# Technical Bulletin

**Type**         Service Information

**Attention**    Service Managers
Service Technicians

**Product**     All 50 & 60hz JET/ACE XpressChef 2c Models w/LCD Display
All 50 & 60hz RC/MRC Chassis Models w/LCD Display

**Issue**        Hard to press touch panels compared to previous design caused by main board's counting of how long the touch pad is pressed.

**Action**       Install the latest firmware to correct touch panel sensitivity.

1. Download latest firmware to a USB

   Click this link to download for XpressChef™ JET firmware:
   https://www.dropbox.com/scl/fo/rjhrew1v3z5mofztw4hv7/h?dl=0&rlkey=drfj0rel71hj4ps0lyiv8z8wf

   Click this link to download for RC/MRC chassis firmware:
   https://www.dropbox.com/scl/fo/6i4jo3tlvc8hkj54t2j9i/h?dl=0&rlkey=jqn2q4uikhltljd7v6ybdqm59

2. Enter the oven's Service Menu from the Main Menu
3. At Pin Prompt, enter 1,3,5,7,and 9.
4. Insert the USB with new firmware
5. Press and hold the number 7 keypad.
   You should hear a short beep, wait 2 seconds, another short beep, then the screen will go black and white text will begin scrolling for a few minutes.
   **IMPORTANT !** Do not unplug the USB or the oven at any time during the firmware installation.
6. Unplug the USB drive once the normal screen reappears.

If you have problems:

- Ensure that the appropriate file is at the root directory of the USB drive
- Try another USB.
- Make sure the USB cable inside the machine compartment is plugged into the board.

Use this link or QR Code below for an instructional video: https://youtu.be/91lyR3JIV4w