

## Service Bulletin

Follow the instructions below to verify and update software on Frymaster touchscreen fryers after replacing a touchscreen controller.

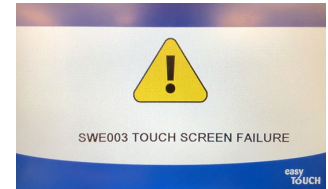
**Subject: Touchscreen Fryer Software Updates**

**Models: Frymaster Touch Screen Fryers**

**7/6/2023**

**NOTE: This service bulletin replaces SB21-10.**

**NEW** replacement touch screen controllers will **ONLY** function with the **LATEST** software and drivers. **DO NOT USE OLDER SOFTWARE** to update fryers. **Loading older software on newer controllers can cause SWE003 Touch Screen Failures and will make the touch screen inoperable.**



SWE003 TOUCH SCREEN FAILURE

easy TOUCH

**Another cause of SWE003 errors are actual physical Touch Screen failures. In either case, the touch screen MUST be replaced.**

### **WARNING**

**Downgrading software to a previous version, than what is currently listed on the website, will make the touchscreen controller INOPERABLE.**

Ensure that the software versions on **ALL** UI's (touchscreens) **MATCH EACH OTHER**. If any of the UI (touchscreen) software versions **DO NOT MATCH EACH OTHER**, the software **MUST** be upgraded to ensure compatibility and functionality.

The latest software for the affected fryer should be downloaded from the Frymaster website, unzipped, and copied to a USB drive to upgrade the fryer.

The software downloads and instructions to unzip and load the software onto the fryer can be found at: <https://www.frymaster.com/Service#Software>. Use the password "**tech**" (all lower case), if prompted.

**\*\*\*NOTE:** It is critical to **double check** and ensure that the proper software, for the fryer being updated, is downloaded from the website.

There are specific requirements for the flash drive to be used for the download and transfer. The software can **ONLY** be loaded to a **BLANK** USB 2.0 or 3.0 drive, 1GB to 32GB, and formatted to FAT32 through a **PC or laptop**. It **CAN NOT** be loaded through a tablet.

It is important that **ALL** instructions for updating software and settings are **completely followed** to ensure proper operation.

If older software is loaded on the older touch screens with the black surrounds or the touch screen has physically failed, the touch screen **MUST** be replaced.