

Service Bulletin

Subject: Installing Firmware on GA Touchscreen Units

GA TOUCHSCREEN UNITS

PASSWORDS USED:

Managers Password (A):
211276

Manufacturers Password (B):
9014766419

FOLLOW THE STEPS BELOW TO PROPERLY SET UP CURRENT GA FIRMWARE AFTER A NEW INSTALLATION OF THE CONTROL

Step 1 Power the unit up and set it to Stand by (System Off), password A.

Step 2 Note the Model Type and Serial Number

1. Open cabinet door
2. Look to left wall for serial tag
3. Note both the Model Type and Serial Number and set aside.

Step 3 From the main screen press the gear (settings button) in the lower right corner of the screen, next select 'Firmware Update'.

Step 4 Enter password B (only the first 6 digits will appear, once you input the proper password the control will auto enter).

Step 5 Select "Enter Model Info" and follow the onscreen instructions.

Step 6 Once the Model set up has been completed, from the home screen press the gear (settings button) in the lower right corner of the screen and select "Firmware Update".

Step 7 Enter password B (only the first 6 digits will appear, once you input the proper password the control will auto enter).

Step 8 Select 'Enter Serial Number' and enter the proper serial number then again to confirm the number.

Step 9 Go back to the home screen and cycle the power to the unit.

Step 10 Now the unit can be started and ran. Confirm the setpoint (password A) and the defrost type (password A) as some firmware updates may affect these settings.

FOLLOW THE STEPS BELOW TO PROPERLY UPDATE GA FIRMWARE FROM A USB DRIVE

Step 1 Power the unit up and set it to Stand by (System Off), password A.

Step 2 Note the Model Type and Serial Number.

4. Select the 3 bar 'Configuration' icon
5. Select the Diagnostics button
6. Select the Model Information button

Step 3 From the main screen press the gear (settings button) in the lower right corner of the screen, next select 'Firmware Update'

Step 4 Enter password A, and follow instructions onscreen. This process may take some time.

Step 5 Once the firmware is complete. Verify the model type and serial number is same as before by following *step 2*. If the serial number and model are correct, skip to *step 9*. If not, continue to *step 6*.

Step 6 If you need to adjust the serial number or model type, press the gear in the lower right corner of the screen, next select 'Firmware Update' again.

Step 7 This time, enter password B (only the first 6 digits will appear, once you input the proper password the control will auto enter).

Step 8 Select either 'Enter Model Info' and follow the onscreen steps or select 'Enter Serial Number' and enter the proper serial number then again to confirm the number.

Step 9 Go back to the home screen and cycle the power to the unit.

Step 10 Now the unit can be started and ran. Confirm the setpoint (password A) and the defrost type (password A) as some firmware updates may affect these settings.