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Service Bulletin

This bulletin cancels and replaces SB23-21, SB24-07 and SB24-20.
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

10.1.2025

If the restaurant reports UHCTHD 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) or one UI is black, see **RESOLUTION A** on page 2.

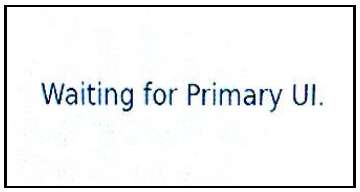

Figure 1

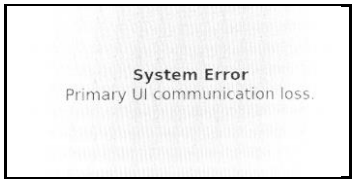

Figure 2

Figure 3

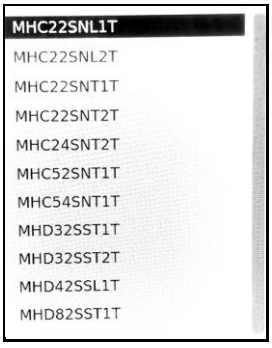

Figure 5

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

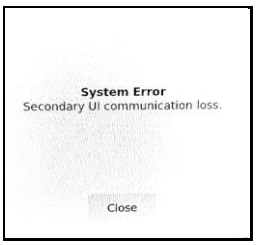

Figure 4

RESOLUTION A (Loss of Communication)

1. Disconnect power from the cabinet.
2. Remove the four (4) Phillips screws on the top of the cabinet and remove the cabinet top.
3. **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.**

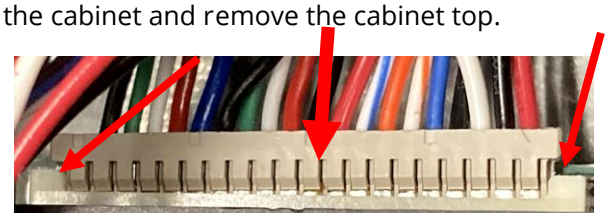

Figure 6

4. Using the kit 8263835, **replace ALL the wires in the kit.** Replace the three wire CAN connection cable between both UI's, replace **BOTH** IO cables between both UI's and the IO boards and replace the power cable between the power supply, both UI's and the IO board.
5. Remove and reseat the SD cards. The SD card is spring loaded. Remove the SD card by gently pushing in on the SD card and releasing until the SD card is ejected (see Figures 6A & 6B).

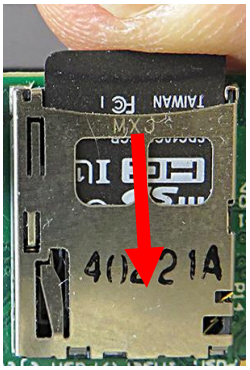

Figure 6A

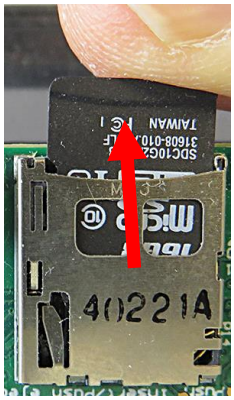

Figure 6B

6. Gently push the SD card into the SD card slot until it locks in place (see Figure 6A).
7. Reconnect power to the cabinet to check for proper communication.
8. If the unit is not connected to a network, Press Home>Gear icon>Press the dots at the bottom of the screen>Press Wi-Fi networking>If the Enabled box is checked, press the lock icon in lower left corner.>Enter 159357>Uncheck the Enabled Box.>Press the green check mark> Press the lock icon>Press the back button> press Press & Go.
9. If the unit continues to have communication issues, replace the controller(s) with the issue, ensuring that when replacing the controller(s), **ALL** the cables **MUST be replaced** when a controller is replaced, even if they were replaced in step 4 above earlier. This is necessary because the pins spread and don't spring back each time a controller is disconnected and reconnected. This can cause intermittent communication issues.
10. Reattach the top of the cabinet.

RESOLUTION B (Loss of Configuration)

1. Disconnect power from the cabinet.
2. Remove the four (4) Phillips screws on the top of the cabinet and remove the cabinet top.
3. If one of the controllers is displaying a configuration screen (see Figure 5 on page 1), remove and reseat the SD card. The SD card is spring loaded. Remove the SD card by gently pushing in on the SD card and releasing until the SD card is ejected (see Figures 6A & 6B).
4. Gently push the SD card into the SD card slot until it locks in place (see Figure 6A).
5. Reconnect power to the cabinet to check for proper communication.
6. Reattach the top of the cabinet
7. If steps 3 thru 4 don't address the issue, follow the 8198006 instructions attached to the rear of this bulletin, to address the missing configuration or replace SD cards.

Software and Instruction Links

6-row Double Sided Cabinets

NOTE: The links below **ONLY** apply to **6-row Double Sided Cabinets**.
Software for 3-row Double Sided cabinets is on the following page.

Standard 6-row Double Sided Software

The standard software to load onto the 6-Row Double Sided cabinet using the **FRONT USB** port, is located **HERE**.

The instructions for unzipping the files are located **HERE**.

The instructions for loading the standard software are located **HERE**.

Standard 6-row REAR MIRROR ONLY Software

The REAR MIRROR software ONLY needs to be loaded when a configuration is lost. If it needs to be loaded, it should be loaded FIRST. Then the standard software above should be loaded on the front controller AFTER the rear controller has been updated.

The **REAR MIRROR** controller software for the 6-Row Double Sided cabinet **REAR** controller is located **HERE**.

The instructions for unzipping the files are located **HERE**.

The instructions for loading the software on the **REAR** controller from the **REAR** **controller USB port** are located **HERE**.

3-row Double Sided Cabinets

NOTE: The links below **ONLY** apply to **3-row Double Sided Cabinets**. Software for 6-row Double Sided cabinets is on the preceding page.

Standard 3-row Double Sided Software

The standard software to load onto the 3-Row Double Sided cabinet using the **FRONT USB** port, is located **HERE**.

The instructions for unzipping the files is located **HERE**.

The instructions for loading the standard software are located **HERE**.

Standard 3-row REAR MIRROR ONLY Software

The REAR MIRROR software ONLY needs to be loaded when a configuration is lost. If it needs to be loaded, it should be loaded FIRST. Then the standard software above should be loaded on the front controller AFTER the rear controller has been updated.

The **REAR MIRROR** controller software for the 3-Row Double Sided cabinet **REAR** controller is located **HERE**.

The instructions for unzipping the files are located **HERE**.

The instructions for loading the software on the **REAR** controller from the **REAR** **controller USB port** are located **HERE**.

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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

9.16.25

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.
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).
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**_UX2600.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.**
6) After several seconds to a few minutes the software will **ONLY** load onto the rear controller.

Continued on next page

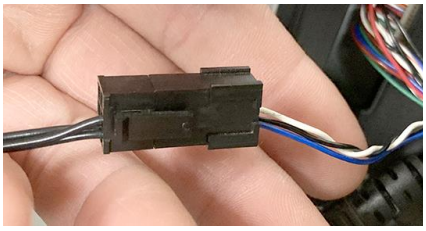

Figure 1

Figure 2

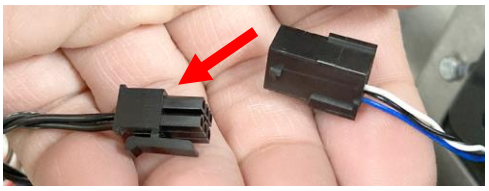

Figure 3

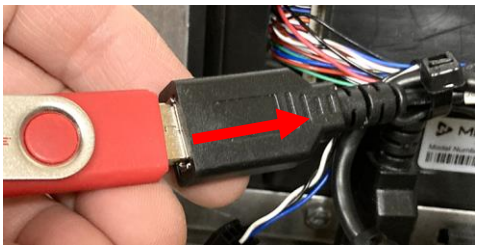

Figure 4

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_UX2605.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 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-2605** (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**.

Figure 5

Figure 6

Figure 7

Figure 9

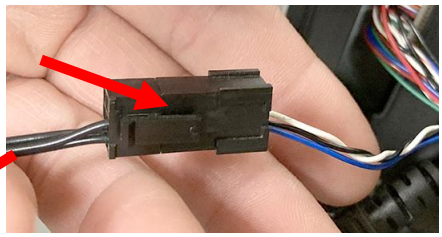

Figure 8

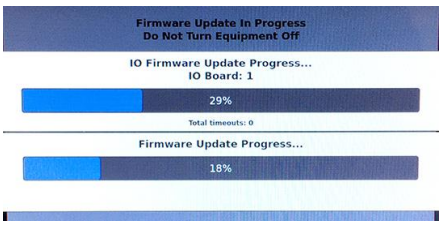

Figure 11

Figure 10

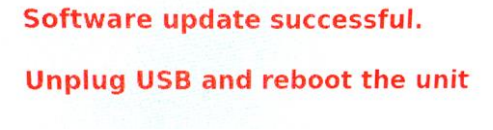

Figure 12

Firmware Versions

Board	Version
UI (Primary)	UX-2605

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.

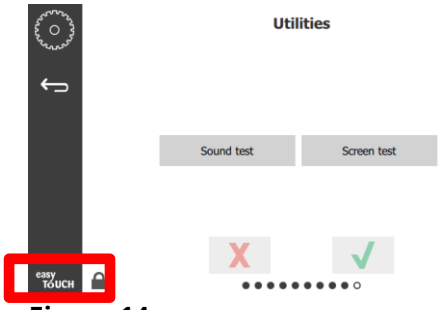

Figure 14

e) The controller displays the model # configuration screen (see Figure 16).

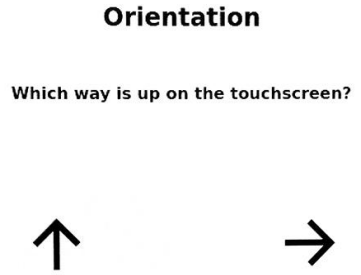

Figure 15

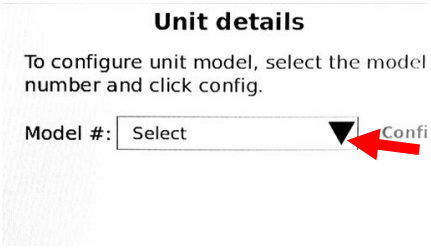

Figure 16

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.

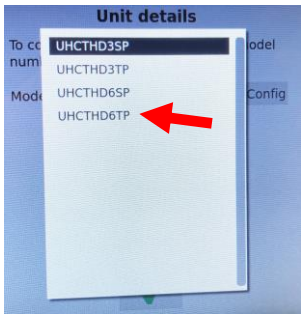

Figure 17

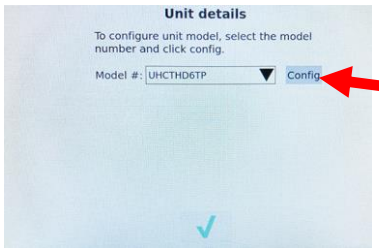

Figure 18

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 the GREEN checkmark (see Figure 19).

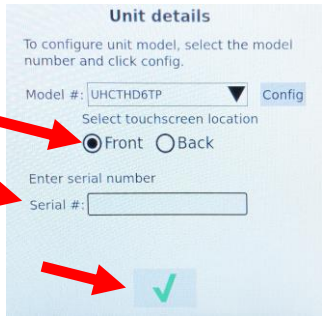

Figure 19

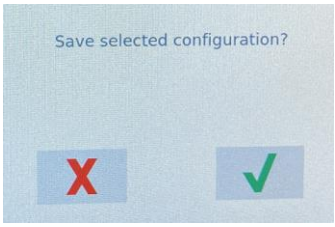

Figure 20

k) The controller displays "**Save selected configuration?**" Press the green checkmark button to continue (see Figure 20). If another display on the cabinet needs to be configured, repeat steps 21a-21k on that display.

Figure 21

l) The controller displays "**Unit configuration successful. Reboot the unit.**" (see Figure 21). Power cycle the cabinet by switching OFF the power switch for five (5) seconds and switching back on.