

Service Bulletin

Subject: Touch Screen Fryer Software Updates

12/9/2024

When updating software on Frymaster Touch Screen Fryers, there are typically three (3) different software packages, depending on the controller type mix for each fryer. Software only needs to be updated when changing out controllers and other circuit boards.

The Frymaster Software pages are located at <https://www.frymaster.com/Service#Software>. Use the password **tech** to access.

If the fryer has **ALL** of the **OLDER STYLE** 4000 controllers, with the **BLACK PLASTIC SURROUND** (see Figure 2), they will use the software package located at the top of each software package page (see below) shown with the **BLACK PLASTIC SURROUND** controller.

FQ630T, FQ630T, FQ6LA30T Fryers



FQ4000 Burger King Software Version

This software is **ONLY** for **OLDER STYLE CONTROLLERS** with the **BLACK WIDE PLASTIC** controller surround (see photo above). **IT IS NOT** for the newer controllers with the **SILVER METAL** surround.

When loading this software, check the versions of all the software on the controllers prior to updating software. If **ALL** the software versions match, update the software normally. **If the software on ANY of the controllers DIFFERS from the software on another controller, ensure the controller that matches the software version BELOW IS NOT LOCATED in the far-left position. Swap the controllers if necessary. Disconnect the controller(s) that have the software version that MATCHES the version below. Once software is updated, reconnect the controller(s).**

UIB: 10.00.140, VIB: 01.03.003, FIB: 10.00.060 and Menu File

If the fryer has **ALL** of the **NEWER STYLE** 4000 controllers, with the **SILVER STAINLESS METAL SURROUND** (see Figure 1), they will use the software package located at the middle of each software package page (see below) shown with the **SILVER STAINLESS METAL SURROUND** controller.



FQ4000 BURGER KING Software Version

This software is **ONLY** for **NEWER COMMON CONTROLLERS** with the **METAL** controller surround (see photo above). **IT IS NOT** for the earlier controllers with the **BLACK WIDE PLASTIC** surround.

When loading this software, check the versions of all the software on the controllers prior to updating software. If **ALL** the software versions match, update the software normally. **If the software on ANY of the controllers DIFFERS from the software on another controller, ensure the controller that matches the software version BELOW IS NOT LOCATED in the far-left position. Swap the controllers if necessary. Disconnect the controller(s) that have the software version that MATCHES the version below. Once software is updated, reconnect the controller(s).**

UIB: 10.00.140, VIB: 01.03.003, FIB: 10.00.060 and Menu File



Figure 1 **NEW STYLE** 4000 Touch Screen Controller with Silver Stainless Metal Surround



Figure 2 **OLDER STYLE** 4000 Touch Screen Controller with Black Plastic Surround

Continued on the next page.



If the fryer has **MIX** of the **OLDER STYLE AND NEWER STYLE** 4000 controllers in the same battery, with **BOTH** the **BLACK PLASTIC SURROUND AND SILVER STAINLESS METAL SURROUND** (see Figures 1 & 2), they will use the software package located at the bottom of each software package page (see below) shown with **BOTH** the **BLACK PLASTIC SURROUND AND SILVER STAINLESS METAL SURROUND** controllers.

FQ630T, FQE30T, FQGLA30T Fryers with **BOTH** style of controllers installed in the same battery of fryers.



FQ4000 Burger King Software Version

This software is **ONLY** for **OLDER STYLE CONTROLLERS** with the **BLACK WIDE PLASTIC** controller surround (see photo above) **AND** the **NEWER STYLE CONTROLLERS** with the **SILVER METAL** surround **BOTH** installed in the same fryer.

When loading this software, check the versions of all the software on the controllers prior to updating software. If **ALL** the software versions match, update the software normally. If the software on **ANY** of the controllers **DIFFERS** from the software on another controller, ensure the controller that matches the software version **BELOW IS NOT LOCATED** in the far-left position. Swap the controllers if necessary. **Disconnect** the controller(s) that have the software version that **MATCHES** the version below. Once software is updated, reconnect the controller(s).

UIB-C MIX: 10.00.140, VIB: 01.03.003, FIB: 10.00.060 and Menu File

SIB board software is **NOT** included in the new software updates. When updating the software packages, the SIB software on the fryer may be 4.00.000 or 4.00.001 or 4.02.000 or 4.02.001. Do not be alarmed if the SIB software doesn't match between controllers. This is not a critical software upgrade, and the fryer may have mixed SIB software shown between controllers.

On Taco Bell fryers **ONLY**, the VIB software may be 01.01.000 or 01.02.000 or 01.02.001 or 10.03.003. Do not be alarmed if the VIB software doesn't match between controllers. This is not critical for Taco Bell and will not affect the operation of these fryers. The fryer may have mixed VIB software shown between controllers. **On ALL other fryers, the VIB software should match between all fryers.**

