from the fryer.
27. On the fryer, ensure the controllers are turned OFF (see Figure 1).
28. Press the **Home** button at the top left of the screen to show the Home Screen (see Figure 4).
29. Press the **Service** button to go to the Service Menu.
30. Select the **Update Software** item in the Service Menu
31. Enter passcode **3000** for Non-McDonald's or **1650** for McDonald's.
32. The fryer should begin updating files. If a software update error occurs, press the check and continue.
33. Once it's finished it should automatically reboot. Each UI will reboot independently.
34. After it reboots, press the **Home** button at the top left of the screen to show the Home Screen (see Figure 1).
35. press the **i** Information button.
36. Press the **Software** tab.
37. Ensure the software is updated.
38. When updating configuration or menu files, press the **Configuration** tab and ensure the menus or configurations have updated.
39. If all the software/configuration versions do not match, the controller will automatically begin syncing the latest version software to the controllers that did not take. This will be



Figure 2



Figure 3

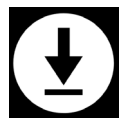


Figure 4

represented by the upload in process icon and then the download complete icon will appear. When this occurs, repeat steps 27-38.

Troubleshooting

- Software/Config file not matching

- If the software or config file does not match in the step 16 above, then the software/config file update must either be cancelled or performed.
- To perform the update, then wait for the update in progress wheel to turn into an arrow. Once the arrow has appeared, turn the fryers off and perform the update software piece (steps 22-39).
- To cancel the update, press Home>Service> – cancel update at the bottom of the menu tree and select CANCEL UPDATE – select YES. Upon completion, return to step 21.

- Update Stuck on 2-2 / communication errors

- If the update gets stuck on step 2 of 2, remove and reset the CAN connections on the rear of the HCB and SCB. The CAN connections are connected to the two (2) yellow connectors on the boards (see Figures 5 through 8). Cancel the update, power cycle and try the update again.

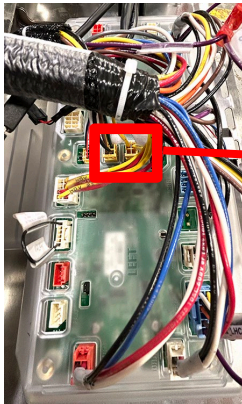
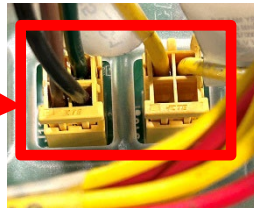


Figure 5 Rear HCB



**Figure 6
CAN Connections**

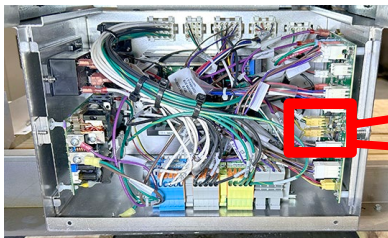


Figure 7 SCB CAN Connections

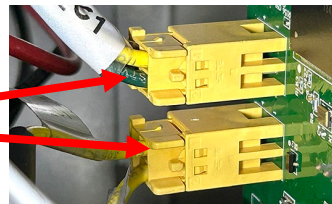


Figure 8 CAN Connections