

TSB # 228-0042
Prince Castle
355 East Kehoe Blvd
Carol Stream, IL 60188
Date 6/27/2017



Dear 3wire,

In a going effort to ensure quality on our Genuine OEM Equipment we are Issuing a Technical Service Bulletin for our CBT Toaster Series. This TSB is for a software upgrade with our CBT toasters. Units that are effected will have to be re-flashed using OEM Part # 95-1863CS. This re-flash will help undesired re-sets and keep it at the desired OEM Temp Set Point. New OEM Software Version is 1.01 and will replace old OEM Software Version .37D. ****Please note this kit is for warranty only and is not intended for aftermarket sale. This part will have an agreed upon warranty price of \$15.00 plus an ASA flat rate of \$150.00 to perform the repair. This will be under a fix upon failure type repair basis****

Common Symptoms:

- Units could change Temp Settings from Fahrenheit to Celsius causing excessive heat
- Heel Buns get stuck halfway through the toaster during toast process
- Teflon Does not last as long as it should at lower temps
- Toast Quality Is To Dark
- Unit Main Platen Temp Reads 263c +/- 5c
- Unit that has Software Version .37D

Procedure:

- Follow the Instructional video below on how to do a unit re-flash.
- The LCD screen on startup will read software version 1.01

<https://www.youtube.com/watch?v=4sUjoEMxZSk>



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Units Effected:

Units Prior to Serial # **EMMK189702X** (exceptions for serial #'s listed below that have been previously serviced, or re-worked at the manufacture)

Manufacture Re-Work

AMMK169380X
AMMK169381X
AMMK169382X
AMMK169383X
AMMK169384X
AMMK169385X
AMMK169387X
AMMK169748X
CMMK182424X
CMMK182425X
CMMK182427X
CMMK182430X
CMMK182431X
CMMK182432X
CMMK182433X
CMMK182434X
CMMK182435X
CMMK182436X
CMMK182437X
CMMK182914X
CMMK182915X
CMMK182916X
CMMK182917X

Previously Serviced, Or In process of being serviced.

Continued on Page 3...

ELMK140791X	ALMK117325X	ALMK118013X	BLMK122568X
ALMK116308X	ALMK117326X	ALMK118014X	BLMK125694X
ALMK116309X	ALMK117327X	AMMK169758X	BLMK125695X
ALMK116310X	ALMK117635X	BLMK119317X	BLMK125696X
ALMK116311X	ALMK117636X	BLMK119318X	BLMK125697X
ALMK116312X	ALMK117637X	BLMK119319X	BLMK125698X
ALMK116313X	ALMK117638X	BLMK119320X	BLMK125699X
ALMK116314X	ALMK117639X	BLMK119321X	BLMK125700X
ALMK116315X	ALMK117640X	BLMK119322X	BLMK125701X
ALMK116692X	ALMK117640X	BLMK119323X	BLMK125702X
ALMK116693X	ALMK117641X	BLMK119324X	BLMK125703X
ALMK116694X	ALMK117642X	BLMK119325X	BLMK125704X
ALMK116695X	ALMK117643X	BLMK119326X	BLMK125705X
ALMK116696X	ALMK117644X	BLMK119327X	BLMK125706X
ALMK116697X	ALMK117645X	BLMK119328X	BLMK125707X
ALMK116698X	ALMK117646X	BLMK119329X	BLMK125708X
ALMK116699X	ALMK117647X	BLMK119330X	BLMK125709X
ALMK116700X	ALMK117648X	BLMK119331X	BLMK125710X
ALMK116701X	ALMK117649X	BLMK119332X	BLMK125711X
ALMK117308X	ALMK117650X	BLMK119333X	BLMK125712X
ALMK117309X	ALMK117651X	BLMK119334X	BLMK125713X
ALMK117310X	ALMK117652X	BLMK119335X	CLMK127328X
ALMK117311X	ALMK117653X	BLMK119336X	CLMK127329X
ALMK117312X	ALMK117654X	BLMK122554X	CLMK127330X
ALMK117313X	ALMK118000X	BLMK122555X	CLMK127331X
ALMK117314X	ALMK118001X	BLMK122556X	CLMK127332X
ALMK117315X	ALMK118002X	BLMK122557X	CLMK127333X
ALMK117316X	ALMK118003X	BLMK122558X	CLMK127334X
ALMK117317X	ALMK118004X	BLMK122559X	CLMK127335X
ALMK117318X	ALMK118005X	BLMK122560X	CLMK127336X
ALMK117319X	ALMK118006X	BLMK122561X	CLMK127337X
ALMK117320X	ALMK118007X	BLMK122562X	CLMK127338X
ALMK117321X	ALMK118008X	BLMK122563X	CLMK127339X
ALMK117322X	ALMK118009X	BLMK122564X	CLMK127340X
ALMK117323X	ALMK118010X	BLMK122565X	CLMK127341X
ALMK117324X	ALMK118011X	BLMK122566X	CLMK127342X

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Unit Serial #'s continued

CLMK130170X
CLMK130171X
CLMK130172X
CLMK130173X
CLMK130174X
CLMK130175X
CLMK130176X
DLMK135297X
DLMK135298X
DLMK135299X
DLMK135300X
DLMK135301X
DLMK135302X
DLMK135303X
DLMK135304X
DLMK135305X
DLMK135306X
DLMK135377X
DLMK135378X
DLMK135379X
DLMK135380X
DLMK135381X
DLMK135382X
DLMK135383X
DLMK135384X
DLMK135385X
DLMK135386X
DLMK135851X
DLMK135852X
DLMK135853X
DLMK135854X
DLMK135855X
DLMK135856X
DLMK135857X
DLMK135859X
DLMK135860X
EKMK091154X

ELDK137908X
ELDK137909X
ELDK137910X
ELDK137911X
ELDK137912X
ELDK137914X
ELDK137915X
ELDK137916X
ELDK137917X
ELDK137918X
ELDK137920X
ELDK137921X
ELDK137923X
ELDK139015X
ELMK136592X
ELMK136593X
ELMK136594X
ELMK136595X
ELMK136596X
ELMK136597X
ELMK136598X
ELMK136599X
ELMK136600X
ELMK136601X
ELMK136602X
ELMK136603X
ELMK136604X
ELMK136605X
ELMK136606X
ELMK136607X
ELMK136608X
ELMK136609X
ELMK136610X
ELMK136611X
ELMK139095X
ELMK139096X
ELMK139097X

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ELMK139100X
ELMK139101X
ELMK139102X
ELMK139103X
ELMK139105X
ELMK140774X
ELMK140775X
ELMK140776X
ELMK140777X
ELMK140778X
ELMK140779X
ELMK140780X
ELMK140781X
ELMK140782X
ELMK140783X
ELMK140784X
ELMK140785X
ELMK140786X
ELMK140787X
ELMK140788X
ELMK140789X
ELMK140790X
ELMK140792X
ELMK140793X
ELMK141228X
ELMK141229X
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ELMK141232X
ELMK141233X
ELMK141234X
ELMK141235X
ELMK141237X
ELMK141406X
ELMK141407X

ELMK141416X
ELMK141418X
ELMK141419X
ELMK141420X
GKMK091150X
GKMK091154X
HLMK151291X
HLMK151291X
HLMK152079X
HLMK152085X
HLMK152090X
KLMK159988X
MKMK113288X
MKMK113288X
MKMK114389X
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MKMK114393X
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MKMK114395X
MKMK114398X
MKMK115275X
MKMK115276X
MKMK115277X
MKMK115278X
MKMK115279X
MKMK115280X
MKMK115281X
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CLMK127344X
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Sincerely,

A handwritten signature in black ink, appearing to read "Paul Svenningsen", with a long horizontal flourish extending to the right.

Paul Svenningsen

Technical Service Manager U.S.