

Technical Bulletin



Date: June 2020
No: TCM-0620-C
ITCM-0620-C

<u>Type</u>	Service Information
<u>Attention</u>	Service Managers Service Technicians
<u>Product</u>	All DEC, HDC, MDC, & MCHDC Compact Ovens w/ 2.8" Display
<u>Issue</u>	Oven light flickering on/off rapidly
<u>Action</u>	LED Lamp with KIT 59194644
<u>Warranty</u>	Standard Warranty Applies

Part number 59194649 uses a bulb that can tolerate unusual voltage spikes that may arise in certain applications.



In the unlikely event in which the Kit does not remedy the blinking LED Lamp or the oven already has the new LED Lamp installed, update the control's firmware per the instructions below.

1. Obtain a USB flash drive. Due to incompatibilities with some USB flash drives, best results are achieved with the use of a 'Class 10' or better SD card or microSD card (32GB or smaller) in combination with a USB adapter.
 - a. *Note that the USB adapter must be a single card adapter, meaning that when you plug it into your computer it appears as a single drive letter. There are some multi-card adapters that can hold multiple different memory cards at the same time and appear as multiple drive letters when plugged into a computer. These multi-card adapters do not work.*

- b. *The SD card must be 32GB or smaller and formatted with the FAT or FAT32 filesystem. SD cards greater than 32GB are formatted with the exFAT filesystem, which is not compatible.*
- c. Example USB SD card adapters:
 - i. <https://www.amazon.com/IOGEAR-MicroSD-Reader-Writer-GFR204SD/dp/B0046TJG1U>

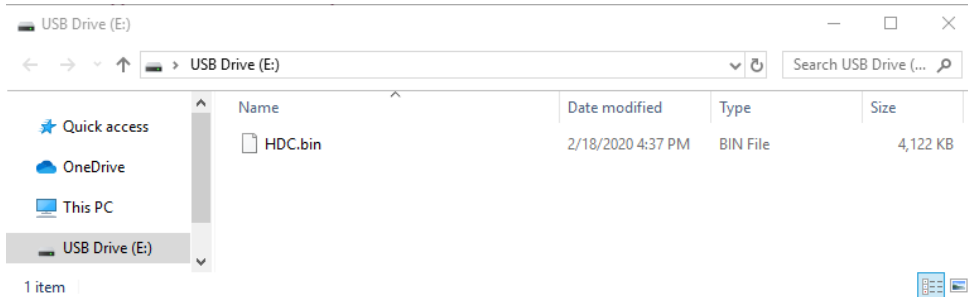


- ii. <https://www.amazon.com/Kingston-microSDHC-Memory-Reader-FCR-MRG2/dp/B0028R3NCU>

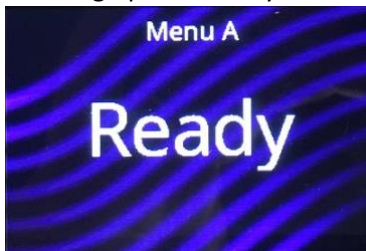


- d. Example Class 10 SD cards:
 - i. <https://www.amazon.com/PNY-microSDHC-Flash-Memory-P-SDU16G10-EFS2/dp/B004WZFN7Y/>
 - ii. <https://www.amazon.com/Sandisk-Ultra-Micro-UHS-I-Adapter/dp/B073K14CVB/>

2. **Contact ComServ 866-426-2621 option 1 for instructions to obtain the latest firmware.** Download the HDC MDC DEC firmware zip file. Unzip the contents of the zip file directly onto the USB so that the HDC.bin file is the only file on the USB. The file must be at the root directory, not inside a folder.

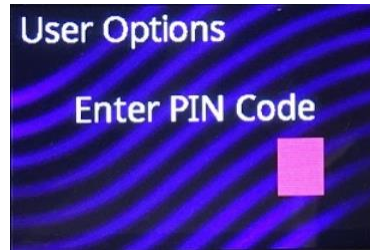


3. On the oven, open and close the door to bring up the 'Ready' screen.



4. On the oven keypad, press and hold the '7' key to bring up the PIN code prompt.

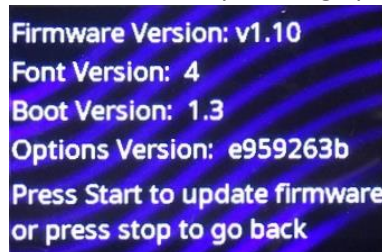
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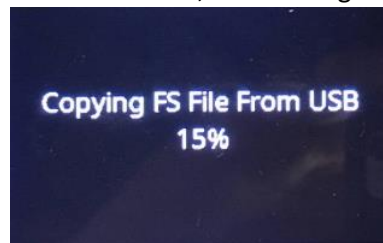
5. Enter 1-3-5-7-9 to access the service mode menu.



6. From the service mode menu, press and hold the '7' key to bring up the software version page.



7. Insert the USB into the oven's USB port. Press 'Start' to begin the update.
8. Wait. The display will change to a black background. The text 'Copying Fonts From USB' will appear momentarily, followed by 'Copying FS File From USB', which will go from 0 to 100%.



9. Wait. The screen will go blank momentarily, followed by blue text 'Updating Firmware', which will go from 0 to 100%. Then the screen will go blank again and the control will reset.



10. The firmware update is done. Remove the USB. You can verify the updated firmware version number by repeating steps 3 – 6.

- a. The updated Firmware Version number is **v1.13**.
- b. The Font Version and Boot Version numbers are not changed in this update.
- c. The Options Version number varies by oven configuration.

