

Part numbers affected: MM10013404, MM10014257, MM10014258, MM10014922, MM10015974, MM10016232, MM10019108, MM10019401, MM10020221.



IMPORTANT: Perform the below steps from an Internet accessible location before arriving onsite at a customer location.

1. If you are unfamiliar with loading software onto a USB or FlexFusion oven control, access and watch the

FlexFusion Software Procedure Videos:

<https://vimeo.com/hennypenny/flexfusion-software-procedure-videos> which include the following topics:

- Downloading software from the Henny Penny public website.
- Uploading software and additional content to the FlexFusion Platinum oven control.
- Upload software to FlexFusion Gold oven control.

2. Access and download FlexFusion software from

<https://www.hennypenny.com/resource-library/?document-category%5B%5D=2211&product-category%5B%5D=111> to a blank USB drive with a

maximum capacity of 32 GB.

Software Requirements:

- Printed circuit boards (PCB) for FlexFusion Combi controls require a software upload after replacement to be operational.
 - FlexFusion Platinum controls require additional content upload for sounds, videos, graphics, and help texts.
 - FlexFusion Gold controls do not require additional content.
- Software versions on A1 relay and A2 control PCBs must match to be operational.
- Software/Additional Content is not able to be extracted from the existing oven's PCBs.
- Software versions are not backwards compatible.

OR ACCESS FILES FROM HERE >>>>>



OR ACCESS FILES FROM HERE >>>>>



Warranty

If unit is under labor warranty and service is performed without software, Henny Penny reserves the right to not cover additional service calls, travel, and labor charges.