# KEN HYGIENE SYSTEMS®

# Service Bulletin

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| SB # | **195** |
| Published: | **19-12-2018** By: Service/DJ |

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| ☐ Generally | ☐ To be exchanged as soon as possible |
| ☐ Dishwashers | ☐ To be exchanged at the next maintenance |
| ☐ Bedpan Washer Disinfectors | ☐ To be exchanged at the usual service interval |
| ☒ Instrument Washer Disinfectors | ☒ Information |
| ☐ Process Solution | Change made from machine # N/A |

## Guide to upgrade software on IQ-series machines:

### Upgrade the C15 controllers:

a) Start DfuseDemo on your pc/laptop.
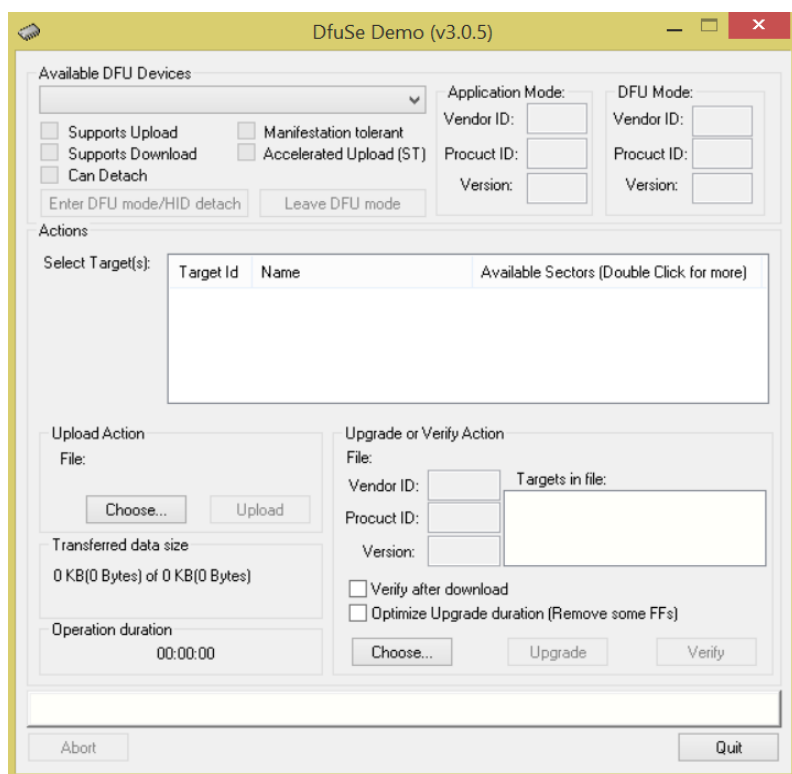


b) Power OFF the C15 controller.

c) Set dip switch 3 to ON (Dip switch block between Netcom and ETH) as shown in figure 1.

d) Connect the C15 controller to your pc/laptop with a USB to micro-USB cable. The C15 controller is powered through the USB-cable and power LED must be lid as shown in figure 2.
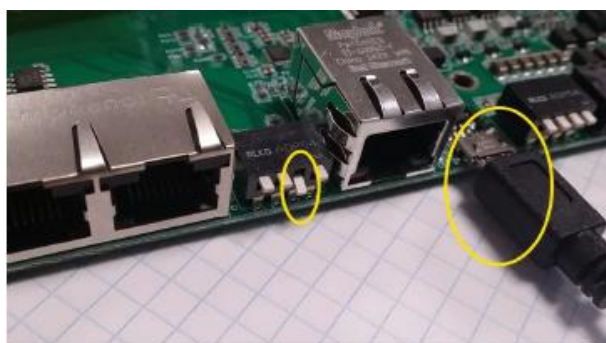


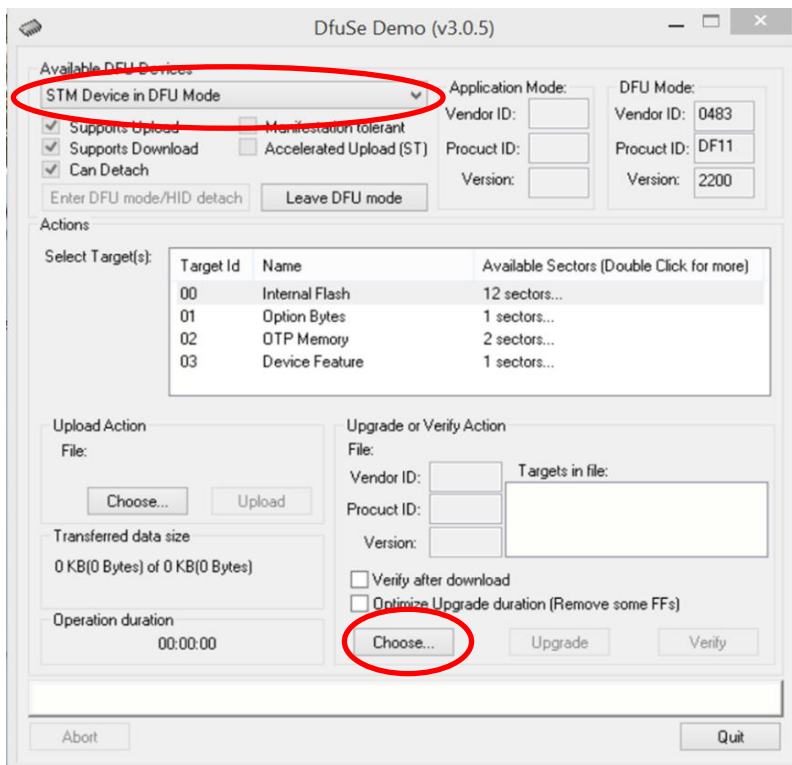Figure 1 - Dipswitch and USB cable.



Figure 2 - Power LED.

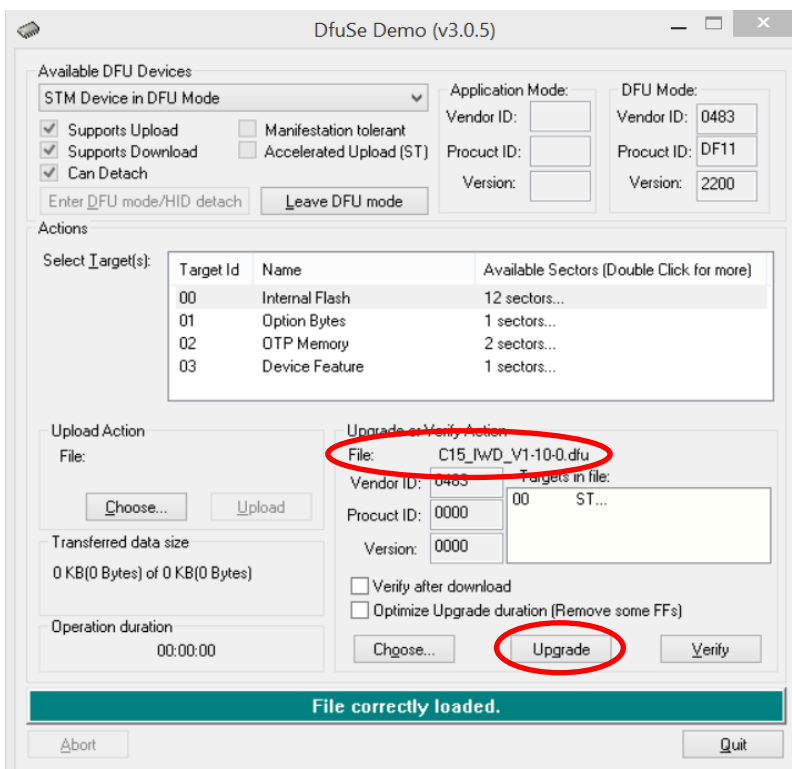e) Control that the following text "STM Device in DFU Mode" appears in the DfuseDemo dialog box.
f)  Press choose



g) Select the file, eg. C15_IWD_V1-10-1.dfu
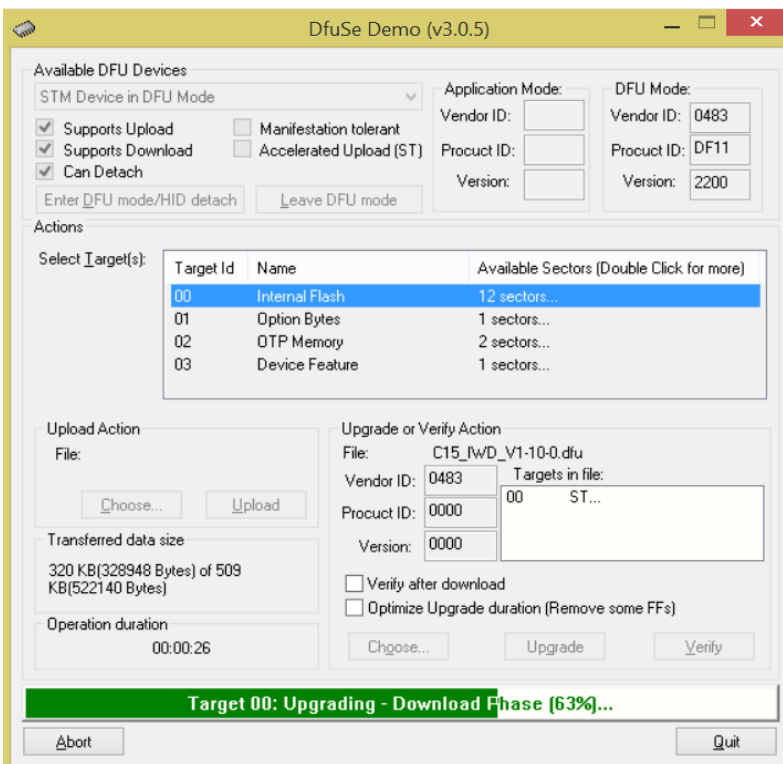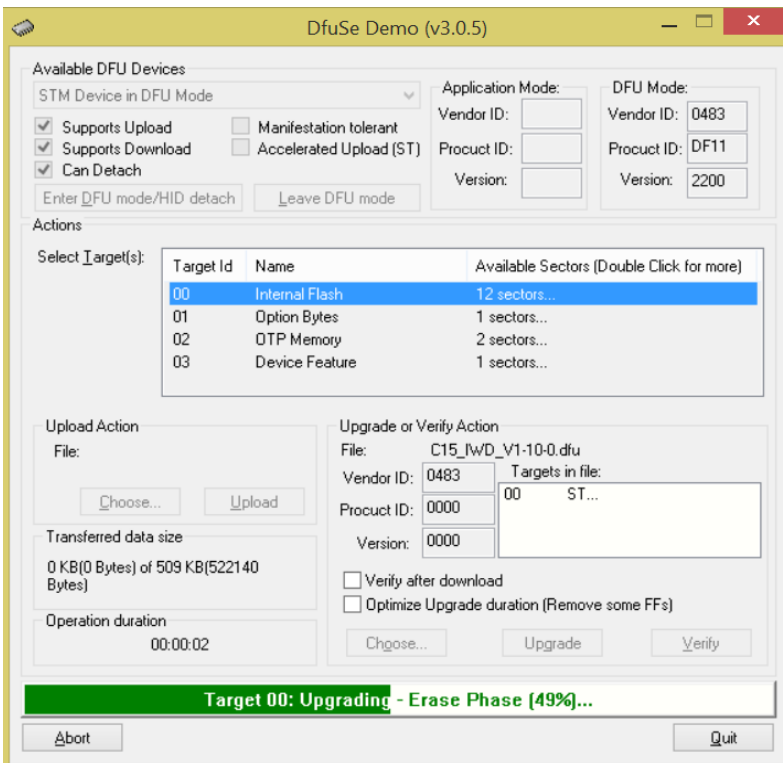h) Await that "File correctly loaded." appears in the dialog box.
i)  Press Upgrade

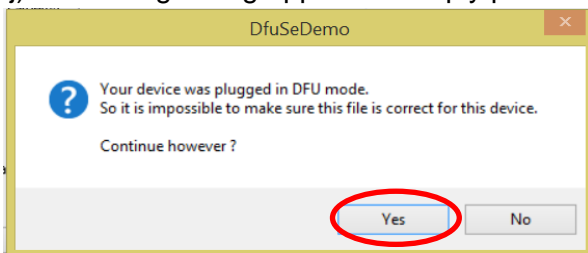KEN HYGIENE SYSTEMS A/S, DK- 5672 BROBY, CVR 10676096 Ph.: +4562631091 E-mail: Service@ken.dk Internet: www.ken.dk

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j)  A warning dialog appears - simply press "YES"

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k) Await "Target 00: Upgrade succesfull !"
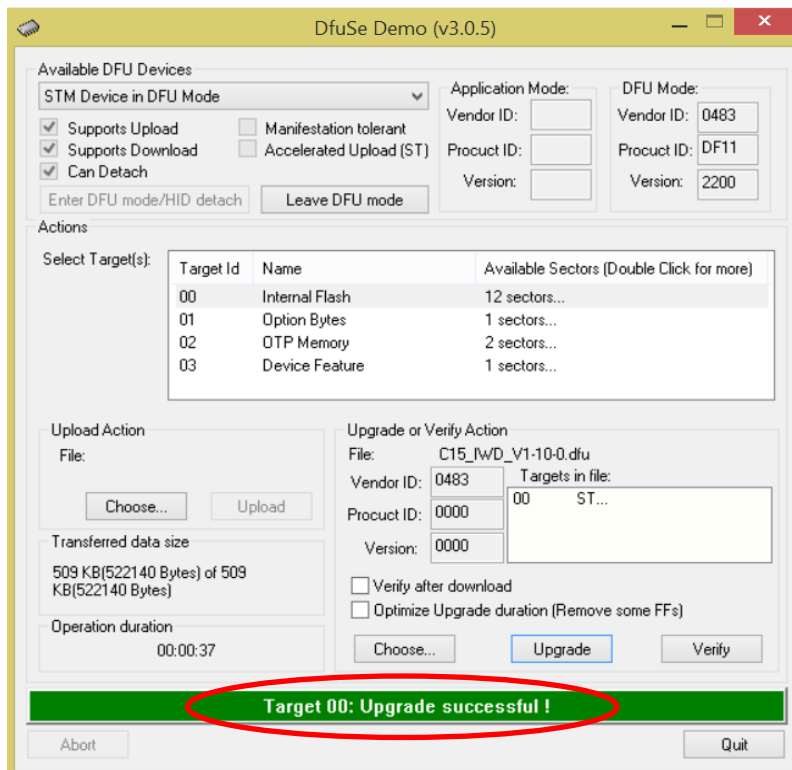


l) Press "Verify"
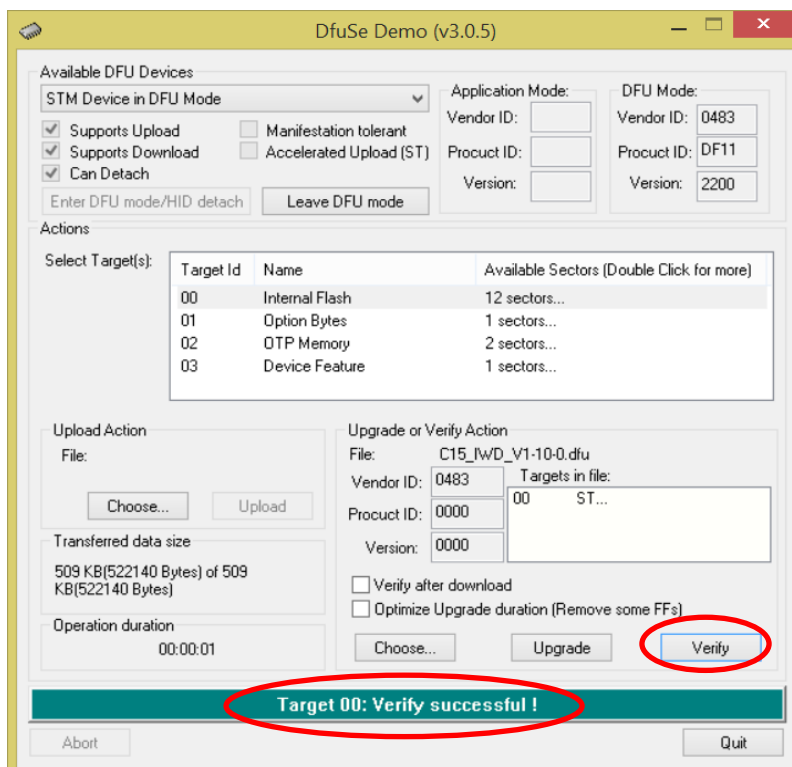


m Await "Target 00: Verify succesfull !"
n) If the verification fails, control the connections of the USB-cable, and repeat the software upgrade.
o) Upgrade both C15 controllers in the machine.

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## Upgrade the HMI (touch) panels:

a) Copy the "Kupgrade" folder into the root of a MicroSD card. The folder must not be a zipped folder.

b) Power OFF the machine.

c) Insert the MicroSD card into the panel.

d) Power ON the machine. After a while the text "Upgrading…" appears on the HMI, and then "Done..".

e) Remove the MicroSD card from the HMI.

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