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Service Bulletin

This bulletin cancels and replaces SB23-21 and SB24-07.
This bulletin addresses an issue where some UHCTHD Touch screen cabinets have exhibited communication or configuration errors. Although these errors are similar they are addressed differently.

Subject: UHCTHD Communication/Configuration Errors

Models: McDonald's UHCTHD Touch Screen Holding Cabinets

9.23.24

If the restaurant reports communication errors, ensure the tech arrives with **ALL** the following parts to properly address the issue for a first-time fix:

1. CAN communication cable kit - Part # 8263835
2. Two (2) software files downloaded from the links on the last page, that are loaded on two (2) separate USB drives that are clearly identified with the software file.
3. SD card kit Part # 8263680 (**6**-row **Double Sided** Units) (UHCTHD6TP) **Most Common Cabinet – This accounts for 99% of the units in the field.** If a different configuration kit is required, see the parts below.
4. UI kit – Part # 8263619.

The SD cards below are for cabinets that are **NOT** common. They should **ONLY** be ordered if one of the models below has these issues.

PN# 8263705 (**3**-row **Double Sided** Units) UHCTHD3TP
PN# 8263706 (**3**-row **Single Sided** Units) UHCTHD3SP
PN# 8263707 (**6**-row **Single Sided** Units) UHCTHD6SP

If a loss of communication has occurred between the front and rear controllers (see Figures 1-4). See **RESOLUTION A** on page 2 and UHCTHD CAN and IO Communication Troubleshooting beginning on page 4 of this bulletin to address the issue.
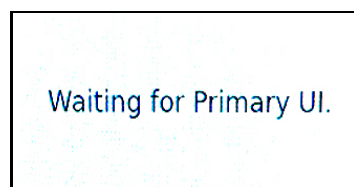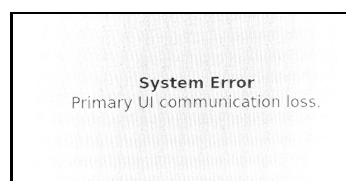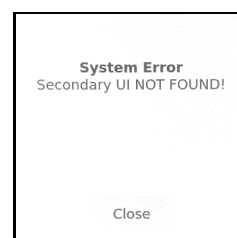

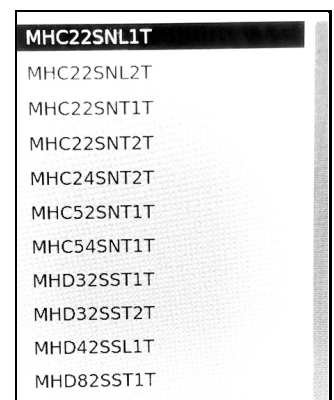**Figure 1**

Figure 2

Figure 3

Figure 5

If the touch screen displays a Configuration display (see Figure 5) see **RESOLUTION B** on page 2 to address the missing configuration issue.
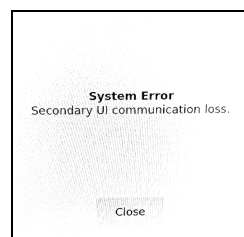

Figure 4

RESOLUTION A (Loss of Communication)

1. Remove the four (4) Phillips screws on the top of the cabinet and remove the cabinet top.
2. **Ensure the connector, that attaches directly to the rear of the touch screen, is fully inserted into the connector by pressing in on both sides of the connector (see Figure 6). The photo shown shows the right side slightly out of the connector. It may require disconnecting and reconnecting the connector. Both sides of the connector should be flush against the connector on the board.**
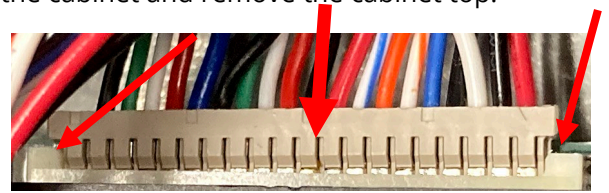

Figure 6

3. Using the kit 8263835, Replace the three wire CAN connection cable between both UI's and replace the IO cables between both UI's and the IO boards.
4. Reconnect the connectors and **POWER CYCLE** the cabinet to check for proper communication.

RESOLUTION B (Loss of Configuration)

1. Follow the 8198006 instructions attached to the rear of this bulletin, to address the missing configuration.

Software and Instruction Links

NOTE: The links below and on the following page **ONLY** apply to 6-row Double Sided Cabinets

The **REAR MIRROR** controller software for the 6-Row Double Sided cabinet **REAR** controller is located at: https://www.frymaster.com/getmedia/9014ef92-4047-44e4-a76f-b840ae8ae59c/UHCTHD-6-row-Double-Sided-2469-Update-REAR-UI-ONLY2.zip

The instructions for unzipping the files are located at: https://www.frymaster.com/getmedia/92ba4f28-7e9a-4702-bed2-23fa85e0aa52/uhcthd-loading-software-files-that-have-been-zipped-onto-a-usb-drive-3-16-21.pdf
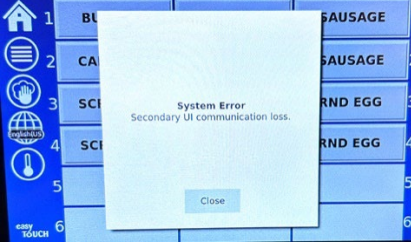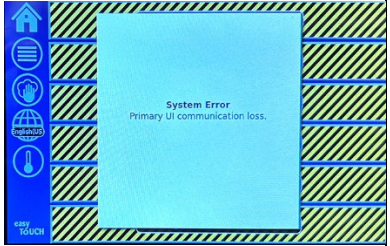
The instructions for loading the software on the **REAR** controller from the **REAR controller USB port** are located at: https://www.frymaster.com/getmedia/33327a68-af31-4a60-816d-adf93a021f2c/819-8006-DEC-23-UHCTHD-Rear-UI-SW-update-12-14-23.pdf

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The standard software to load onto the cabinet using the **FRONT USB** port, **AFTER loading the REAR software** is located at: https://www.frymaster.com/getmedia/90cef4cf-613c-45f9-b6ad-b359e609be33/UHCTHD-6-row-Double-Sided-2469-Update2.zip

![WELBILT logo]

The instructions for unzipping the files is located at: https://www.frymaster.com/getmedia/92ba4f28-7e9a-4702-bed2-23fa85e0aa52/uhcthd-loading-software-files-that-have-been-zipped-onto-a-usb-drive-3-16-21.pdf

The instructions for loading the standard software is located at:
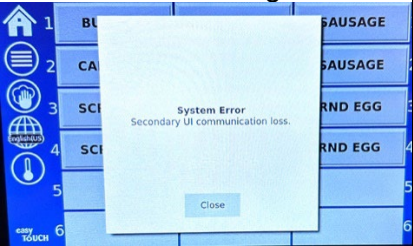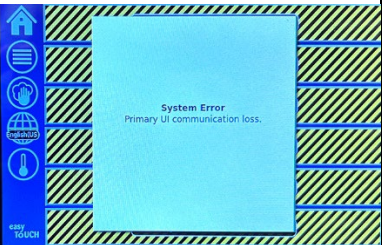https://www.frymaster.com/getmedia/978a178a-9bf8-4f01-abbe-99c0c07248a0/819-7941-APR-24-UHCTHD-SW-Update-v2469-4-3-24.pdf
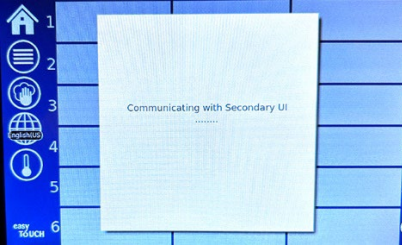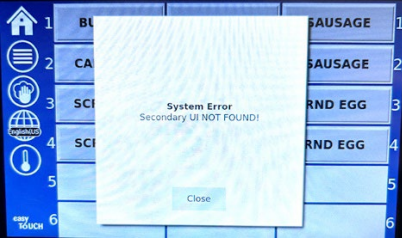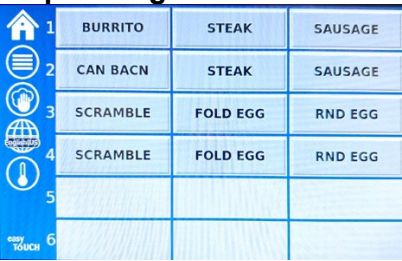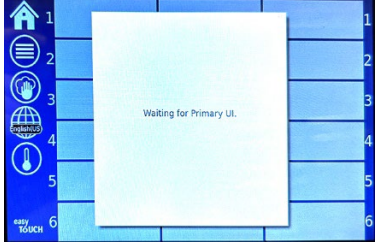
UHCTHD CAN and IO Communication Troubleshooting

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
System Error Secondary UI communication loss. **Close** with the Menu in the background **Operating Normally after pressing Close button**	**System Error** Primary UI communication loss **Hash marks in background indicate IO communication lost as well.**	**BLINK Yellow**	**CAN communication cable disconnected**, or communication lost between UI's **AFTER** powering cabinet up. Intermittent CAN harness pins or cable issue.	Ensure CAN communication cable is connected between **FRONT** and **REAR** UI's. Order kit 8263835 that includes 2-8076328 and 1-8076441 cables. Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and **REAR** UI and power cycle the cabinet.	Rear UI **DOES NOT** function. Acknowledging the Close button on **FRONT** UI allows **FRONT** UI to operate normally.
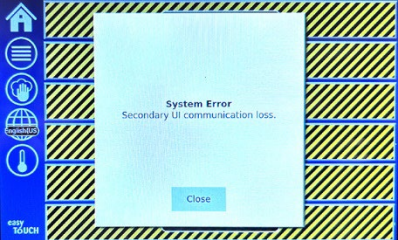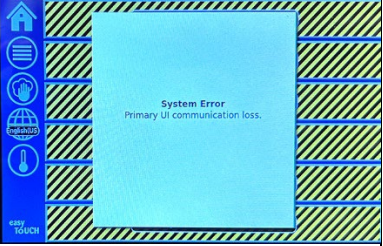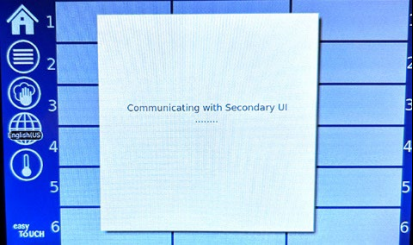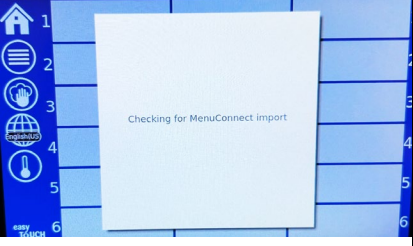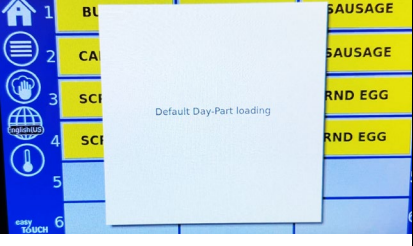
09/2024

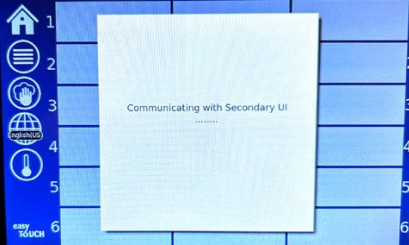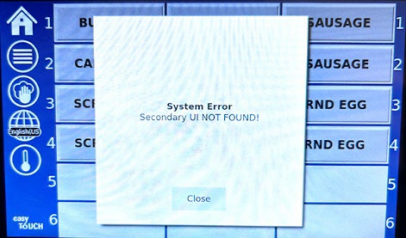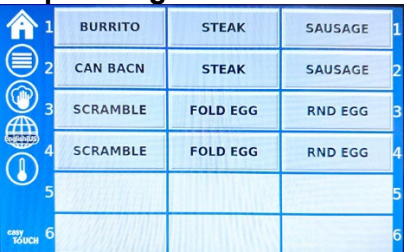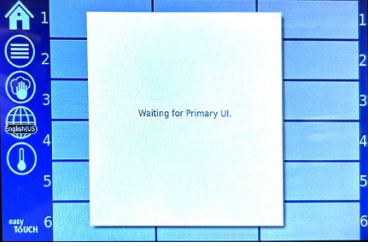| Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
System Error Secondary UI communication loss. **Close** with the Menu in the background **Operating Normally after pressing Close button**	**System Error** Primary UI communication loss **Hash marks in background indicate IO communication lost as well.**	**BLINK Yellow**	The **I/O cable between the REAR UI & I/O board is disconnected at the IO board or UI** or intermittent <mark>AFTER</mark> powering the cabinet up. The 5VDC that operates the CAN bus is lost. CAN bus communication between UI's is lost due to CAN power loss. Disconnected or Bad I/O communication cable between IO board and **REAR** UI.	Ensure the I/O cable between the **REAR** UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the **REAR** UI. Order kit 8263835 that includes 2-8076328 and 1-8076441 cables. Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and **REAR** UI and power cycle the cabinet.	Rear UI **DOES NOT** function. Acknowledging the Close button on **FRONT** UI allows **FRONT** UI to operate normally.

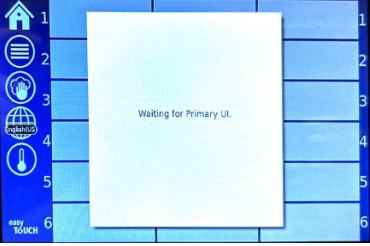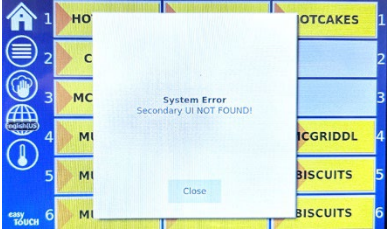| Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
Communicating with Secondary UI with incrementing dots. Changing to **System Error** Secondary UI NOT FOUND! **Close** with the Menu in the background **Operating Normally after pressing Close button**	**Waiting for Primary UI**	**BLINK Yellow**	**CAN communication cable disconnected**, or communication lost between UI's **BEFORE** powering cabinet up. The 5VDC that operates the CAN bus on rear UI is lost. CAN bus communication between UI's is lost due to CAN power loss Intermittent CAN harness pins or cable issue.	Ensure CAN communication cable is connected between **FRONT** and **REAR** UI's. Order kit 8263835 that includes 2-8076328 and 1-8076441 cables. Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and **REAR** UI and power cycle the cabinet.	Rear UI **DOES NOT** function. Acknowledging the Close button on **FRONT** UI allows **FRONT** UI to operate normally.

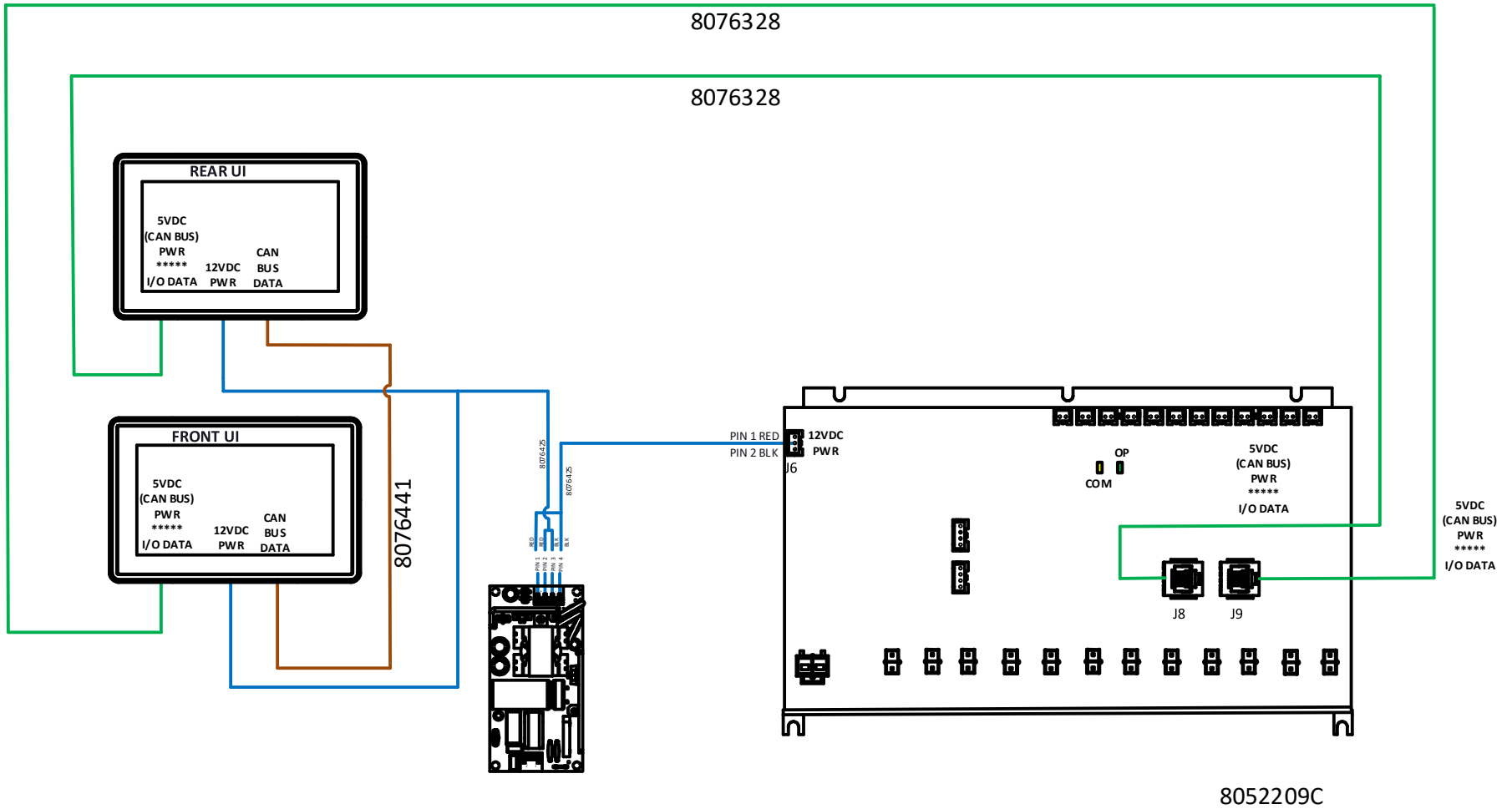| Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
Communicating with Secondary UI with incrementing dots. *Communicating with Secondary UI* .... Changing to **System Error** Secondary UI NOT FOUND! **Close** with the Menu in the background *System Error Secondary UI NOT FOUND!* *Close* **Operating Normally after pressing Close button** BURRITO / STEAK / SAUSAGE CAN BACN / STEAK / SAUSAGE SCRAMBLE / FOLD EGG / RND EGG SCRAMBLE / FOLD EGG / RND EGG	**Waiting for Primary UI** *Waiting for Primary UI.*	**BLINK Yellow**	The **I/O cable between the REAR UI & I/O board** is **disconnected at the IO board or UI** or intermittent <mark>BEFORE</mark> powering the cabinet up. The 5VDC that operates the CAN bus is lost. CAN bus communication between UI's is lost due to CAN power loss. Disconnected or Bad I/O communication cable between IO board and **REAR** UI.	Ensure the I/O cable between the **REAR** UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the **REAR** UI. Order kit 8263835 that includes 2-8076328 and 1-8076441 cables. Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and **REAR** UI and power cycle the cabinet.	Rear UI **DOES NOT** function. Acknowledging the Close button on **FRONT** UI allows **FRONT** UI to operate normally.

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
System Error Secondary UI communication loss. **Close** with the Menu in the background **Pressing Close changes to I/O board comm loss** with Hash Marks in the background	**System Error** Primary UI communication loss **Hash marks in background indicate I/O communication lost as well.**	**DOES NOT BLINK**	The **I/O cable between the FRONT UI & I/O board is disconnected at the IO board or UI** or intermittent <mark>AFTER</mark> powering the cabinet up. The 5VDC that operates the CAN bus is lost. CAN bus communication between UI's is lost due to CAN power loss. Disconnected or Bad I/O communication cable between IO board and **FRONT** UI.	Ensure the I/O cable between the **FRONT** UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the **FRONT** UI. Order kit 8263835 that includes 2-8076328 and 1-8076441 cables. Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and **FRONT** UI and power cycle the cabinet.	Acknowledging the Close button on **FRONT** UI momentary clears message. I/O Board Communication Loss. **Neither UI allows any functions.**

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
Communicating with Secondary UI with incrementing dots. Changing to **Checking for MenuConnect import** Changing to **Default Day-Part loading** Changing to **Checking for Holding Restoration** **CONTINUED ON NEXT PAGE**	**Waiting for Primary UI with NO Hash marks** 	**BLINK Yellow**	The **I/O cable between the FRONT UI & I/O board** is **disconnected at the IO board or UI** or intermittent <mark>BEFORE</mark> powering the cabinet up. The 5VDC that operates the CAN bus is lost to the FRONT UI. CAN bus communication between UI's is lost due to CAN power loss. Communication to IO board is lost. Disconnected or Bad I/O communication cable between IO board and **FRONT** UI.	Ensure the I/O cable between the **FRONT** UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the **FRONT** UI. Order kit 8263835 that includes 2-8076328 and 1-8076441 cables. Replace the 8076328 I/O cable between I/O board and **FRONT** UI and power cycle the cabinet.	Acknowledging the Close button on **FRONT** UI momentary clears message. I/O Board Communication Loss. **Neither UI allows any functions.**

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
Changing to **System Error** Secondary UI NOT FOUND! **Close** with NO Hash Marks in the background **Pressing Close Momentary changes to Normal Screen** Changing to **I/O board comm loss** with Hash Marks in the background			See previous page	See previous page	See previous page

UHCTHD COMMUNICATION/POWER

8076328

REAR UI

5VDC
(CAN BUS)
PWR
*****
I/O DATA   12VDC   CAN
            PWR   BUS
                     DATA

FRONT UI

5VDC
(CAN BUS)
PWR
*****
I/O DATA   12VDC   CAN
            PWR   BUS
                     DATA

8076441

8076425

8076425

PIN 1 RED   12VDC
PIN 2 BLK   PWR

J6

RED
PIN 1
PIN 2
PIN 3
PIN 4
BLK

OP

COM

5VDC
(CAN BUS)
PWR
*****
I/O DATA

J8   J9

5VDC
(CAN BUS)
PWR
*****
I/O DATA

8052209C

🟦 **12VDC I/O BOARD, UI POWER**

🟩 **5VDC CAN BUS POWER**

🟫 **CAN BUS DATA**

![Frymaster logo]

Instruction Sheet

Follow these instructions to update the ==REAR== touch screen software. This addresses issues where the rear touch screen is missing its configuration and displays "System Error – Secondary UI communication loss" or "System Error – Secondary UI NOT FOUND!".

Subject: McDonald's UHCTHD Communication/Configuration Issues

Models affected: McDonald's UHCTHD Holding Cabinets
5/10/2024

1) Prior to starting, ensure the software files are loaded onto **two (2) separate USB drives** and they are **clearly marked FRONT and REAR**. The files are located at: https://www.frymaster.com/Software-Packages/McDonald-s-UHCTHD-Software
Download **ONLY** the **6-row/Double Sided Main Software**, to load through the **FRONT** of the cabinet and the **6-row/Double Sided Mirror Rear Only Software**, to load on the **REAR ONLY** controller.

Figure 1

2) If the CAN connections between the rear touch screen and the front touch screen 6-pin blue and white wires (see Figure 1) have been disconnected and reconnected, and no pins on any of the connections have been pushed out of the connections then proceed.

3) Remove the top cover of the cabinet by removing the four (4) Phillips head screws that attach the cover (see Figure 2).

Figure 2

4) With the cabinet powered up, disconnect the 6-pin CAN cable from the **REAR** controller with the black, blue and white wires. ==The CAN cable **MUST** be disconnected to prevent issues== (see Figure 3).

5) Insert the USB with **ONLY** the ==vhcupdate_UHCTHD6TP_**MIRROR**_UX2469.tar.gz== **file loaded on it** into the USB port, on one of the **REAR** USB connectors of the **REAR** controller (see Figure 4). ==**NOTE: This file is ONLY for 6-row double sided cabinets.**==

Figure 3

6) After several seconds to a few minutes the software will **ONLY** load onto the rear controller.
Continued on next page

Figure 4
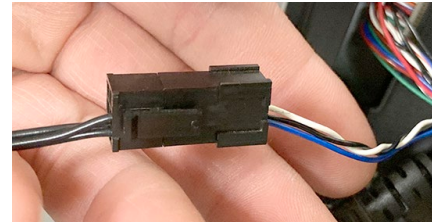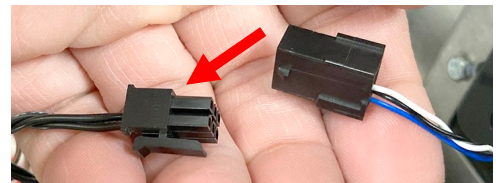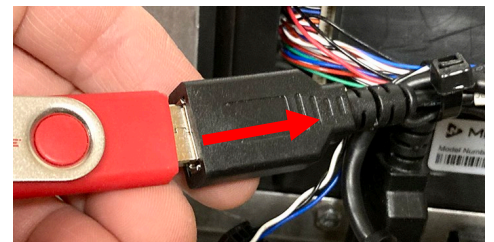
![WELBILT logo]

7) When the software update is complete, the screen displays **Software update successful. Unplug USB and reboot the unit** (see Figure 5).

8) Remove the USB drive (see Figure 6).

9) Power **OFF** the cabinet (see Figure 7).

10) Reconnect the 6-pin CAN cable to the rear UI with the black, blue and white wires (see Figure 8).
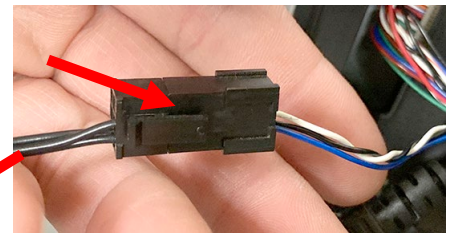
11) Power **ON** the cabinet (see Figure 9).

12) With the cabinet powered up and fully booted up, slide the USB cover open on the front of the cabinet and insert the USB with **ONLY** the **vhcupdate_UHCTHD6SP_UX2469.tar.gz file loaded onto it** into the USB port, on the **FRONT** of the cabinet (see Figure 10). This is **DIFFERENT** than the file used in step 5. **NOTE: This file is ONLY for 6-row double sided cabinets.**

13) After a few minutes the software update will start (see Figure 11).

14) When the software update is complete the controller displays **Software update successful. Unplug USB and reboot the unit** when complete (see Figure 12).
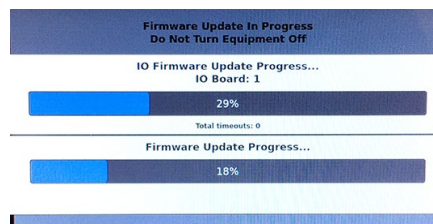
15) Remove the USB from the front of the cabinet.

16) Power cycle the entire cabinet.

17) Press the 🏠 button.   Press the ⚙ button. Swipe two times to the right to **System Information**. Verify the UI software version is **UX-2469** (see Figure 13) on both displays.

18) Press the ⬅ button.

19) Press the **Press &Go** button.

20) Reattach the top cover.

21) If the configuration needs to be reset follow these steps:

    a) Press the 🏠 button. Press the ⚙ button. Swipe to the left to **Utilities**.

Software update successful.

Unplug USB and reboot the unit

Figure 5

Figure 6

Figure 7

Figure 8

Figure 9

the

Firmware Update In Progress
Do Not Turn Equipment Off

IO Firmware Update Progress...
IO Board: 1

29%

Total timeouts: 0

Firmware Update Progress...

18%

Figure 11

Figure 10

Software update successful.

Unplug USB and reboot the unit

Figure 12

Firmware Versions	
Board	Version
UI (Primary)	UX-2469

Figure 13

b) Press and hold the easyTouch logo in the lower right corner for 10 seconds. The controller displays Reset Configuration. Press the GREEN checkmark button. (see Figure 14).

c) Power cycle the cabinet.

d) After the cabinet boots up, the controller displays the orientation screen (see Figure 15). Select the arrow which matches the orientation of the screen.
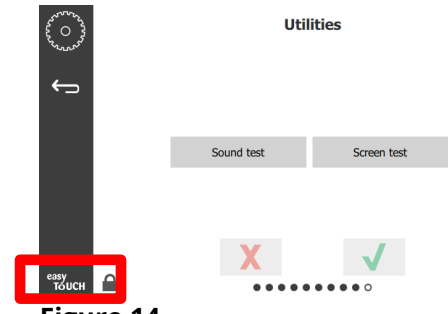
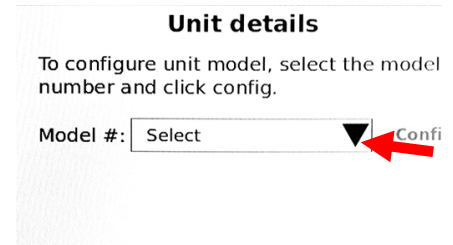e) The controller displays the model # configuration screen (see Figure 16).

f) -Press the down arrow (see Figure 16)

g) Select the correct configuration for the cabinet configuration (see Figure 17). Choose UHCTHD3SP for 3-row Single Sided; Choose UHCTHD3TP for 3-row Double Sided; Choose UHCTHD6SP for 6-row Single Sided; Choose UHCTHD6TP for 6-row Double Sided.
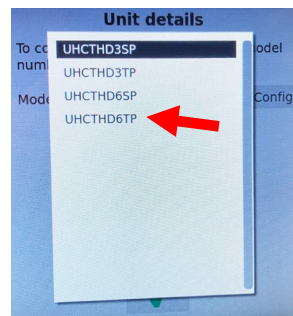
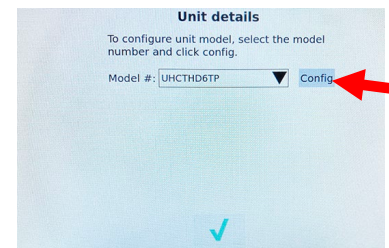h) Once the model is selected, press the **Config** button (see Figure 18).

i) Choose Front or Back for the location of the controller;

j) Press the Serial # field and use the keyboard to enter the serial number of the cabinet. When finished press the return key and Figure 19).
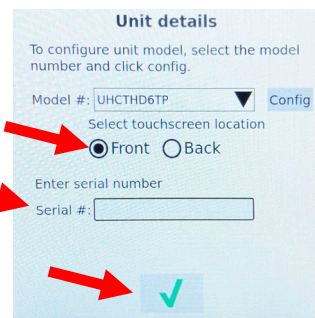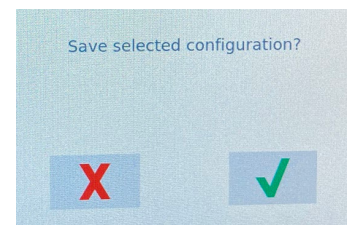
k) The controller displays "**Save** Press the green checkmark Figure 20). If another display on configured, repeat steps 21a-21k

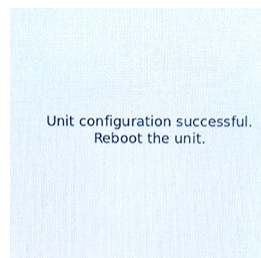l) The controller displays "**Unit Reboot the unit.**" (see Figure

the GREEN checkmark (see

selected configuration?" button to continue (see the cabinet needs to be on that display. **configuration successful.** 21). Power cycle the

cabinet by switching OFF the power switch for five (5) seconds and switching back on.

Utilities

Sound test | Screen test

Figure 14

Orientation

Which way is up on the touchscreen?

↑ →

Figure 15

Unit details
To configure unit model, select the model number and click config.

Model #: Select ▼ Confi

Figure 16

Unit details
To co | UHCTHD3SP | odel
num | UHCTHD3TP |
    | UHCTHD6SP | Config
Mod | UHCTHD6TP |

Figure 17

Unit details
To configure unit model, select the model number and click config.

Model #: UHCTHD6TP ▼ Config

Figure 18

Unit details
To configure unit model, select the model number and click config.

Model #: UHCTHD6TP ▼ Config
Select touchscreen location
◉ Front ○ Back
Enter serial number
Serial #: [   ]

Figure 19

Save selected configuration?

X ✓

Figure 20

Unit configuration successful.
Reboot the unit.

Figure 21